



EVV Provider Forum

July 31, 2024

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

EVV Training

FFS Soft Edits

Q & A

Project Updates

- EVV Statistics as of July 2024
 - 996,154 visits submitted
 - 137 unique MCDIDs registered
 - 63 MCDIDs actively using system

Project Updates

- Due to on-going Cures Act activities, many providers have had changes in their MCDID, resulting in new MCDIDs being assigned and old ones being terminated in DMES.
- Providers must register new MCDIDs with Sandata.
- MCDIDs that were terminated in DMES must also be closed in the Sandata system.
- To do this, the provider must submit a ticket to Sandata asking that the account associated with that MCDID be closed.
 - Include the Sandata assigned account number in the ticket.

Project Updates

- The State will be scheduling 1:1 meetings with providers who continue to have challenges with registering and using the appropriate MCDID for services subject to EVV.
 - You will be contacted directly to schedule this meeting.

Training

- Many providers who are using alternative EVV systems have not completed aggregator training.
- All providers must complete training, even if you have experience using the system in another state.
 - First time users or a users that does not have a login can use the <https://sandata.zendesk.com/hc/en-us> > to create a login for the first time, or you can go to the caregiver library and review items there without needing a login.
 - Users that have a SOD login can use the <https://sandata.zendesk.com/access/normal> > this allows you to log in directly.

FFS Claims-Soft Edits

- The DMES FFS claims soft edit went into production over the weekend.
- This means that the claim will **be paid, however if there is no visit associated with the claim, a message will be posted on the remittance advice.**

FFS Claims-Soft Edits

Detail Number	1	Status	C - Current
Disposition	S - Suspend	Origin	S - System Generated
Error Code	304	Error Code Description	CLAIM DETAIL IDENTIFIED AS EVV RELATED
EOB Code*	0304	EOB Code Description	CLAIM DETAIL REQUIRES ELECTRONIC VISIT VERIFICATION.
Line Number	19	Financial Payer	DMMA

FFS Claims-Soft Edits

- Beginning 1.1.25 hard claims edits for claims will be implemented.
- This means that if no corresponding EVV visit is found for the claim, the claim will be denied.
- Providers are encouraged to log into the aggregator to view the status of their visits.
- For visits that are not validated, for which exceptions are posted, providers should make edits to the visit data as appropriate based on the exception reason.
- The State is putting together guidance related to the reasons why visit/claims data is not matching and will share soon.

Q&A/Wrap Up



Additional Questions and Information

- **Sandata Customer Service:**

- Sandata users: 1.833.542.2603 or decustomer@sandata.com (include DE EVV in subject line).
- Alternate EVV system users: DEaltev@sandata.com

Additional Questions and Information

- **DMMA:** [DHSS DMMA EVV@delaware.gov](mailto:DHSS_DMMA_EVV@delaware.gov)
- **ACDE:** [EVV Provider Notification@amerihealthcaritasde.com](mailto:EVV_Provider_Notification@amerihealthcaritasde.com)
- **DEFH:** EVVProviderCommunication@delawarefirsthealth.com
- **HHO:** EVVProviderCommunication@highmark.com

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

Cures Act Resources

- DMMA/DMAP FAQs and How to Guides

(Visit DMAP portal at <https://medicaid.dhss.delaware.gov/provider>, click *Manuals, Bulletins and Forms* link on the left, and clicking on the *Managed Care Only Providers MCOP* in the documents folder on the left)

- DMAP Provider Services Phone: 1-800-999-3371, option 0 then option 4
- Email: delawarepret@gainwelltechnologies.com
- CMS Final Rule -<https://www.govinfo.gov/content/pkg/FR-2016-05-06/pdf/2016-09581.pdf>
- CMS Medicaid Enrollment Compendium <https://www.medicaid.gov/sites/default/files/2021-05/mpec-3222021.pdf>
- Joint MCO FAQs (to be provided)
- Each MCO Provider Services and/or Provider Relations/Engagement team