



EVV Provider Forum

April 26, 2023

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Member Medicaid Identifier

Sandata On Demand

Q & A

Project Updates

- As of 4/20, there are 28 different providers submitting EVV visit data to the Sandata aggregator for a total of 107,917 individual visits.
 - 80,555 of the 107,917 visits are in a verified status
 - Providers who are using alternate EVV systems must review their visit data in the Sandata aggregator and confirm verified status

Project Updates

- Alt EVV Providers have been receiving the following error:
Error reads: ERROR: Client Not Found. Clients must have been previously received from Payer on an authorization to be updated via Alt-EVV.
- There are two known issues that could be causing some members to not show up in the mobile app or the aggregator for Sandata users.
 - Some payer/program/procedure code/modifiers were either incorrect or not included in the initial Sandata load
 - It is anticipated that these additions/corrections will be deployed as part of Sandata's May 17 release
 - The logic for the member file from DMES did not include individuals with retroactive or prospective eligibility.
 - This file is being modified to capture these individuals although date of implementation of new file layout is not known at this time.

Project Updates

- Please provide specific examples for us to research to determine if this error is a result of two issues we are aware of or if the cause is something new.
- Note that any information sent that contains individual's PII must be sent in a secure manner.

Project Updates

- There is a delay with Delaware First Health joining EVV.
 - Initially targeted for May 1, 2023.
 - The State will announce the new date by which providers contracted with Delaware First Health may submit their visit data.
- MCDID Selection
 - The State is finalizing guidance related to the selection and use of MCDIDs.
 - This will be shared as soon as it is finalized.
 - Key is provider's completion of their 21st Century Cures Act clean-up.

Identifying Member Medicaid Identifier

Providers must use the member's Medicaid ID (MID) as the identifier in the Sandata EVV system. This number is also a required data element in the alternate EVV vendor visit file. Providers can obtain this number in a variety of ways:

- Members Medicaid/MCO Card — The member's Medicaid/MCO card will contain both the MCO-assigned ID and the MID.
- Call the Automated Voice Response System (AVRS) — Call 1.800.999.3371 option 1. The following will be needed for the call:
 - NPI
 - PIN (last 4 of Tax ID or SSN — if individual)
 - Taxonomy
 - Zip Code that matches what is in DMES
- Contact the MCO with whom the member is enrolled

Identifying Member Medicaid Identifier

- Search on the DMES provider portal — In order to use the portal, providers must first register.
 - Register using your MCDID and PIN (last 4 of Tax ID or SSN — if individual). Once registered, providers have access to the secure portal where eligibility can be verified.
 - Providers can also create delegates to work on their behalf. Delegate access can be limited to verifying eligibility only. Each delegate would register with their own account based on the delegate account created by the provider.
 - This is a link to instructions on how to verify eligibility on the portal:
https://medicaidpublications.dhss.delaware.gov/docs/search?Command=Core_Download&EntryId=566

Sandata on Demand

- What is Sandata On Demand?
 - It's a portal that can be used to access information regarding:
 - Documentation relating to the State's program
 - Quick Reference Guides
 - State Communications
 - State Contact Information
 - Training information
 - Product user guides
 - View your existing Provider Support tickets

Sandata on Demand/Walking Tour

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Promoted articles

** Sign In Assistance - First Time User

🔍 How Can We Help? Start by typing key words such as "Export Invoice" or "Merge Client"

Payer Programs

Here you can find documentation that is specific to your own State Program if available.

Caregiver Start-Up Library

Welcome to the Caregiver Start-Up Library. Learn more about using the Mobile App and TVV for your visits.

EVV Vendor Solutions

Documentation per state program used for the EVV Vendor Solution Interface.

Getting Started

Self-Help and Ticket Center

Training Information

Full Product Video Library - LMS Info and Training Guides

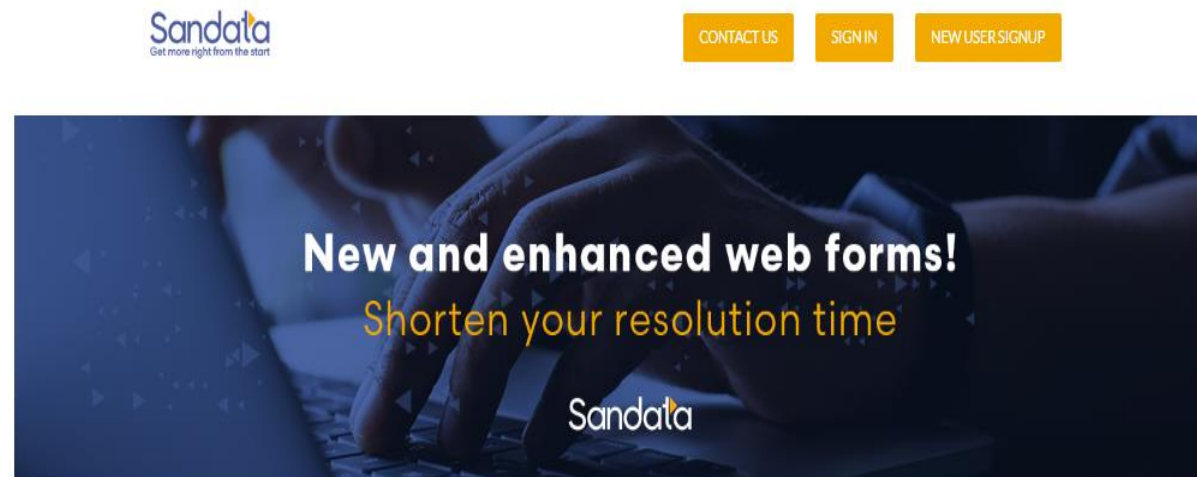
Product User Guides

User manuals for Sandata's various products

[Quick Reference Guide \(QRG\)](#)

Sandata on Demand/How to Register

- Either click on the link to navigate to [Sandata On Demand](#) or search for Sandata On Demand in your Browser of choice.
- Click on the New User Signup button at the top right of the screen and complete the questionnaire.



Q&A/Wrap Up



Additional Questions and Information

- Additional questions may be emailed to:
DHSS_DMMA_EVV@delaware.gov
 - When emailing DMMA, please include the Sandata service ticket number(s)
- DMMA will periodically post new information on our EVV webpage:
https://dhss.delaware.gov/dmma/info_stats.html