Connecticut DSS Provider Workshop
Introduction to Electronic Visit Verification

November 2015

Connecticut Department of Social Services
Making a Difference

Hewlett Packard
Enterprise

Sandata
TECHNOLOGIES

Agenda

- Introductions

- Electronic Visit Verification—What is it?

- Why is DSS Rolling out EVV?

- EVV Value to CT Providers

- EVV System Overview & Demo

- Meeting Conclusion

Introduction

- DSS
    - Kathy Bruni
- HPE Participants
    - Lori Grice
    - Debbie Hockla-Kaba
- Sandata Participants
    - Jamie Richardson
    - Denise Tocco

EVV Vendor/Sandata Introduction

- **Home Care Focus:** Sandata is 100% focused on the Home Care industry, providing solutions at each stakeholder level (Payer, Provider, Client)

- **Extensive Provider Experience:** In use by 3,500 homecare agencies across the country

- **Market Leading Scale & Utilization:** 650K+ clients and 200K homecare visits managed each day

- **Innovation:** Industry leading EVV technology processing more than 150 million calls annually

- **Scalable, Integrated SaaS Solution:** Integrated SaaS platform – agency management, payer management, point-of-care, and EVV – serving the entire post-acute continuum

Provider / Homecare Agencies

Electronic Visit Verification (EVV): What is it?

Electronic Visit Verification is an in-home visit scheduling, tracking and billing system that employs controls within the delivery of home based services to ensure client's quality of care. The EVV system will be specifically configured to support DSS HCBS program requirements.

- **Connecticut EVV Functionality includes:**
  - **Electronic Visit Verification** –Tracks Time and Tasks
  - **Provider EVV Web System** –View and manage HCBS services
    - **Provider Scheduling Module** –Schedule visits based on authorized services
    - **Provider Billing Module**—Validates HCBS claims prior to submission
  - **Jurisdictional View**—DSS can view and report on all HCBS activity

Why is DSS Rolling Out EVV?

Supports DSS Strategic Rebalancing Plan (January 2013) which projects a 25% increase in Long Term Services and Supports through year 2025, specifically:
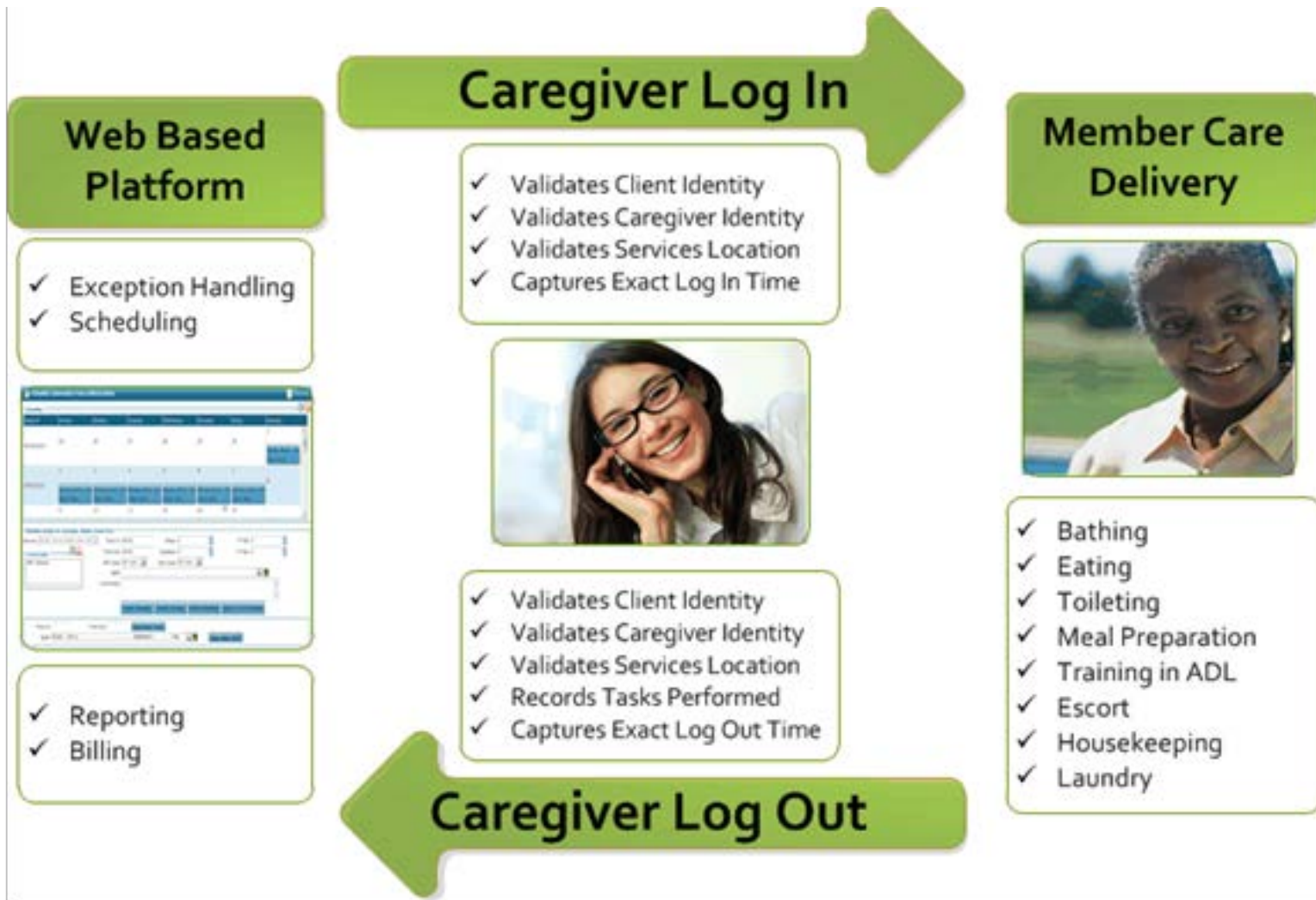
- Improve quality/accuracy of HCBS service delivery and claims submission process
- Improve quality of care in home care setting using technical infrastructure;
- Improve client satisfaction with Medicaid service options;
- Improve DSS ability to monitor and manage expanded provider network and control program cost

