

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2020123 DECEMBER 10, 2020

IHCP EVV implementation policy and FAQs provided as personal care service deadline nears

The *21st Century Cures Act* directs Medicaid programs to require personal care service and home health service providers to use an electronic visit verification (EVV) system to document services rendered. See *Indiana Health Coverage Programs (IHCP) Bulletin BT201855* for more information. The implementation date for requiring the use of an EVV system for personal care services has been delayed to January 1, 2021. The implementation date for requiring the use of an EVV system for home health services remains January 1, 2023.



Routes for implementation

Providers have multiple options to meet the EVV requirement*:

- The IHCP will use the Sandata system as the State-sponsored solution for implementing federal EVV requirements. The Sandata EVV system is *Health Insurance Portability and Accountability Act* (HIPAA)-compliant and incorporates verification of the federally mandated data elements. In partnership with Gainwell Technologies (formerly DXC Technology), the IHCP Core Medicaid Management Information System (CoreMMIS) has been configured to integrate with the Sandata EVV system.
- Providers may choose to use an EVV solution other than Sandata; however, providers will still be required to export data from their selected system to Sandata's "Aggregator" for integration with CoreMMIS. This requirement will be necessary for documentation, billing, and reimbursement purposes. Sandata's Aggregator will capture data from Sandata EVV users and other EVV solutions; providers using other solutions must work with Sandata to create an export interface with the Sandata Aggregator.

****Important Note: Providers wishing to use alternate EVV vendors are now required to use the Sandata State-sponsored EVV solution until their alternate solution is set up. Personal care service providers are also required to complete the Sandata system training to ensure compliance with the EVV requirement starting January 1, 2021. The Sandata State-sponsored EVV system can be used to submit EVV records until the provider's chosen alternate vendor can successfully submit EVV records. Providers can still use either Sandata or an alternate EVV vendor; however, they must be set up with either an alternate EVV vendor or with Sandata by January 1, 2021.***

Steps for implementation

Providers should follow the implementation steps for their particular situation (if they are using Sandata or an alternate EVV vendor).

For providers using Sandata (State-sponsored EVV solution):

1. **Complete the Sandata train-the-trainer training session** – Providers can complete this training using a self-paced online training module. For instructions on accessing the self-paced training, see the [EVV Training Registration Quick Reference Guide](#).
2. **Receive your login credentials** – After providers have completed the training, they will need to email their certificate of completion to INXIXEVV@dxc.com to receive their agency's Sandata login credentials. *Please be sure to include your IHCP Provider ID (or multiple IHCP Provider IDs if you have more than one enrolled location).*
3. **Enter your employee and client information** – Each employee will have his or her 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.
4. **Provide employees with appropriate devices** – If the agency is planning to use mobile visit verification using Sandata Mobile Connect, the agency 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.
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.



Important Note: There is no fee for using the Sandata State-sponsored EVV solution.

For providers using an alternate EVV vendor:

1. **Send an email to EVV@fssa.in.gov** – The agency must include the following information in the email:
 - Provider name
 - Provider contact email
 - Vendor name
 - Vendor contact email
 - IHCP Provider ID (*create a separate email for each location wishing to use an alternate vendor*)

This information will allow the Indiana Family and Social Services Administration (FSSA) to determine if the vendor has previously integrated with Sandata in Indiana.

Important Note: If the vendor has not previously integrated with Sandata in the state of Indiana, the vendor will be required to pay a one-time fee of \$3,360 before testing can proceed. Vendors can make a check payable to the following address:

***Finance Manager
Gainwell Technologies Finance Unit
950 N Meridian St., Suite 1150
Indianapolis, IN 46204***

2. **Request testing credentials from INAltEVV@sandata.com** – After Sandata has informed the alternate vendor that they are ready to begin testing, the provider agency should request testing credentials from Sandata for the alternate vendor. The provider agency should send these credentials to the alternate vendor.
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. **Vendors should be directed to the [Indiana-specific Addendum to Third Party Alternate EVV System](#) for the correct Indiana specifications.** 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 INAltEVV@sandata.com or 1-855-705-2407 after the test files have been submitted to Sandata for review. *Please be sure to communicate updates that are provided between you and your vendor in your Sandata Customer Care ticket to avoid any delays with the testing process.*
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. **This training is now optional but is still highly encouraged.**
5. **Request production credentials** –With training complete, and after testing has been confirmed, provider agencies will request production credentials that will be used to log in to the Sandata Aggregator.

