EVV Provider Forum

March 30, 2022

Delaware Division of Medicaid and Medical Services
Delaware’s EVV Status

- Section 12006 of the 21st Century CURES Act requires all states to implement an EVV system for personal care services and home health services.
- In 2021, Delaware terminated its contract with its initial EVV vendor and delayed EVV implementation until a new vendor was identified.
- Delaware signed a contract with Sandata in December 2021.
- DMMA, Gainwell, and the MCOs have started the system design.
- Sandata’s EVV system will go live in December 2022 for personal care services and home health services.
Experience Matters

- 40+ years of experience delivering technology solutions to the home care market, and over 16 years of experience delivering solutions to the State Medicaid market.
- Leading provider of home care technology in the US, working with payers and providers directly.
- Best-in-class technology solution and key contributor to the 21st Century Cures Act.
- Flexible, modern solutions to meet varying State needs.
- Leader EVV innovation, including first to deploy open model and achieve CMS Certification.
EXPERIENCE

- The most experienced EVV vendor with 21 state programs
- Over 110 Medicaid Programs
- 50 managed care orgs
- Over 20,000 providers
- 2.5M patients
- 150M annual visits captured

PEOPLE

- Over 280 employees, all committed to EVV solutions
- Subject Matter Experts and leaders in the home care industry
- Engaged in the state’s provider community groups
- Advised on the creation of the OBC CMS Certification process for EVV programs
- No failed implementations

TECHNOLOGY

- Software as a Service
- Configurable COTS Solution
- Flexible solutions ensure:
  - Care is captured regardless of setting or geographic challenges
  - Providers can use the system they are most comfortable with
  - State gets increased adoption and compliance; driving quality and savings

What Providers Can Expect

- No changes to what services will be subject to EVV.
- No changes to Delaware’s statewide aggregator EVV model.
- Sandata supports collection of EVV data through a mobile application or telephony.
  - Bring your own device is the preferred method; however, State-issued devices will be available to providers using the Sandata system for EVV data collection who need devices.
- Providers who use alternate EVV systems will submit their EVV data to the Sandata aggregator.
  - Alternate EVV systems will have the opportunity to test visit data transmission prior to go-live.
- A survey will be sent from Sandata to providers soon.
What Providers Can Expect

• Sandata user training will be provided via virtual instructor-led training and recorded webinars.
• A soft-launch with a few selected providers will take place prior to go-live.
• Monthly provider forums will be held to share information and answer questions.
EVV Implementation Timeline

January
Project Kick Off

February–March
Program Analysis, Requirements, and Design

March–September
System Configuration

April
Provider Survey

May–June
Begin Work with Alternate EVV Vendors

August
Training Begins

September
Soft Launch

December
Go-Live
Additional Questions and Information

• Additional questions may be emailed to: DHSS_DMMA_EVV@delaware.gov

• DMMA will periodically post new information on our EVV webpage: https://dhss.delaware.gov/dmma/info_stats.html