



Electronic Visit Verification (EVV) Phase II

Stakeholder Meeting
October 13, 2021

Agenda

- Introduction of California's EVV Phase II Vendor - Sandata Technologies, Inc.
- Overview of EVV
- Sandata EVV System Overview
- Look Ahead
- Questions

Introduction of Sandata Technologies, LLC



Jamie Richardson
California Phase II EVV Contract Manager

About Sandata

The Industry Leader



40+ Years of Experience



On Time, On Budget

Bringing CA Unmatched Experience



500,000 Caregivers



20 State EVV Programs

EVV Thoughtful Leadership

- ✓ Introduced EVV to the homecare industry in 1994
- ✓ Introduced mobile EVV to the industry in 2012
- ✓ Introduced Aggregator to the industry in 2016
- ✓ First and only CMS certification of a statewide Aggregator in 2018

Experience Ensures Success

- ✓ 20 state EVV programs
- ✓ Open EVV with Aggregator in 16 states
- ✓ Over 180 Aggregator interfaces to leverage for United States Department of Health and Human Services
- ✓ Never had a failed implementation

Overview of EVV

EVV Overview

- EVV is a telephone and/or computer-based system that electronically verifies the occurrence of in-home visits.
- Federal law requires state Medicaid programs to use an EVV system for:
 - Personal Care Services (PCS) covered by Medicaid (Medi-Cal in California) by January 1, 2022.
 - Home Health Care Services (HHCS) covered by Medi-Cal by January 1, 2023.

Federal EVV Requirements

- EVV systems or solutions must electronically verify:
 - Type of service performed
 - Individual receiving the service
 - Individual providing the service
 - Date of the service
 - Location of service delivery
 - Time the service begins and ends

EVV Phase II Overview

- Includes both PCS and HHCS programs. These are agencies that provide in-home PCS and/or HHCS to eligible Medi-Cal beneficiaries, and non-IHSS or Waiver Personal Care Services (WPCS) self-directed and individual providers who do the same.
- California EVV is an open vendor model that will allow providers to use our state solution (Sandata Technologies) or an alternate solution.

Open Vendor Approach

- In-home service providers and agencies using other EVV front-end systems must:
 - Meet state and federal requirements for EVV, including collecting all six required EVV data elements.
 - Send their EVV data to Sandata Aggregator on an approved transmission schedule.
 - Send their EVV data to the state in the approved format.

Recommended Methods for Electronically Verifying Visits

- Mobile application using Global Positioning System (GPS)
 - Location would be captured only at check-in and check-out in the home.
 - No continuous tracking of service provider required.
- Telephone
 - Must be a landline connected to the home address and utilize Interactive Voice Response (IVR).

EVV Phase II Programs and Services

EVV Jurisdictional Entities

- What are EVV “Jurisdictional Entities”?
 - Entities (e.g., Medi-Cal managed care plans, Home and Community Based Alternatives (HCBA) Waiver agencies, Multipurpose Senior Services Program (MSSP) sites, HIV/AIDS Medi-Cal Waiver Program (MCWP), counties, regional centers) that contract with the state to provide PCS and/or HHCS
 - Jurisdictional entities may either directly deliver or subcontract with organizational providers (e.g., PCS agencies) and/or individual providers (e.g., home health aides) to render PCS and/or HHCS directly to Medi-Cal beneficiaries

EVV Phase II Programs

- Home and Community-Based Services (HCBS) waiver programs:
 - HCBA waiver/WPCS
 - MSSP
 - HIV/AIDS MCWP
- Home health, through Medi-Cal managed care, fee-for-service, and California Children's Services (CCS)

Types of HHCS Home Care and PCS Subject to EVV

- Attendant Care
- Certified Nursing Assistant
- Habilitation
- Home Health Aide
- Homemaker
- Nursing Care
- Occupational Therapy
- Personal Care
- Physical Therapy
- Private Duty Nursing
- Respite Care
- Speech Therapy