Provider EVV Benefits

- Scheduling tool at no cost to the provider
- Elimination of paper time sheets
- Technology to improve business processes
- Automatic receipt of client and care plan data in EVV system
- Alerts to provider when care plan changes
- Simple and automated claim submission
- Reduced risk of failed audits due to more accurate billing

Santrax Payer Management (SPM) System

Web Based Platform
- ✓ Exception Handling
- ✓ Scheduling
- ✓ Reporting
- ✓ Billing

Caregiver Log In
- ✓ Validates Client Identity
- ✓ Validates Caregiver Identity
- ✓ Validates Services Location
- ✓ Captures Exact Log In Time

- ✓ Validates Client Identity
- ✓ Validates Caregiver Identity
- ✓ Validates Services Location
- ✓ Records Tasks Performed
- ✓ Captures Exact Log Out Time

Caregiver Log Out

Member Care Delivery
- ✓ Bathing
- ✓ Eating
- ✓ Toileting
- ✓ Meal Preparation
- ✓ Training in ADL
- ✓ Escort
- ✓ Housekeeping
- ✓ Laundry

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Sandata TECHNOLOGIES

Santrax Electronic Visit Verification (EVV)

Electronic Visit Verification *–Tracks Time and Tasks*

- Telephony, Fixed Visit Verification Device and Mobile EVV

- Caregiver 'checks in' at visit start

- Caregiver checks out and documents tasks

Client's line verification: Uses ANI to match caller's phone number to provider account and caregiver location

Patented Fixed Visit Verification Device
Electronic random number match device

Mobile Visit Verification:
Triangulates location using GPS

Caregiver EVV Call Reference Guide

Call Reference Guide:

santrax® ELECTRONIC VISIT VERIFICATION™

«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

_____
Write your Santrax ID number above for easy reference.

Dial:
1-«Primary_Phone»
Or
1-«Secondary_Phone»

Features:
Standard

Calling Instructions   STX«ACCOUNT»

Calling In: When arriving at the client's home, make sure you have the following information:

- Your Santrax ID.

Remember: When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

1. **Dial any of the toll-free numbers assigned to your agency.**

   Santrax will say: "Welcome, please enter your Santrax ID."

