

Alternate Electronic Visit Verification (EVV) Town Hall

September 26, 2024

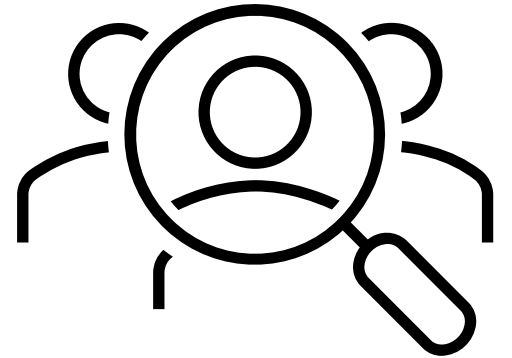


**Department of
Medicaid**



Purpose

- Overview of the Ohio Administrative Code (OAC) that pertains to Electronic Visit Verification and alternate vendors.
- Provide clarity and offer support on identified issues for:
 - ✓ Providers who use an alternate vendor.
 - ✓ Alternate vendors.
 - ✓ Subcontracted therapy agencies.

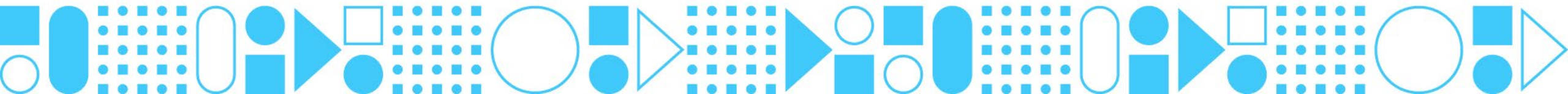


Agenda

- Present the Ohio Administrative Code (OAC) rule for Alternate Electronic Visit Verification (EVV) providers.
- Discuss Recipient record requirements, including the connection to the Recipient web service, Recipient address, and Global Positioning System (GPS) location.
- Review the barriers and solutions for home health therapy services.
- Address the use of modifiers and reason codes on visits, and the capture of location at the point of care.
- Share resources for help.



Ohio Administrative Code



Ohio Administrative Code

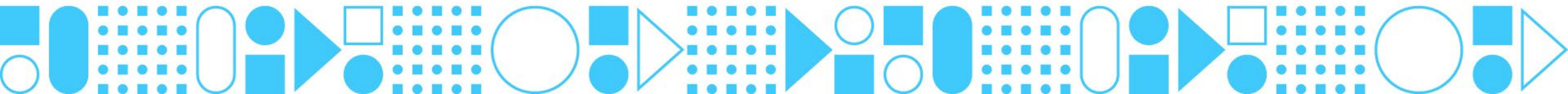
Rule [5160-32-03 Alternate electronic visit verification \(EVV\) Vendor.](#)

Provider responsibilities:

- Notify Ohio Medicaid of intent to use an alternate vendor.
- Complete alternate system aggregator training.
- Ensure visit data is in aggregator and reflects the visit as it occurred.
- Ensure billing is supported by visit data.
- Obtain and maintain alternate vendor certifications.



Recipient Records



New Recipient Records

- All new recipient records are validated against the Ohio Department of Medicaid (ODM) recipient eligibility system.
- The **PatientBirthDate** and **EffectiveStartDate** are required for Sandata to correctly validate the recipient data against ODM's recipient eligibility system.
 - Ensures Sandata has valid recipient data for claims validation.
 - Eliminates the need for providers to create new records for newborns and Ohio Department of Aging (ODA) State-Funded recipients requiring EVV before receiving a Medicaid ID.



Recipient Record Updates

- Sandata is aware of unexpected behavior related to updating existing recipient records in alternate vendor systems.
- Vendors have found when sending the same **PatientOtherID** with a new Medicaid ID, the recipient is not updating.
- The vendor can send a new recipient record with the correct Medicaid ID and resend visits with the new **PatientOtherID** and correct Medicaid ID.
- Work is being done to investigate and resolve this issue.



Technical Specifications Reference

Field Name	Description	Max Length	Type	Required	Expected Value/Rejection Rule
PatientBirthDate	Recipient's Date of Birth.	10	Date	Yes	If not provided, record is rejected.
EffectiveStartDate	The date the recipient (individual) is eligible to receive this service.	10	Date	Yes	Format: YYYY-MM-DD If invalid or null, record will be rejected.



Recipient Address Requirement

- The Recipient address is required.
- A Post Office (P.O.) box is an acceptable form of address in the Recipient record.
 - This is important to note for those individuals who are enrolled on [Ohio's Safe at Home program](#).