*Provider codes listed on DHCS webpage

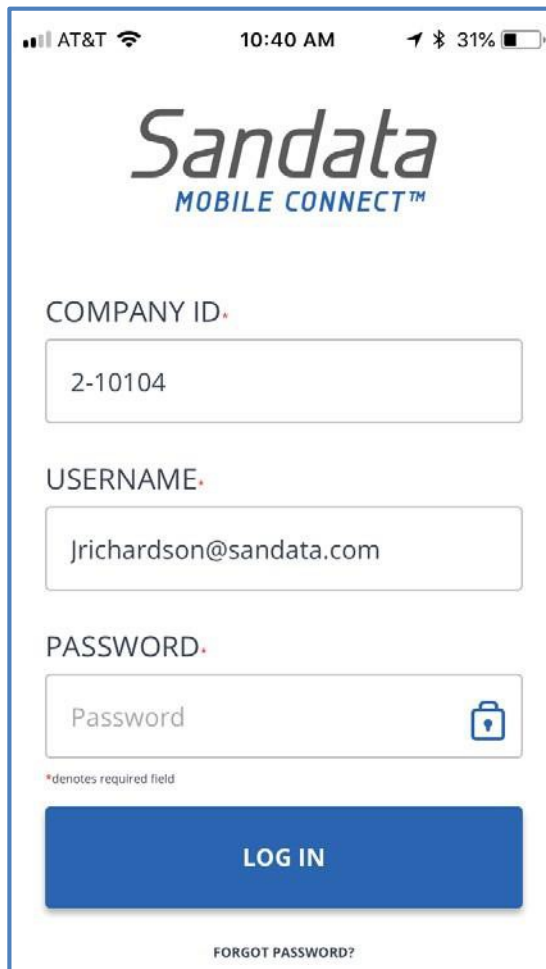
**Implementation Deadlines: PCS by 1/1/22 and HHCS by 1/1/23

Sandata EVV System Overview

Sandata EVV Mobile Application

- Primary EVV method
- Application can be loaded on Android or iOS
- Loaded on caregiver devices; works with data and Wi-Fi
- Works in both connected and disconnected mode
- Start time and end time is verified with GPS to the member address(es)
- GPS location captured at check in and out only
- ADA 508 and Health Insurance Portability Accountability Act (HIPAA) compliant

Sandata EVV Mobile Application




AT&T 10:40 AM 31%

Sandata
MOBILE CONNECT™

COMPANY ID*
2-10104

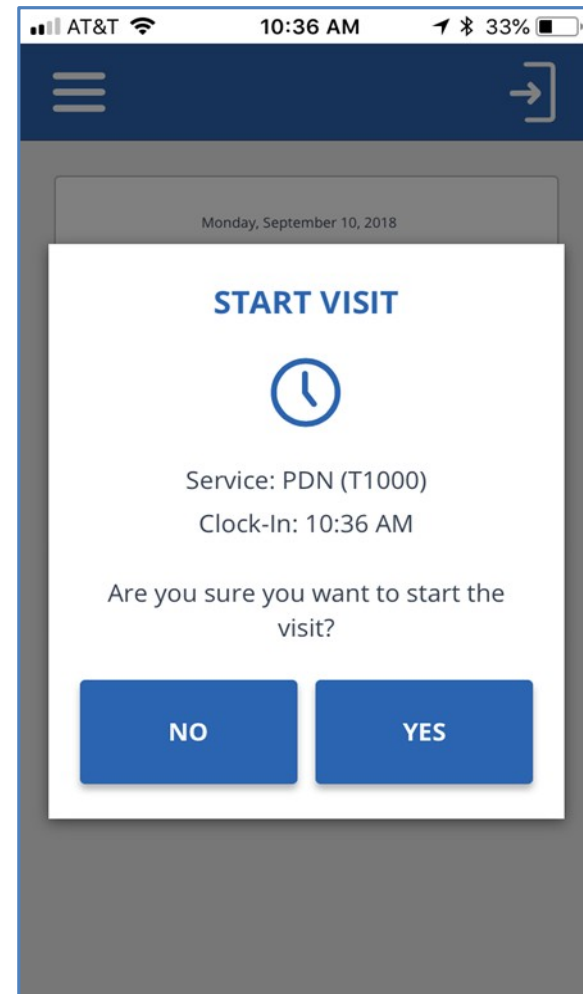
USERNAME*
jrichardson@sandata.com

PASSWORD*
Password 

*denotes required field

LOG IN


[FORGOT PASSWORD?](#)