Important Note: The production credentials for the Sandata Aggregator will be different from the credentials used for testing and will only be sent directly to the provider. The link will prompt you to create a password and is time-sensitive; the link will expire after 14 calendar days. If the link has expired, please send an email to the Sandata Alt EVV Customer Care team at INAltEVV@sandata.com and request a new temporary password.

Frequently asked questions for EVV implementation

Responses to the following frequently asked questions (FAQs) cover general policy, Sandata users, and alternate EVV vendor users.

General policy

1. How do I update my email account information if Sandata has an incorrect email?

You will need to update your contact email listed on your IHCP Provider Profile. You can learn about this process by visiting the [Update Your Provider Profile](#) page at in.gov/medicaid/providers.

When your email has been updated on your IHCP Provider Profile, you will need to do one of the following:

- **For Sandata (State-sponsored) EVV Solution Users** – Email inxixevv@dxc.com or call IHCP Customer Assistance at 1-800-457-4584, Option 5.
- **For Alternate EVV Solution Users** – Email INAltEVV@sandata.com to request the email change.

2. How do I make sure each of my IHCP-enrolled locations is EVV compliant?

Do one of the following:

- **For Sandata (State-sponsored) EVV Solution Users** – Please include each IHCP Provider ID in your request for a welcome kit. If you need to add additional locations, please email inxixevv@dxc.com.
- **For Alternate EVV Solution Users** – Please include each IHCP Provider ID in a separate request for testing credentials.



3. If an EVV-impacted claim is adjusted or voided, what happens to the associated EVV record?

The EVV record will remain the same and will be associated with the replacement claim.

4. For what personal care services will the IHCP require use of an EVV system?

For a complete list of all services that are impacted by the EVV requirement, see *Service Codes That Require Electronic Visit Verification* on the [Code Sets](#) page at in.gov/medicaid/providers.

5. During the public health emergency, how do agencies satisfy the EVV requirement if services are rendered via telemedicine?

Virtual visits will continue to review EVV. Providers can create a manual visit record for virtual visits. Providers are also strongly encouraged to use the Memo feature within Sandata (or equivalent feature if using an alternate EVV vendor) to document that services are being performed virtually. Providers should refer to *IHCP Bulletin BT202037* about home and community-based services (HCBS) being performed via telemedicine and watch for future IHCP publications for additional information on telemedicine.

6. How does the Notice of Action (NOA) affect the required EVV information?

Providers are required to insert the information provided on the Notice of Action (NOA) into their chosen EVV solution. The NOA will contain the member's authorized units of service as well as the authorized reimbursable dollar amounts. If providers receive a retroactive NOA, they can create a manual EVV record and indicate that these records are due to a retroactive NOA change. This guidance applies to the Sandata State-sponsored EVV solutions; alternate vendor users should consult with their vendor on additional actions needed.

7. How will billing change as a result of EVV?

Providers will continue to be reimbursed according to the authorized dollar amounts as provided within a member's NOA. To minimize issues with the EVV record, the IHCP requires providers to bill at increments of no greater than 1 month. If providers wish to bill for more than 1 month at a time, they should either submit separate claims for each month being billed or use multiple claim line items for each month being billed.

8. Are providers required to list tasks?

The IHCP encourages providers to list all completed tasks performed on a date of service; however, task information is not required for an EVV record to be considered complete.

9. How do providers capture EVV records for service being performed overnight?

Employees should clock in when they arrive to render services and clock out upon finishing the overnight shift.

