

# Electronic Visit Verification (EVV)

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning  
2020



# 21<sup>st</sup> Century Cures Act

- Requires providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
  - Personal care services - January 1, 2021\*
  - Home health services - January 1, 2023

**\*Good Faith Effort exemption delayed final implementation by one year.**



# Overall Requirements

- EVV captures the following details:
  - **Type** of service performed
  - **Individual receiving** the service
  - **Date** of the service
  - **Location** of service delivery
  - **Individual providing** the service
  - **Time** the service begins and ends



# Rationale for Policy

- **Federal Law** – required under Section 1903(l) of the Social Security Act
- **Reduce Fraud, Waste, and Abuse** – ensures services are billed according to services authorized and performed
- **Improves Overall Quality of Services**



# Does EVV Impact Me?

- **Criteria for Service Inclusion:**

- Personal care service (Includes activities of daily living or instrumental activities of daily living)
- Authorized for coverage through a federal home and community-based services authority (1915(c), 1915(i), 1915(j), 1915(k), 1115)
- Provided in the home



# Does EVV Impact Me?

Impacted Services	
Medication Training and Support (AMHH population)	Respite Care
Skills Training and Development (AMHH and CMHW population)	Unskilled Respite Care
Attendant Care	Residential Habilitation (Hourly)
Homemaker Services	Residential-Based Habilitation
Participant Care and Assistance	

**If you provide these services and do not submit an EVV record with these claims starting on January 1, 2021, you will not receive reimbursement for these services.**



# Getting Ready for EVV Implementation



# Two Options for EVV Implementation

- The Indiana Health Coverage Programs (IHCP) uses the **Open Vendor Model**:
  - Sandata (State-sponsored EVV solution)
  - Alternative EVV solution (meeting the same requirements)



**The IHCP allows providers to use any alternative EVV solution that satisfies the requirements from the 21<sup>st</sup> Century Cure Act.**





# EVV Resources

## EVV

### Electronic Visit Verification Preparation

**COMPLIANCE DATE: January 1, 2021**

Failure to comply with this requirement will result in claims payment disruption.

#### What is EVV?

The 21st Century Cures Act directs state Medicaid programs to require providers of personal care services to use an "electronic visit verification" system to document services rendered. Federal law requires that providers use the EVV system to document the following information:

- Date of service
- Location of service
- Individual providing service
- Type of service
- Individual receiving service
- Time the service begins and ends

#### Providers may choose between two technology options to use for Electronic Visit Verification:

<b>Sandata (State-Sponsored EVV Solution)</b>	This is available to all personal care service providers at no cost to the provider. This solution meets the federal requirements but does not provide additional functionality.
<b>Alternative EVV Solution</b>	Providers may also use any other vendor that has integrated in Indiana with the Sandata solution. Alternative vendors may provide additional functionality to providers.

#### Available resources

[Electronic Visit Verification](#); This webpage provides all of the latest IHCP policy guidance on EVV implementation as well as helpful information for both Sandata and alternative EVV vendor users.

[Electronic Visit Verification Training](#); This webpage contains all of the educational reference material for Sandata users.

How to prepare for implementation

#### For providers using Sandata (State-Sponsored EVV Solution)

**Step 1: Complete the Sandata training**  
Providers can complete this training using two methods currently:  
 > Self-paced online training  
 > Instructor-led webinar training session  
 For instructions on accessing the self-paced training (or to sign up for an instructor-led webinar training session), go to the [EVV Training Registration Quick Reference Guide](#).

**Step 2: Receive your login credentials**  
Once providers have completed the training, they will need to email their certificate of completion to [INXXEVV@dx.com](mailto:INXXEVV@dx.com) to receive their agency's Sandata login credentials.

**Step 3: Enter your employee and client information**  
Each employee will have his or her own login information for the Sandata system. The agency will want to create logins for each employee as well as insert information about the agency's clients receiving personal care services.

**Step 4: Provide employees with appropriate devices**  
If the agency is planning to use mobile visit verification using Sandata Mobile Connect, it will want to ensure its employees have access to a smart device. Providers can use either Android or Apple devices. Otherwise, employees should be trained to use telephonic visit verification.

**Step 5: Prepare your direct care workers**  
The agency will want to ensure that their direct care workers have had individual training on capturing visits either through the Sandata Mobile Connect application or through telephonic visit verification.

#### For providers using an alternative EVV vendor

**Step 1: Send an email to [EVV@fssa.in.gov](mailto:EVV@fssa.in.gov)**  
The agency will want to include the agency's name and contact information along with the alternative vendor's name and contact information. This will allow FSSA to determine if the vendor has previously integrated with Sandata in Indiana. If the vendor has not previously integrated, it will be required to pay a one-time fee.