AT&T 10:36 AM 33%

Monday, September 10, 2018

START VISIT

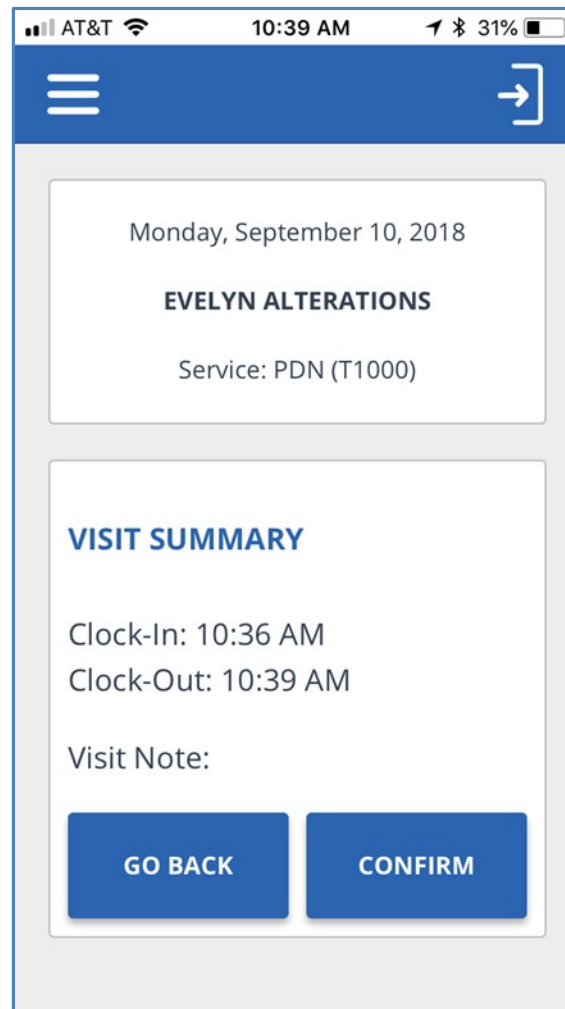


Service: PDN (T1000)
Clock-In: 10:36 AM

Are you sure you want to start the visit?

NO **YES**

Sandata EVV Mobile Application



Telephone EVV process

Secondary EVV method

1. Upon arriving, call the toll-free phone number.
“Welcome, please enter your ID”
2. Enter your EVV ID.
“Press 1 to clock in” or “press 2 to clock out”
3. Press 1.
“Received at <time>”
4. Hang up.
5. Repeat same process for the service end time, with the additional step of entering the service ID associated with the visit.

Provider Agency EVV Portal

- Each provider agency will have their own EVV portal
- Accessible via the web
- Real time monitoring of visit data
- Exception flags for visits that are missing required visit data
- Ability to correct visit exceptions when needed, using reason codes (includes full audit trail)
- Summary and detail reporting
- HIPAA-compliant data management

Providers Using Third Party (Alternate) EVV systems

- Providers/EVV vendor will need to send EVV data to California Phase II EVV Aggregator
- Sandata will provide third party Interface requirements and documents via the DHCS EVV website (October)
- There will be additional 'town hall' meetings and trainings on third party EVV interface
- Register to obtain credentials and for data interface testing
- Currently have third party Aggregator interfaces with more than 180 vendors

Provider EVV Costs

Sandata EVV System:

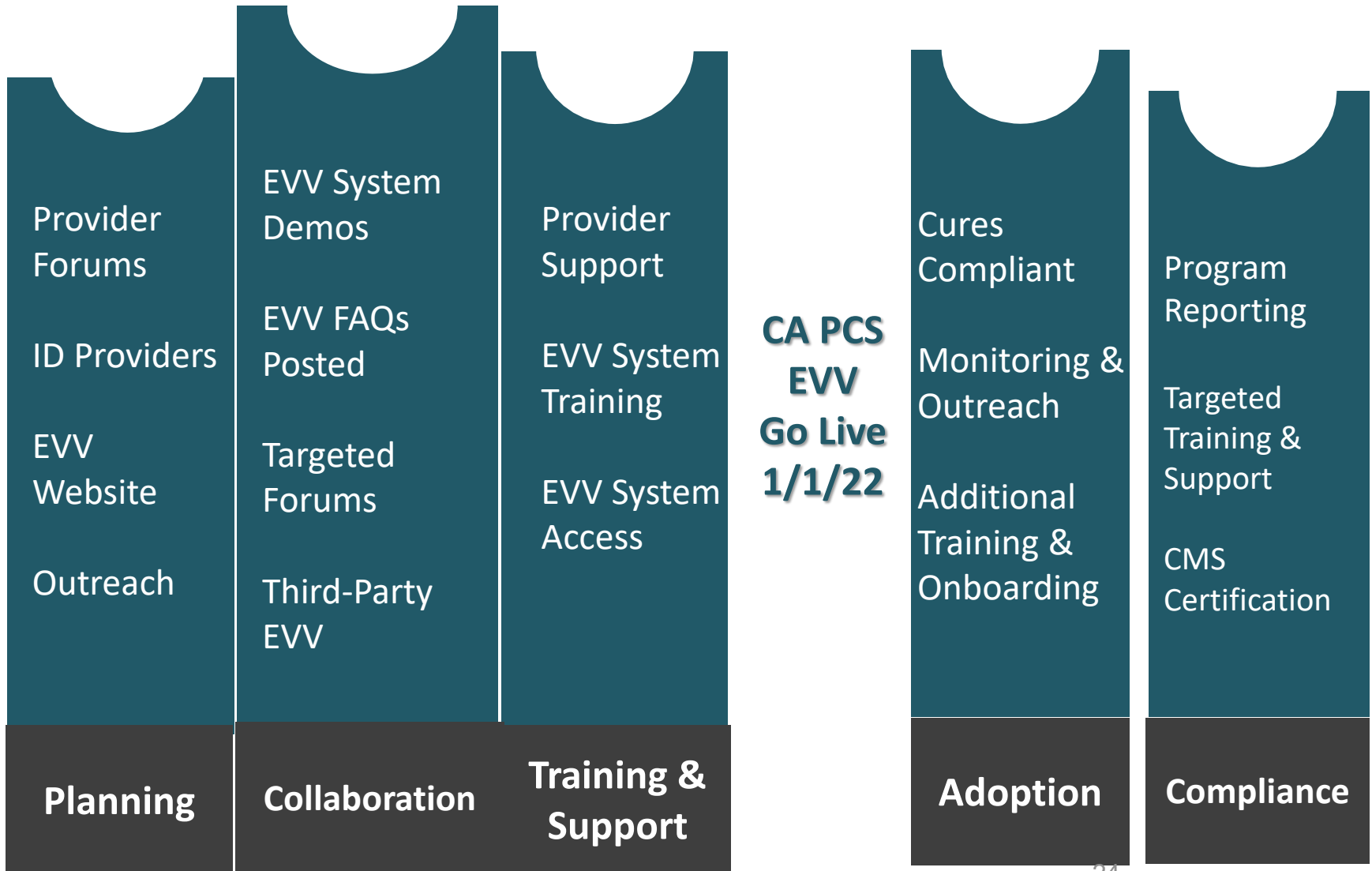
- Sandata EVV is available free of charge.
- Mobile App: Bring your own device and data plan.

Third Party EVV Systems:

- Providers using third party EVV systems will continue to pay for them as they do today.
- Providers using third party EVV systems will likely incur fees from your EVV vendor for the Aggregator data interface work.

Look Ahead

Phase II EVV Timeline



What's next?

- Begin self-registration of EVV PCS providers via link on DHCS website (mid-October)
- EVV frequently asked questions (FAQ)
- Third Party EVV Provider Town Hall
- [DHCS EVV webpage](#) – Hub for all EVV updates and stakeholder materials

Sandata EVV System Training

- Online training for self-registration.
- Training will be provided using webinars and independent training via learning system and recorded videos.
- Training materials will support your staff training.
- Once trained, providers will receive a 'Welcome Kit' to access the Sandata EVV system.

Monthly Stakeholder Webinars

- DHCS to host monthly PCS stakeholder meetings to keep stakeholders apprised of EVV implementation activities:
 - November 2021
 - December 2021
- Targeted outreach and training sessions to be provided to jurisdictional entities and PCS providers (schedule TBA).

Policy Guidance

- DHCS will issue policy guidance to the jurisdictional entities through normal means (e.g., All Plan Letters, Information Notices) regarding the implementation of EVV and program requirements.
- Stakeholders will be able to provide feedback during a comment period.

EVV Phase II

Contact Information for Stakeholder Feedback

- For EVV Phase II information, please visit:
<http://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx>
- To be added to the DHCS EVV Phase II email list or to ask questions, please email
EVV@dhcs.ca.gov.