SAFE AT HOME



OHIO'S ADDRESS CONFIDENTIALITY PROGRAM
FOR SURVIVORS OF CRIME

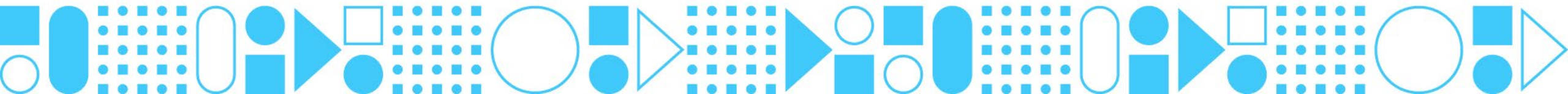


Multiple Recipient Addresses

- If the address within the Recipient Web Service is different from the address provided by the alternate vendor, Sandata appends the address provided by the alternate vendor and the address from ODM's recipient eligibility system.
 - The address provided by the alternate vendor is the primary.
 - The address from the recipient web service is the secondary.



Barriers and Solutions for Home Therapy Services



Barriers and Solutions for Home Therapy Services

Communicated Barrier from Stakeholders	Solution
In the legacy system, therapists subcontracting for multiple home health agencies had to remember multiple agency account numbers to sign into the EVV system to log visits.	The enhanced Sandata Mobile Connect (SMC) application allows subcontracted therapists to have one login for Sandata using their email address. After entering one username, the therapist can choose the agency they are linked to for visit capture.
Administrative burden for agency providers to manually add subcontracted therapy providers into EVV system.	A bulk upload feature allows providers using a Sandata EVV account to download an excel template, have the sub-contracted entity fill in the template for each staff member, and then the provider can upload the excel document into the EVV account.



Direct Care Worker Employee Records

- Agency providers who use an alternate vendor have the option to also use the Sandata Electronic Visit Verification (EVV) system for only their subcontracted therapists.
- Providers using both systems need to ensure employee records are captured in the appropriate accounts.



Alternate Electronic Visit Verification Options When Using Subcontracted Therapists

Option 1

Medicaid Provider uses **two** EVV accounts to capture and maintain visits

- **Account A:** Alternate EVV Account
- **Account B:** Sandata EVV Account is used for subcontracted therapy services

For Account B above, subcontracted therapists can use Sandata's single log in functionality in the Sandata Mobile Connect application

Alt EVV System

Non- subcontracted
services in Alt EVV
Account

Sandata System

Subcontracted
services in Sandata
EVV Account

Option 2

Medicaid Provider uses **one** Alt EVV account to capture and maintain all visits

- **Account A:** Alternate EVV Account

Subcontracted therapists must use the alternate vendor login functionality, which may result in multiple log in credentials.

Alt EVV System

All services in Alt
EVV Account

Alternate Electronic Visit Verification and Subcontracted Therapists. Option 1 of 2.

Provider steps for option 1:

1. Agency submits a request to OHAltEVV@sandata.com with the request to obtain a Sandata system account B to use in addition to their Alternate EVV account A.
 - This request must include the Provider Medicaid ID number.
2. Provider adds subcontracted therapists into the Sandata system using their email addresses. Bulk upload is an option.
3. Subcontracted therapists can use one email address to log into the Sandata Mobile Connect and they will then have the option to choose the agency from a dropdown.



Alternate Electronic Visit Verification and Subcontracted Therapists. Option 2 of 2.

Provider steps for option 2:

1. All services subject to EVV are captured in the alternate vendor system, including services captured by subcontracted therapists.
2. Subcontracted therapists must use the alternate vendor system's login functionality, which may result in multiple login credentials for each contracted provider.

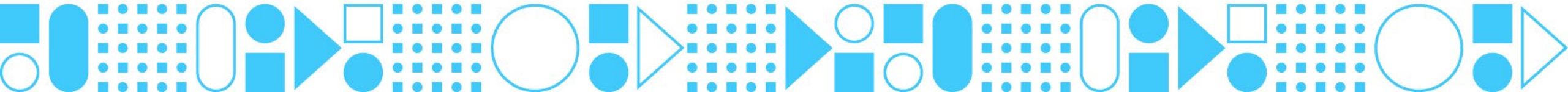


Bulk Upload in Sandata Electronic Visit Verification

- Home health agencies can export a [bulk upload](#) template that can be completed by the subcontracted entity for the purpose of adding multiple DCW or employees into Sandata's system at the same time. This can be helpful to agencies who subcontract therapists.
- Please review the [bulk upload sample](#) document on the EVV website for further clarification. Once the form is uploaded agency administrators will need to navigate to each direct care worker record and select the mobile user box.