   If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.

2. **Press the numbers of your Santrax ID on the touch tone phone.**

   You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

   Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."

3. **Hang up.**

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Mobile Visit Verification

- Application loaded on caregiver's 'smart' device (IOS and Android)

- Caregivers can access their schedules

- Captures Check in and Check out—GPS confirmation

- Captures Visit Tasks

- Ability to capture more detailed Health Assessment survey

- Health Assessment responses can create alerts to Providers/Care managers.

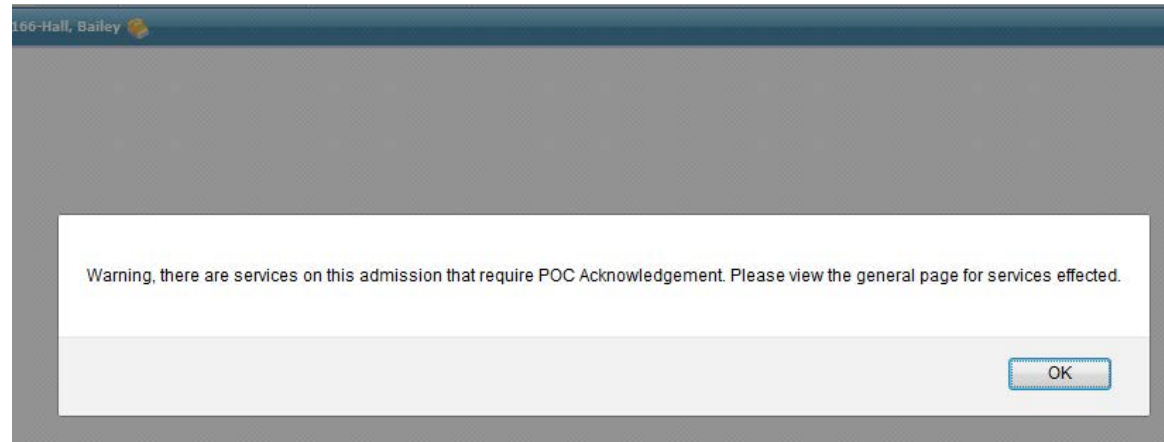- Bring Your Own Device and Data Plan
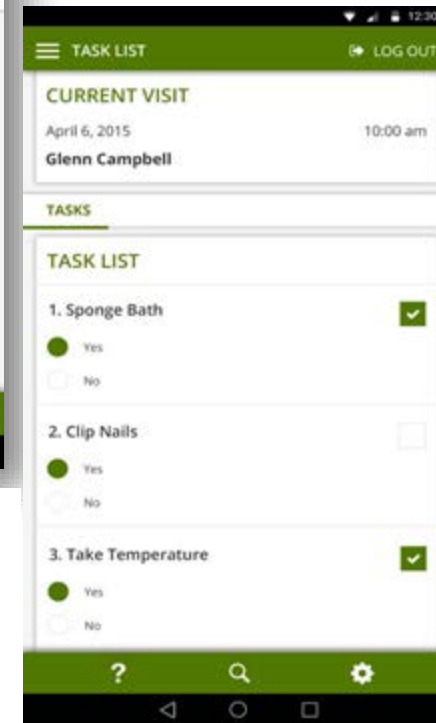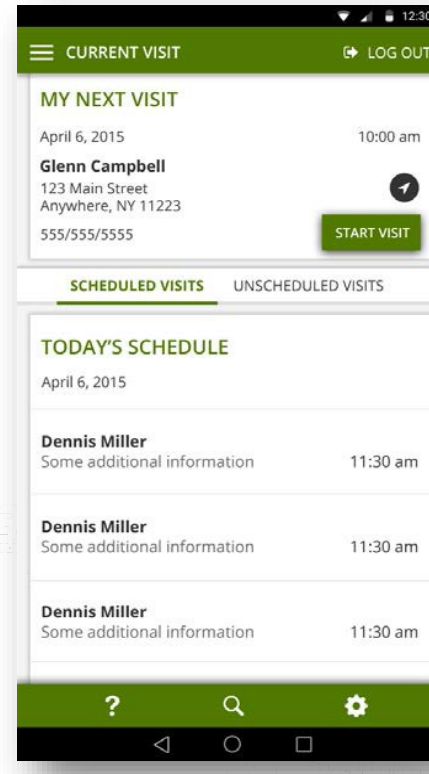
Provider EVV Web System

