EVV Provider Forum

June 28, 2023

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Sandata Mobile Application Updates

Claims Validation Schedule

Crossover Claims

Q & A

Project Updates

EVV statistics as of June 22, 2023

➢ 81 of the 95 providers who provide services subject to EVV have registered with Sandata

  ➢ Not all of the required MCDIDs are registered. DMMA will be reaching out to providers individually regarding additional MCDIDs that should be registered.

➢ 174,974 visits from 39 different providers are reflected in the production environment. Of these, 170,944 (98%) are in a verified status.

  ➢ Only 39 of the 81 registered providers are sending/collecting visit data.

➢ These numbers reflect a steady increase since Go Live and are monitored on a weekly basis.

➢ DMMA continues targeted outreach to providers to encourage adoption of EVV

Project Updates

- The State is working to determine what procedure code/payer/program combinations need to be added to the system to reflect the new pediatric services (SADC for kids and pediatric respite).
  - No new procedure codes or modifiers will be introduced as a result of these new services.
- 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.

Sandata
Get more right from the start

New Sandata Mobile Connect App

V 2.2

Spend More Time Focused on Those You Care For

Download the new version of Sandata Mobile Connect

Sign In Made Easy

▶ Sign in with a single username/password for multiple agencies.

▶ Reset your password with just your email.

Sandata Mobile Connect is changing to better support you as you care for others.

Improved Offline Use

▶ Log visits even when cellular service is limited.

▶ Enjoy smoother service.

Reduce Your Time in the App

▶ Reduce errors as the app guides you through the next steps.

▶ Experience faster visit capture.

Download the Sandata Mobile Connect App in the Apple Store or Google Play.

Look for the [Sandata icon] **icon.**

Examples: Improved Login

- No need to enter the company ID in the new version.* Simply select from the drop down.
- When logging in for the first time in the new app we consolidate all the previous passwords into a new Universal Password which can be used for all agencies going forward.

* If Sandata Agency Management users do not have an email address as a username, they will follow the same sign-in experience as the previous version until they are migrated to email usernames.

Examples: Improved Reset Password

- Security questions no longer used for users with email username. *
  Email link is sent.
- Improved client-side validation when setting new password.

* If Sandata Agency Management users do not have an email address as a username, they will follow the same reset password experience as the previous version until they are migrated to email usernames.