10. How do providers handle shared staffing situations for EVV?

For providers that have multiple staff members serving more than one client, the IHCP recommends the following approach:

- Step 1: Start a Group Visit (add all individuals receiving the services).
- Step 2: The second staff person should search for at least one of the individuals who started the visit.
- Step 3: Join the Group Visit using the six-digit Group Visit code.

11. What should agencies do if they provide services to a member in multiple locations?

If a client has more than one address where he or she can receive care, providers should add each additional address to the member's EVV informational record. If a provider renders services to a member at an unknown location, the provider will need to clear an exception for the service location in their chosen EVV platform.

12. How will the IHCP use EVV as a part of auditing efforts?

The IHCP will continue to focus on overall provider readiness. The IHCP will release specific EVV exception thresholds in a future IHCP publication.

For Sandata (State-sponsored) users**1. How do I reset my account password?**

Providers are encouraged to use the "Forgot Password" functionality before they are locked out of their account; multiple unsuccessful account attempts will lock the account and require unlocking by IHCP Customer Assistance.

To reset your password, providers should use the following process:

- a. Click the **Forgot Password** button on the Sandata application.
- b. Enter the email address (username) used to log in to the Sandata application.
- c. Click **Reset Password** and receive the temporary password.
- d. Enter the temporary password in the Old Password field.
- e. Create and enter a new password in the New Password field.

2. How do I locate my Sandata agency ID?

Providers can locate their agency ID by reviewing the Call Reference guide included in the provider's welcome kit email. The agency ID will begin with an STX. When logging in to the Sandata EVV Portal, providers must include the STX in addition to the agency ID.

3. If I am locked out of my agency account after unsuccessful password attempts, how do I unlock my account?

Providers should call IHCP Customer Assistance during normal business hours, Monday through Friday (8 a.m. to 6 p.m.), to have their account unlocked.

4. How do I navigate Sandata Customer Care?

Providers are encouraged to follow the three-tiered customer service process:

- Tier 1: Providers should call IHCP Customer Assistance at 1-800-457-4504, Option 5. The customer representatives will be able to assist with most EVV-related issues.
- Tier 2: If IHCP Customer Assistance is unable to resolve a concern, the issue will be escalated to the Sandata Customer Care team.
- Tier 3: If the Sandata Customer Care team is unable to address the issue, they will review the issue with Tier 3 support. This level of support is accessible only by Sandata directly.

5. What should I do if I'm not getting a response from Sandata Customer Care?

Providers can email EVV@fssa.in.gov. Please include your Sandata Customer Care ticket number as well as all pertinent information demonstrating an attempt to contact Sandata using the tiered approach described previously.

6. How do I search for an individual member?

In the Sandata EVV Portal, agency employees can search for members using one of the following:

- Client ID
- Client First Name
- Client Last Name

In the Sandata Mobile Connect (SMC), employees can search for members using the Client ID. If they do not know the Client ID, they can start an unknown client search and search using the Member ID (also known as RID).



For alternate EVV vendor users

1. How do I access the Sandata Aggregator?

For providers using an alternate EVV vendor, after you have completed the testing integration process, you will be provided with a temporary password. You will be prompted to change that password for a new permanent password. When you log in to the Aggregator, you will use your email address as your username and new password. If you are a Sandata Solution provider and would like to log in to the Aggregator for read-only access, you will use the same email address and password as your Sandata login but will not enter your STX agency ID.

2. How long does it take to receive production credentials?

The request depends on if the vendor has passed testing:

- **If your vendor has passed testing with an agency in Indiana** – The request will be processed within several days of receipt.
- **If your vendor has not passed testing with an agency in Indiana** – The request will depend upon how long it takes for your vendor to complete testing.

3. What should I do if I'm not seeing my visits in the Sandata Aggregator?

If an agency is not seeing EVV records in the Aggregator, please submit a service ticket through the INAltEVV@sandata.com email inbox.

QUESTIONS?

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

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