- Each Provider will access their own Web Based EVV system
- Integration with HPE Systems to support business processes:
  - Client data
  - Authorization data
- System access is defined through roles based security set up
- Provider inputs staff data
- View and manage visits in real time
- Allows provider to 'fix' visits if necessary, i.e. forgot to check in
- Real time alerts for quality monitoring
- Detailed reporting
- EVV system will inform providers when there is a change in Plan of Care/Auth data

View and Manage Service Delivery

Change in Authorization Updates

- Providers are notified in EVV system when there is change in Authorization

- Configured based on DSS requirements

- Can include requirement for provider response

Warning, there are services on this admission that require POC Acknowledgement. Please view the general page for services effected.

Provider EVV System—Scheduling

- Extensive scheduling capabilities provided with EVV system
- Supports provider varied schedule needs, i.e. recurring, permanent.
- Sandata can also integrate with current agency scheduling system
  - Schedules to EVV system
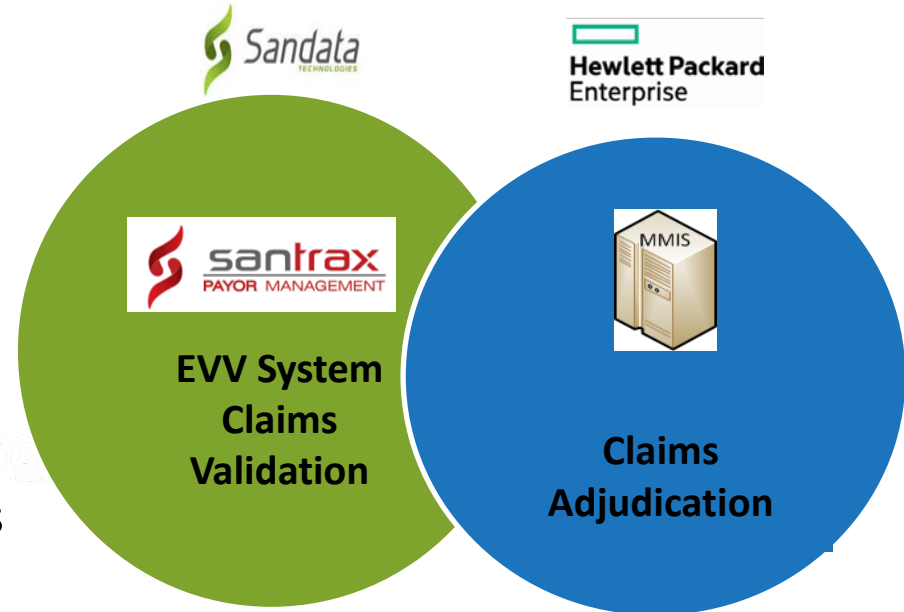 - EVV Visit data back to scheduling system

