

Electronic Visit Verification (EVV)

At Your Fingertips

“At Your Fingertips” is quarterly tip sheet designed to help providers navigate EVV by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system. The tip topics are generated by questions submitted to Sandata Customer Care, to the EVV email box ctevv@gainwelltechnologies.com, or in communications to DSS for assistance. Please submit suggestions for future “At Your Fingertips” tips sheets to the ctevv@gainwelltechnologies.com email box.

Tips are organized according to the year published below. To see tips listed by category, please click [here](#).

2017

<u>Tip</u>	<u>Title</u>	<u>Date Published</u>
<u>1</u>	<u>Know Your Resources (Updated)</u>	<u>Updated 6/17/19</u>
<u>2</u>	<u>Where's My Client/Prior Authorization?</u>	<u>Updated 9/16/19</u>
<u>3</u>	<u>Ticket Numbers</u>	<u>10/9/17</u>
<u>4</u>	<u>Compliance</u>	<u>10/23/17</u>
<u>5</u>	<u>OK to Bill</u>	<u>11/6/17</u>
<u>6</u>	<u>Expiring Authorization Report</u>	<u>11/20/17</u>
<u>7</u>	<u>The Fixed Visit Verification Device</u>	<u>12/4/17</u>
<u>8</u>	<u>Client Insurances Report</u>	<u>12/18/17</u>

2018

<u>Tip</u>	<u>Title</u>	<u>Date Published</u>
<u>9</u>	<u>On Hold and Pending Services Report</u>	<u>1/8/18</u>
<u>10</u>	<u>How Do I Correct the Client's Telephone Number or Address?</u>	<u>1/22/18</u>
<u>11</u>	<u>Not Ok To Bill</u>	<u>2/5/18</u>
<u>12</u>	<u>Prior Authorization Alerts</u>	<u>2/20/18</u>
<u>13</u>	<u>Telephony</u>	<u>3/5/18</u>



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<u>14</u>	<u>Training and the LMS System</u>	<u>3/19/18</u>
<u>15</u>	<u>Future Training Survey</u>	<u>4/9/18</u>
<u>16</u>	<u>Alternate Claim Solution</u>	<u>4/16/18</u>
<u>17</u>	<u>Common Reasons for a Claim Denial</u>	<u>5/7/18</u>
<u>18</u>	<u>Delete Your Browser History</u>	<u>5/21/18</u>
<u>19</u>	<u>New Provider Workshop</u>	<u>6/4/18</u>
<u>20</u>	<u>Mass Editing Schedules</u>	<u>7/9/18</u>
<u>21</u>	<u>Temporary Client Enhancement</u>	<u>7/23/18</u>
<u>22</u>	<u>Client & Caregiver Attributes Enhancement</u>	<u>8/7/18</u>
<u>23</u>	<u>Sync MVV Prior to Client Visits</u>	<u>8/20/18</u>
<u>25</u>	<u>EVV Training Opportunities</u>	<u>10/15/18</u>

2019

<u>26</u>	<u>Consecutive Services Enhancement</u>	<u>11/19/18</u>
<u>27</u>	<u>At Your Fingertips Directory</u>	<u>12/17/18</u>
<u>28</u>	<u>Get to Know Your Remittance Advice</u>	<u>1/21/19</u>
<u>29</u>	<u>Swap Caregiver Functionality</u>	<u>2/19/19</u>
<u>30</u>	<u>Autism Waiver In EVV</u>	<u>3/20/19</u>
<u>31</u>	<u>New and Changed Authorization Report</u>	<u>4/15/19</u>
<u>32</u>	<u>Introducing the EVV Web Page</u>	<u>5/20/19</u>
<u>33</u>	<u>Entering and Updating Provider Billing Rates</u>	<u>7/22/19</u>
<u>34</u>	<u>What is the Medicaid Week?</u>	<u>8/19/19</u>
<u>35</u>	<u>Retroactive Prior Authorization Changes</u>	<u>12/16/19</u>

2020

<u>36</u>	<u>At Your Fingertips Directory Update</u>	<u>3/16/20</u>
<u>37</u>	<u>Temporary Changes Due to COVID-19</u>	<u>6/29/20</u>
<u>38</u>	<u>Sandata Mobile Connect App</u>	<u>3/29/21</u>

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2021

<u>39</u>	<u>Mental Health Waiver Implementation and Its Impact to All EVV Users</u>	<u>5/25/21</u>
<u>40</u>	<u>Additional Languages</u>	<u>9/3/21</u>
<u>41</u>	<u>Task to Service Enhancement</u>	<u>10/28/21</u>
<u>42</u>	<u>Face or Fingerprint Login for Sandata Mobile Connect (SMC) App</u>	<u>12/1/21</u>