

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT201946    AUGUST 8, 2019

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## **Checklist and timeline presented to prepare providers using an alternate EVV system**

The *21st Century Cures Act* directs state Medicaid programs to require personal care service and home health service 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 mandated effective 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.

In preparation for the EVV soft launch on September 1, 2019 (see *IHCP Bulletin [BT201925](#)*), providers that plan to use an alternate EVV system (that is, a system other than the Sandata system offered by the State) 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, mandatory use date. The time for each vendor to implement a feed to the Sandata Aggregator will vary, but it could take several months to work through this process. 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 the January 1, 2020, deadline.

To ensure that they receive vital information on the EVV process, providers affected by the EVV requirement need to confirm that the contact information (telephone numbers and email addresses) in their IHCP provider profile is up to date. See the *[Provider Healthcare Portal: Updating Contact Information Quick Reference Guide](#)* at [in.gov/medicaid/](http://in.gov/medicaid/) providers for instructions on how to update contact information.

Although many vendors already have an interface established with Sandata, each provider will still need to actively ensure that the data they are sending over the interface matches what is required by the state of Indiana. Providers using an alternate EVV system will need to start the process for having their vendor interface with the Sandata EVV Aggregator by sending an email to the Family and Social Services Administration (FSSA) EVV email address at [EVV@fssa.in.gov](mailto:EVV@fssa.in.gov), as described in the timeline in this bulletin.

### Timeline and process for interfacing with the Sandata EVV Aggregator

Providers using an alternate EVV system should follow this suggested timeline:

#### ■ September 2019: 4 months to mandatory use – Request for testing credentials

- ✓ The provider sends an email to [EVV@fssa.in.gov](mailto:EVV@fssa.in.gov) and requests testing credentials on behalf of the provider's alternate EVV vendor. The provider needs to include the following specific information in the email:
  - ◆ Subject: Request for EVV Vendor Certification [Vendor Name]
  - ◆ Provider name
  - ◆ Provider contact name and email address
  - ◆ Vendor name
  - ◆ Vendor contact name and email address
- ✓ The FSSA forwards the email request to Sandata, because this email also serves as notification to Sandata regarding the intent to have the interface developed.
- ✓ Sandata sends an initial email to the vendor to acknowledge that they are ready for testing and to provide the specifications needed.
- ✓ After receiving acknowledgement from the vendor that they are ready to begin testing, the provider requests testing credentials from [INAltEVV@Sandata.com](mailto:INAltEVV@Sandata.com).
- ✓ Sandata sends testing credentials to the provider. (*Note: At this time, Sandata will also send providers instructions to complete the self-paced training on usage and functionality of the Sandata Aggregator.*)
- ✓ The provider submits those testing credentials to their vendor.
- ✓ After receiving testing credentials from the provider, the vendor prepares the test files for submission to Sandata for review (*Note: It is critical that the provider stay in contact with the vendor to ensure that the test file is submitted with the requested data fields; see IHCP Bulletin [BT201910](#) for additional information.*)

#### ■ October 2019: 3 months to mandatory use – Sandata review of test files

- ✓ The vendor must complete the Testing Checklist and send it to Sandata, along with the test files.
- ✓ After the vendor sends the test files for Sandata to review, the vendor must notify the EVV Provider Hotline – either by email at [INAltEVV@Sandata.com](mailto:INAltEVV@Sandata.com) or telephone at 1-855-705-2407.

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***Important: It is critical that the vendor notify Sandata, because Sandata does not receive alerts when testing files are sent. It is also important to specify the testing scenario that is included under each file's universally unique identifier (UUID), at the time the vendor notifies Sandata that testing files have been sent. Sandata needs to know which test scenarios to be expecting.***

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- ✓ Sandata reviews the test file to ensure *Cures Act* compliance – this process may take up to 5 business days upon receipt of the test files to complete.

■ **November 2019: 2 months to mandatory use – Completed test file and Sandata Aggregator access**

- ✓ Providers need to complete self-paced training prior to obtaining production credentials. (*Note: Providers should have received instructions on completing the self-paced training when they received the testing credentials*). The Aggregator training can be found on the [Sandata website](http://Sandata website) at sandatalearn.com.
- ✓ After completing the training, the provider emails Sandata to request production credentials, which will allow login to the Sandata Aggregator.
  - ◆ Providers should attach a copy of the training completion certificate to the email as verification that training has been successfully completed.
  - ◆ Production credentials for the Sandata Aggregator will be different from the credentials used for testing.
- ✓ Upon successful completion of the test file review process and verification that the provider has completed Aggregator training, Sandata sends the production credentials to the provider.
- ✓ The provider completes the login steps for the Sandata Aggregator.



Before EVV mandatory use for personal care services on January 1, 2020, providers and agencies should be finishing all previous steps and preparing for implementation. Please note that this process can be completed at any time *after* implementation, but will follow the same timeline outlined in this bulletin. Providers will not be reimbursed for personal care services provided on or after January 1, 2020, until providers have transmitted EVV information for those services.

**For more information**

More information will be available in future IHCP communications. If you have immediate concerns or questions, please send them to [EVV@fssa.in.gov](mailto:EVV@fssa.in.gov). For questions regarding the alternate EVV system and the testing process, please contact Sandata’s EVV Provider Hotline at 1-855-705-2407.

**QUESTIONS?**

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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