**Step 2: Request testing credentials from [INAIteVV@sandata.com](mailto:INAIteVV@sandata.com)**  
Once Sandata has informed the alternative vendor that they are ready to begin testing, the provider agency should request testing credentials for the vendor. These credentials should be provided to the vendor.

**Step 3: Work with the vendor to complete the testing process**  
With the testing credentials, the vendor will prepare a test file that will be submitted to Sandata for approval. The provider agency will need to stay in contact with the vendor during this process. Be sure to have the vendor submit a notification to [INAIteVV@sandata.com](mailto:INAIteVV@sandata.com) or 855-705-2407 once the test files have been submitted to Sandata for review.

**Step 4: Complete the self-paced training**  
While the vendor is testing, the provider agency should complete a brief training on the usage and functionality of the Sandata Aggregator.

**Step 5: Request production credentials**  
With training complete, and once testing has been confirmed, provider agencies will request production credentials that will be used to log into the Sandata Aggregator.

Contact us by phone at **800-457-4584, option 5** or by email at [evv@fssa.in.gov](mailto:evv@fssa.in.gov)

**Office of Medicaid Policy & Planning**

Family & Social Services Administration  
Office of Medicaid Policy & Planning  
402 W. Washington St., Room W374  
Indianapolis, IN 46204

## EVV Implementation Guide

- Provides key requirements
- Provides step by step guide for implementation
- Provides contact information for questions or issues

AVAILABLE ON THE INDIANA  
MEDICAID EVV WEBPAGE



# EVV Resources

The Electronic Visit Verification webpage - located under the Business Transactions tab

The screenshot displays the IN.gov website navigation menu. The 'BUSINESS & AGRICULTURE' tab is selected, and the 'Business Transactions' sub-tab is active. The 'Electronic Visit Verification' link is circled in red. The right-hand side of the page provides a brief overview of the EVV system.

Menu Item	Icon
INDIANA MEDICAID for Providers	Indiana Family & State Services Department Logo
Provider Enrollment	Medical Bag with Plus Sign
Provider References	Medical Bag with Plus Sign
Provider Education	Checklist with Plus Sign
Business Transactions	Folder with Magnifying Glass
Clinical Services	Stethoscope
About IHCP Prog	Calendar

**Electronic Visit Verification**

The IHCP will implement an electronic visit verification (EVV) system for federally required provider documentation of designated personal care and home health services.

# EVV Resources

The Electronic Visit Verification Training webpage - located under the Provider Education tab

The screenshot shows the IN.gov website navigation menu. The 'EDUCATION' tab is highlighted in green. Below it, the 'Provider Education' sub-tab is highlighted in blue. The 'Provider Education' sub-tab is expanded, showing a list of training opportunities. The 'Electronic Visit Verification Training' item is circled in yellow. The 'Electronic Visit Verification Training' item is highlighted in blue. The 'Electronic Visit Verification Training' item is highlighted in blue.

**Provider Education Opportunities**

- 2020 IHCP Roadshow
- IHCP Live
- Program Integrity Provider Education Training
- Provider Healthcare Portal Training
- PE Qualified Provider Training
- Electronic Visit Verification Training**
- Workshop Registration
- How to Access Virtual Training
- Archived Workshop Presentations

**Electronic Visit Verification Training**

Check this page for training opportunities around electronic visit verification (EVV) for personal care and home health services.



# Communication Efforts



# Communication Effort Thus Far

- IHCP Publications – 18 articles on EVV (May 2018 through July 2020)
- Quarterly provider association / stakeholder meetings
- Provider Workshop Sessions
- Various webinars, videos, and other electronic means



# Direct Outreach Effort

- Additional IHCP Live webinars
- Provider Relations daily phone calls
- Continued participation in any provider association meeting



# Response to Feedback

Previous Policy	Current Policy
Require member signature or voice recording as part of EVV record	<b>Optional</b> member signature or voice recording
Agency-specific alternative EVV vendor approval process	<b>Vendor-specific</b> alternative EVV vendor approval process
Sandata communications sent to all users (Sandata and alternative EVV vendor users)	Sandata communications sent to Sandata users; <b>alternative EVV vendor users can opt out</b>
Required Residential Habilitation (Daily)	<b>Removed</b> Residential Habilitation (Daily)



# Overall Readiness

## *As of July 2020*

- Sandata users – 151 agencies completed training
- Alternative EVV vendor users:
  - 47 have production credentials
  - 31 have completed testing but not moved to production
  - 127 have requested testing

**EVV impacts over 900 enrolled locations, so considerable provider readiness is still necessary!**





# January 1, 2021

Providers will see claims payment disruption for claims submitted without an EVV record.



**PROVIDERS NEED TO TAKE THIS SERIOUSLY  
AND PREPARE NOW!**



# Questions?

Indiana Family and Social Services Administration  
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