Visit Data



Location and Visit Data

- Logging GPS coordinates is optional and may only be done with written consent of the person receiving services.
- The GPS capture requirement applies to alternate vendor source systems.
- Recommend using [ODM 10375 EVV GPS Consent form](#) to provide consent for GPS logging You may also use your own consent form if it collects all the data elements contained in the ODM form.
- Providers must demonstrate that consent has been obtained and maintained. Consent is effective from the date of recipient's signature on the form for a period of one year or 365 calendar days.



Visit Latitude Technical Specifications

Field Name	Description	Max Length	Type	Required	Expected Value or Rejection Rule
CallLatitude	Latitude for GPS calls, if GPS is used Format example: 111.1111111 11111111	18 digits (3 whole numbers, 15 decimal place) MINIMUM would be: 0.0	Decimal	No	GPS coordinates, if collected on the call.

Note: without recipient consent, GPS should not be captured at the start and end of the visit.

Visit Longitude Technical Specifications

Field Name	Description	Max Length	Type	Required	Expected Value or Rejection Rule
CallLongitude	Longitude for GPS calls, if GPS is used. Format example: 111.11111111111111 111	18 digits (3 whole numbers, 15 decimal place) MINIMUM would be: 0.0	Decimal	No	GPS coordinates, if collected on the call.

Note: without recipient consent, GPS should not be captured at the start and end of the visit.

Location and Recipient Records

- Recipient latitude and longitude are not required; however, any recipient address with a corresponding GPS location will have the GPS appended to the recipient record.
- Global Positioning System (GPS) coordinates cannot be appended to a P.O. box.



Address Latitude Technical Specifications

Field Name	Description	Max Length	Type	Required	Expected Value or Rejection Rule
PatientAddressLongitude	The longitude for each of the Recipient (individual)'s addresses which are used for visits. Format example: 111.11111111111111 11	18 digits (3 whole numbers, 15 decimal place) MINIMUM would be: 0.0	Decimal	No	If unknown, send 0.0

Address Longitude Technical Specifications

Field Name	Description	Max Length	Type	Required	Expected Value or Rejection Rule
PatientAddressLatitude	The latitude for each of the Recipient (individual)'s addresses which are used for visits. Format example: 111.1111111111111111	18 digits (3 whole numbers, 15 decimal place) MINIMUM would be: 0.0	Decimal	No	If unknown, send 0.0



Modifiers

- If an alternate vendor is sending a procedure code with a modifier, they will need to utilize the **Modifier1** field.
- A modifier can be included in the **IndividualPayerInformation** segment of the Recipient record.
- A modifier can be included in the Visit record.
- The modifier value of U9 can be provided with procedure codes T1001 or G0493.



Modifiers Technical Specifications

Field Name	Description	Max Length	Type	Required	Expected Value/Rejection Rule
Modifier1	First modifier if applicable.	3	String	Yes, if applicable	Tor T1001 a modifier of U9 may be provided if applicable.

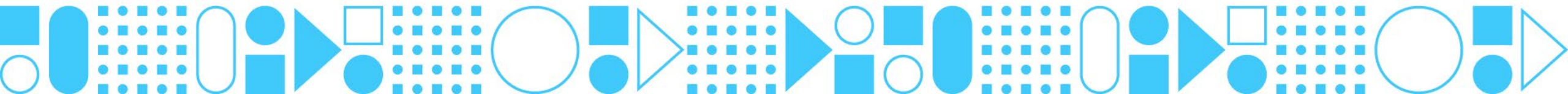


Reason Codes

- The alternate vendor data collection system will be expected to send a reason code “99” and attestation that proper documentation exists for any manual entry or data edit.
- A value of “99” is the only reason code accepted.
 - **Sandata has deployed a system fix to allow historical change segments to include old reason codes.**



Resources and Contact Information



Resources

- Use the [Alternate System Homepage](#) to review technical specifications and other important EVV requirements.
- Use the [Subscribe Form](#) to receive EVV news and updates.



Contact Information

- Call a live support agent using the phone number 855-805-3505.
- Send an email message to OHAltEVV@sandata.com.
- Create a ticket in the Sandata On-Demand portal at <https://Sandata.Zendesk.com>.



Questions



Thank you!

