



**TO: Home Health Agencies**

**RE: REVISED Home Health Electronic Visit Verification (EVV) Implementation Update and Request for Survey Response**

In 2016, [Section 12006 of the 21<sup>st</sup> Century Cures Act](#) established a requirement for all states to use an Electronic Visit Verification (EVV) system. Medicaid home health care services (HHCS) must use EVV by January 1, 2023. The Department of Social Services (DSS) has received approval for a Good Faith Effort (GFE) exemption request from the Centers for Medicare & Medicaid Services (CMS) to delay the EVV implementation timeline for HHCS. All providers are expected to comply with the HHCS mandate prior to January 1, 2024.

### Upcoming Changes

As previously advised, DSS has approved the use of an Open Vendor EVV model for the future HHCS implementation to support both Medicaid waiver and non-waiver members. This will allow home health providers the opportunity to use a third-party (“Alternate”) EVV system or the State’s existing EVV system, i.e., Santrax Agency Management (SAM), to capture visit data. The changes to accept all home health visit data for HHCS from either an Alternate EVV system or the State’s existing EVV system are targeted for implementation in late March 2023.

There are three (3) important items to note for home health providers choosing to use SAM for this implementation:

- Tasks will remain optional
- No schedules are needed
- Prior Authorizations (PAs) will not be sent to a provider’s EVV system

Existing providers will see some changes in their SAM system that include new modifiers and services that are used for home health. There will be more detailed information as to which modifiers and services will be added in a future bulletin. Member data will not flow into a provider’s EVV system as they do currently (for providers using SAM); manual input of these members will be necessary by providers using SAM. There will be a one-time process that providers can use to upload initial member data prior to the HHCS implementation. The specifications and format for that one-time data upload process will be communicated in a future bulletin.

There will be some differences in visit capture methods for providers choosing to use SAM:

- Telephony – caregivers will need to add the service and modifier to the call
- Sandata Mobile Connect (SMC) – when a visit is started, providers will see a full list of available services to choose from
- Fixed Visit Verification (FVV) – no changes noted to the FVV capture method at this time

### Next Steps

Gainwell Technologies is asking all providers to complete a survey to identify which providers are planning to utilize SAM versus those planning to move to an Alternate EVV solution. The link to the survey is provided here for your response. The survey responses will help us to further target the training and outreach plan to providers’ needs.

<https://www.surveymonkey.com/r/EVVHomeHealthSurvey2023>

Providers should complete the survey by February 13, 2023.

Note: If providers choose to remain in SAM, they will have the option to move to the Alternate EVV solution through September of 2023. During this timeframe DSS will cover Sandata costs associated with onboarding and testing. DSS will not cover provider costs incurred by their vendor. Providers that choose to move to the Alternate EVV solution after September 2023 will be able to do so but may be responsible for additional costs. Details for a later transition are still under development.

Also note: For providers choosing to move from SAM to the Alternate EVV solution for HHCS, the recommendation is that member data for both Medicaid waiver and non-waiver members **must** be solely maintained in the Alternate EVV solution.

Sandata will be holding a series of three (3) different Town Hall sessions where important information and training will be provided. Prior to the first Town Hall session, a link will be provided to the Alternate EVV technical specifications for providers choosing to use the Alternate EVV solution.

- 1<sup>st</sup> session: Review the Alternate EVV specifications with providers and vendors
- 2<sup>nd</sup> session: Testing and provider registration
- 3<sup>rd</sup> and final session: Information on “Go Live”

Dates for the Town Hall sessions will be provided once available. Additionally, training will be provided to new SAM users and those that choose to remain in SAM.

Bulletins and Important Messages will be distributed throughout the EVV implementation for HHCS to keep the home health community well-informed of upcoming activities.

Questions related to EVV should be submitted securely to the EVV mailbox at [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).