Examples: New Updated Styling
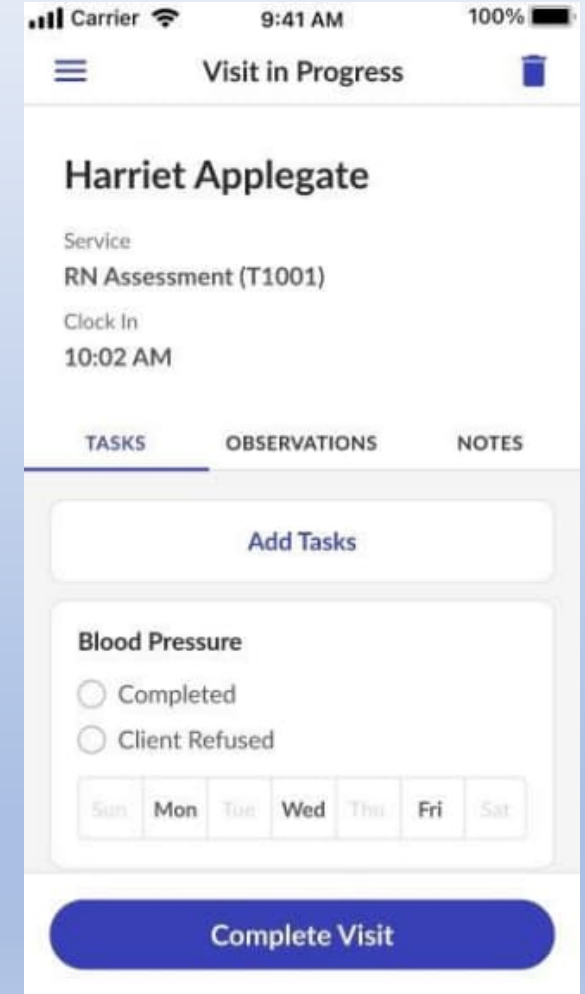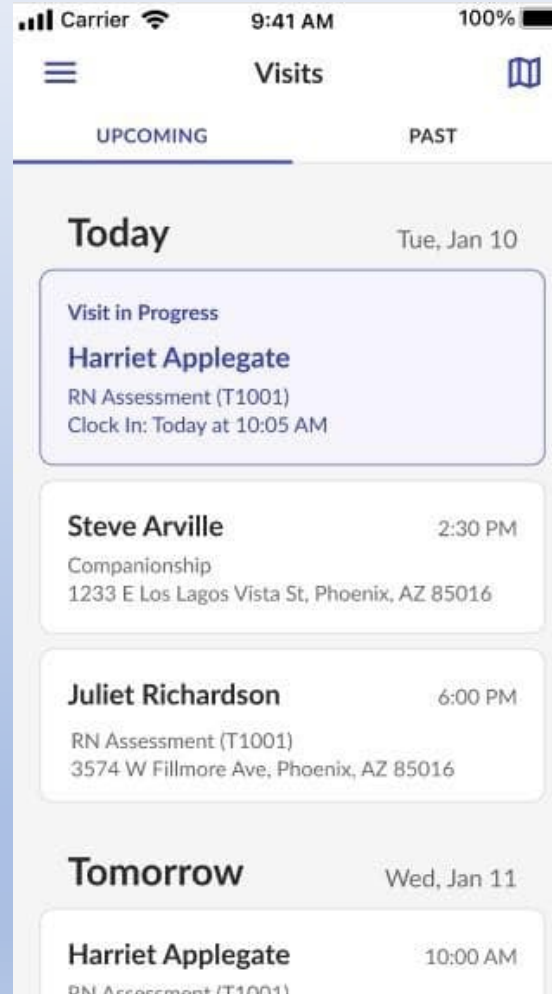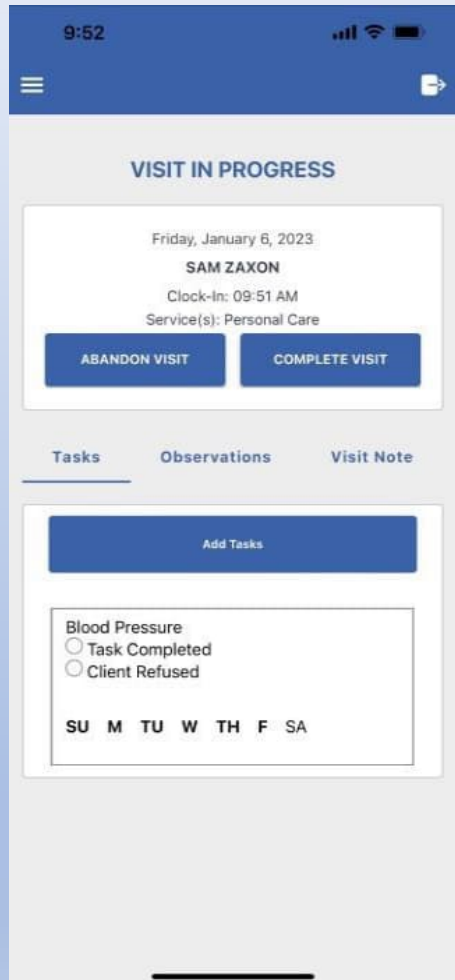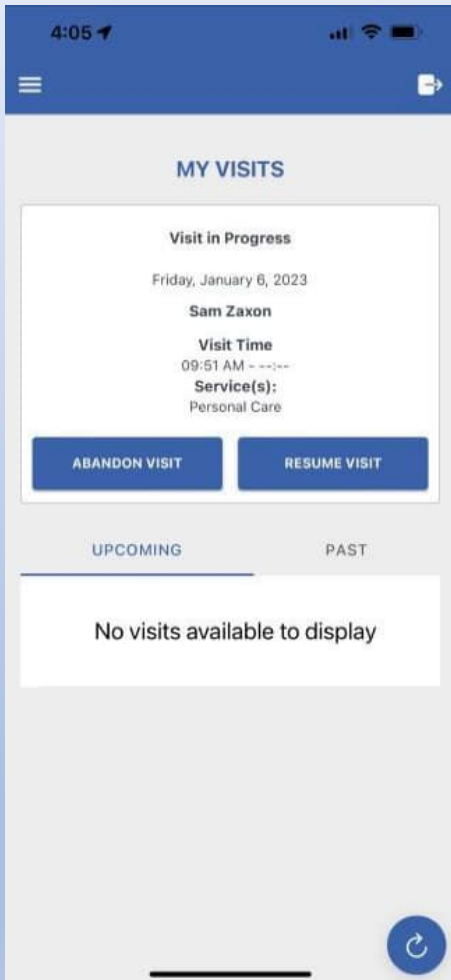
Sandata

New SMC Release Plan

The new SMC app (V2) will be submitted to the app stores on July 15th 2023. The details are as follows.

- V2 will have 100% parity with V1 functionality on July 15th

- V1 will be renamed to Sandata Mobile on July 15th

- V2 will then be named Sandata Mobile Connect when released on July 15th.

The rollout details will be as follows.

- The above occurs on July 15th and will be available to the public for download.

- V1 will remain active for 90 days. (Users can use either V2 or V1 during this period)

- Sandata will officially stop software updates of V1 on July 15th.

- V1 will be deprecated and removed from the app stores after 90 days. 10/13/2023

- Upon installing V2 and signing in for the first-time users are asked to reset their password.

- Users will receive an email informing them that their new password is now their Universal Password to be used for all accounts/agencies across either version of the app. (For users with email address usernames only. If username is not an email address login and reset password experience will be the same as the previous version)

Questions

Get it right from the start with the state,
your provider network, and your members.

Claims Validation Schedule

- A claims validation process as part of a post payment review is targeted to begin sometime during the last quarter of the calendar year.
- Initially targeted to being in July, the State has decided to delay this process.
  - This allows time to finalize MCDID clean up.
- Ultimately the State will use EVV visit data as part of a pre-adjudication process meaning a claim will not be paid if there is not a corresponding visit.
- This is targeted to begin in the 3rd quarter of CY 24.
- The State will proactively communicate with the provider community regarding the roll-out of claims validation processes.

Crossover Claims

- Recent questions from providers regarding how visits covered by Medicare or commercial insurance should be treated.
- DMMA consulted with CMS who confirmed the State's previous approach is correct.
- Visits that are covered in full and or in part by Medicare or commercial insurance (where Medicaid may pay secondary) are not subject to EVV and should not be recorded in the Sandata system and/or sent as part of an aggregator visit file.
- Visits for services not covered by Medicare or commercial insurance that are covered by Medicaid should be recorded in the Sandata system and/or sent as part of the aggregator visit file.

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