Schedule visits based on authorized services
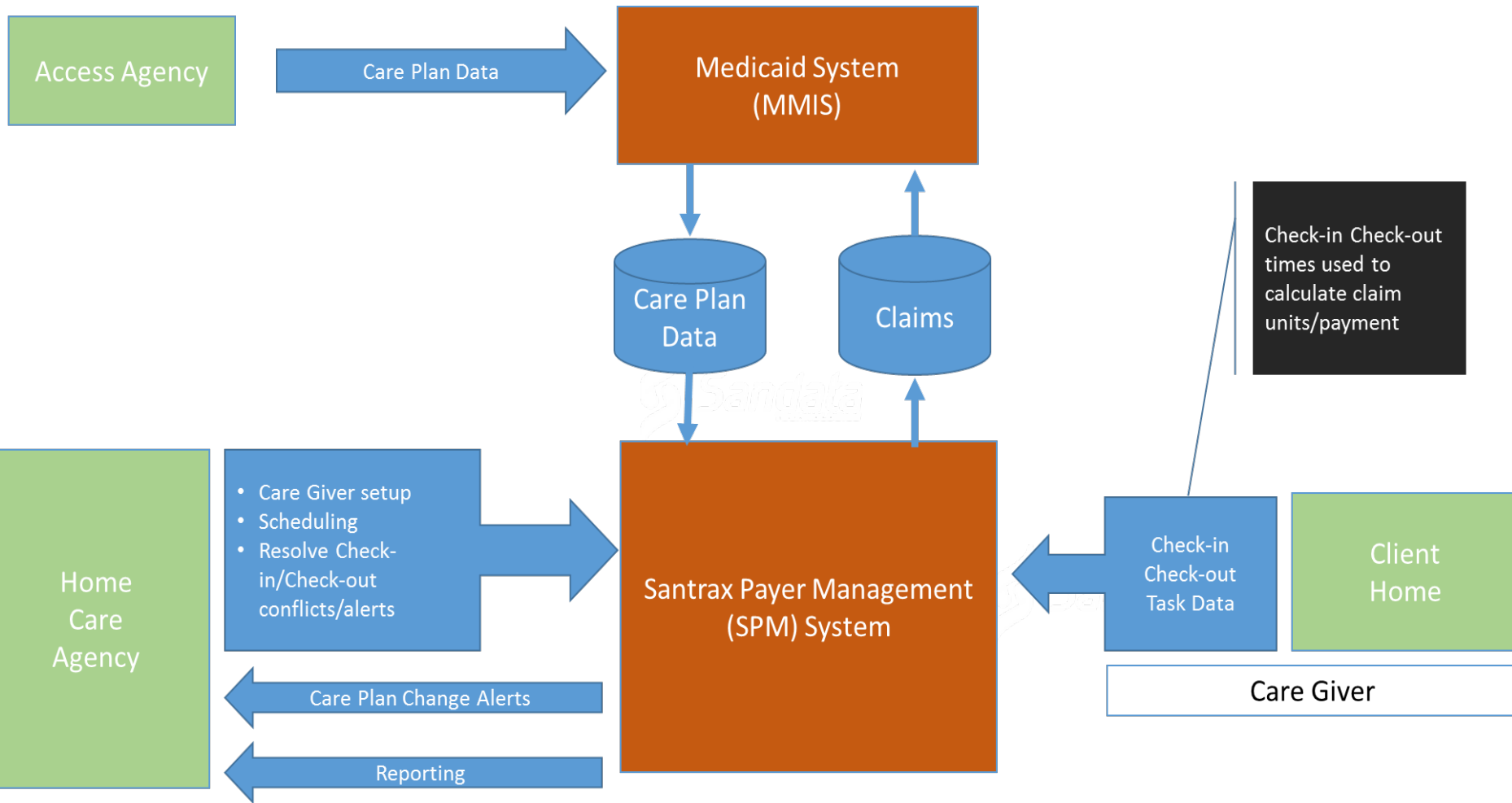
Provider EVV System -Billing

- All claims are validated in the EVV system prior to direct submission
  - Right Client
  - Authorized Services
  - Right Caregiver type
  - Verified Visit Data
- Only validated claims can be submitted for payment
- EVV Check in and Check out determines visit duration for claim
- 837 formatted to DSS/HPE specifics
- Easy to use provider claims submission process

EVV System Claims Validation

Claims Adjudication

Validates claims prior to submission

EVV Process Flow

Access Agency → Care Plan Data → Medicaid System (MMIS)

Care Plan Data

Claims

Check-in Check-out times used to calculate claim units/payment

Home Care Agency
- Care Giver setup
- Scheduling
- Resolve Check-in/Check-out conflicts/alerts

Santrax Payer Management (SPM) System

Check-in Check-out Task Data

Client Home

Care Giver

Care Plan Change Alerts

Reporting

Provider EVV Timeline

Nov. - Jan → **Feb-April** → **May-June** → **July 1 Launch** → **July/Ongoing**

- Provide feedback
- Configuration and implementation
- Conduct Provider Surveys/Data Collection

- Provider Outreach and Education
- Plan and Schedule all Training Activity

- Register and attend training
- Access EVV System (post Training)
- Set up Caregiver Staff in EVV system
- Train Caregivers on EVV using provided materials

- Use EVV for all visits
- Use EVV system to submit claims
- Ongoing training and support

Planning July 1, 2016 EVV Program Launch