IHCP *bulletin*

Checklist and timeline presented to prepare providers using the Sandata EVV system

The *21st Century Cures Act* directs state Medicaid programs to require personal care services and home health services providers to use an electronic visit verification (EVV) system to document the services rendered. See *Indiana Health Coverage Programs* (*IHCP*) *Bulletin* BT201855 for more information.

Use of an EVV system to document personal care services will be effective and mandated as of January 1, 2020.

Federal law requires that providers use the EVV system to document the following information:

- 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

At this time, the IHCP is not requiring all affected providers to use a single, uniform EVV system. Affected providers may use a system of their choice; however, the system selected must comply with federal documentation requirements. Providers are responsible for ensuring that they are in compliance with the federal requirements. Providers that have not completed testing and training on the Aggregator by the January 1, 2020, deadline will be required to attend an instructor-led classroom (ILC) or webinar training and use the Sandata system until their alternative system is ready.

In preparation for the soft launch for EVV (*see IHCP Bulletin* BT201925), providers are encouraged to review the checklist and timeline in this bulletin and allow enough time to complete each item in advance of the January 1, 2020, date. The objective of the soft launch is to allow providers time to use the EVV system and develop the processes and procedures within their organization to reduce claim denials after January 1, 2020, deadline.

Providers using the Sandata EVV system should follow this suggested timeline:

- **September 2019: 4 months to mandatory use – Registration, training, login credentials**
    - ✓ Providers and agencies are required to complete EVV train-the-trainer training before receiving their Sandata EVV Portal Welcome Kits, which will include their login credentials. Each provider or agency will send no more than two representatives from their organization per IHCP Provider ID to attend the training session, so they can successfully train other EVV portal administrators and caregivers. It is expected that one of the training representatives will be an EVV administrator.
    - ✓ Providers are strongly encouraged to attend an ILC or webinar training. A bulletin explaining how to register for training will be posted on the IHCP website at the beginning of August 2019. Classroom and webinar training sessions will run from August 28, 2019, through December 19, 2019. Online self-paced training sessions will be available after November 15, 2019, as a refresher training. Information on the training seminars and registration dates will also be posted on the *Electronic Visit Verification Training* page at in.gov/medicaid/providers.
    - ✓ All required training should be completed during this time to be ready for the launch of EVV. After training is completed, providers will begin to use the Sandata EVV system.

- **October 2019: 3 months to mandatory use – Setting up staff in EVV system**
 - ✓ After providers are ready to use the Sandata EVV system, they must enter their direct care workers and administrative staff information into the system.

- **November 2019: 2 months to mandatory use – Ordering devices**
  - ✓ Providers and agencies are responsible for supplying devices for EVV visit capture. Providers need to ensure that individuals have devices if they are planning to use mobile visit verification (MVV).

- **December 2019: 1 month to mandatory use – Completing direct care worker training**
  - ✓ After providers and agencies have entered all employee data elements in the Sandata EVV Portal, it is time to make sure direct care workers have downloaded the Sandata Mobile Connect (SMC) app on their phone and can successfully log in.
  - ✓ Providers will also want to work with their direct care workers to make sure they:
    - ♦ Have their Santrax ID (a provider-specific ID given to providers in their Welcome Kit) and telephonic visit verification (TVV) phone numbers ready to use.
    - ♦ Are familiar with the service and task codes to use with the TVV process.
    - ♦ Are ready to successfully and accurately capture visits.
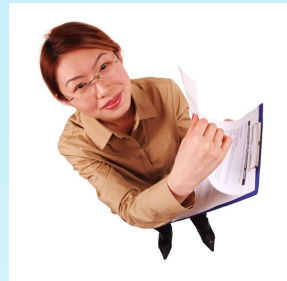
Before EVV mandatory use on January 1, 2020, providers and agencies should be finishing all previous steps and preparing for implementation. Use this time to make sure all devices are in place and that staff and individuals are properly loaded into the EVV system.

More information will be available in future IHCP communications. For immediate concerns or questions, please send them to EVV@fssa.in.gov.

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