



EVV Provider Forum

July 30, 2025

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

EVV Statistics

EVV Training

Aggregator Reports

Trouble Shooting

Rounding Rules

Reminders

Q & A

EVV Statistics

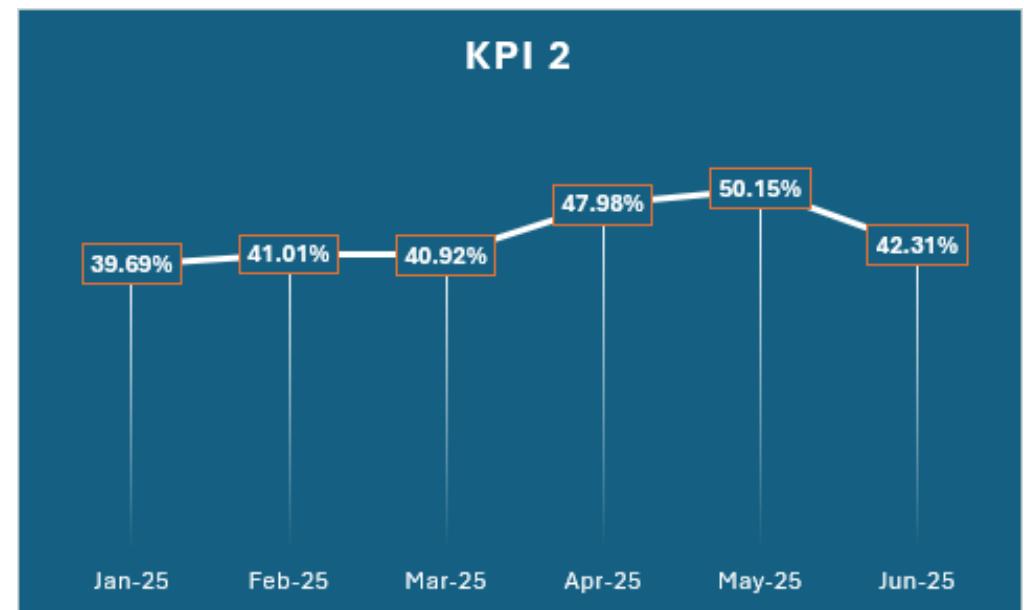
- EVV Statistics as of July 28, 2025
 - 1,803,843 visits submitted
 - 142 unique MCDIDs registered
 - 96 MCDIDs actively using system

EVV Statistics

KPI 1: Association of EVV Record to Claim/Encounter



- KPI 2: EVV Record Match against approved services, providers and units



Project Updates

- Sandata is now HHAeXchange
- HHO began sending remittance advice reason codes (RARCs) to indicate issues with matching
 - Follow up with HHO directly with any questions

Project Updates

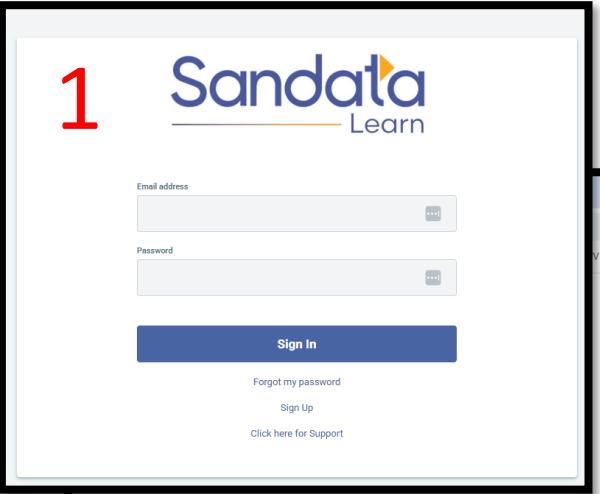
- Change order for adding new procedure code/modifiers and to correct rounding rules is in Production
- Only a few providers are impacted
- Revised Alternate Specifications are being finalized

EVV Training—Aggregator

- Regardless of your EVV system, all providers need to access the Aggregator to verify that your visit data is being captured.
- All providers must complete training, even if you have experience using the system in another state. Aggregator Training is available at [Sandata Learn](#).

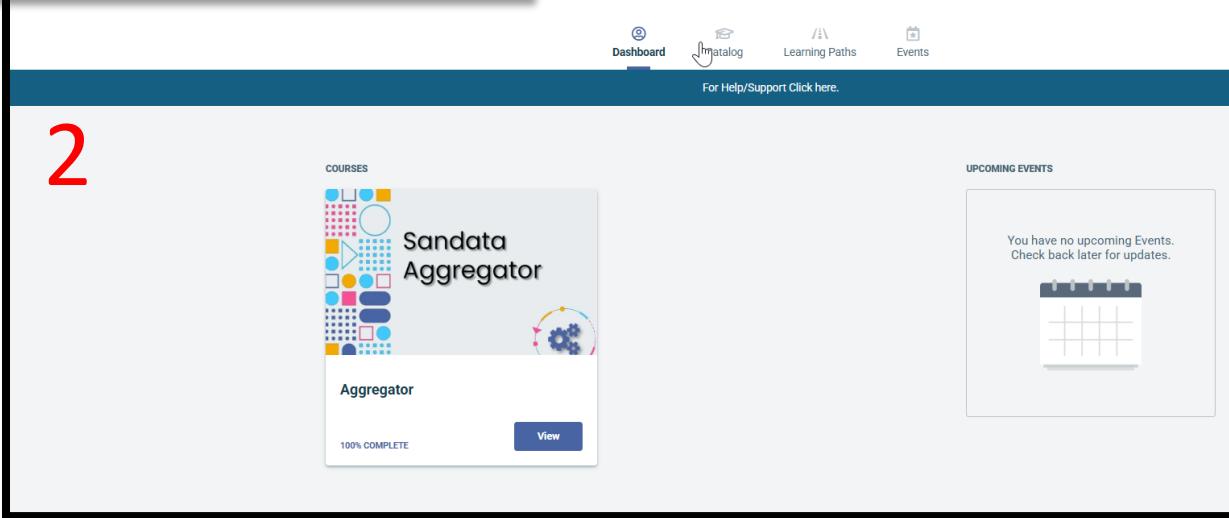
EVV Training—Sandata Learn

1



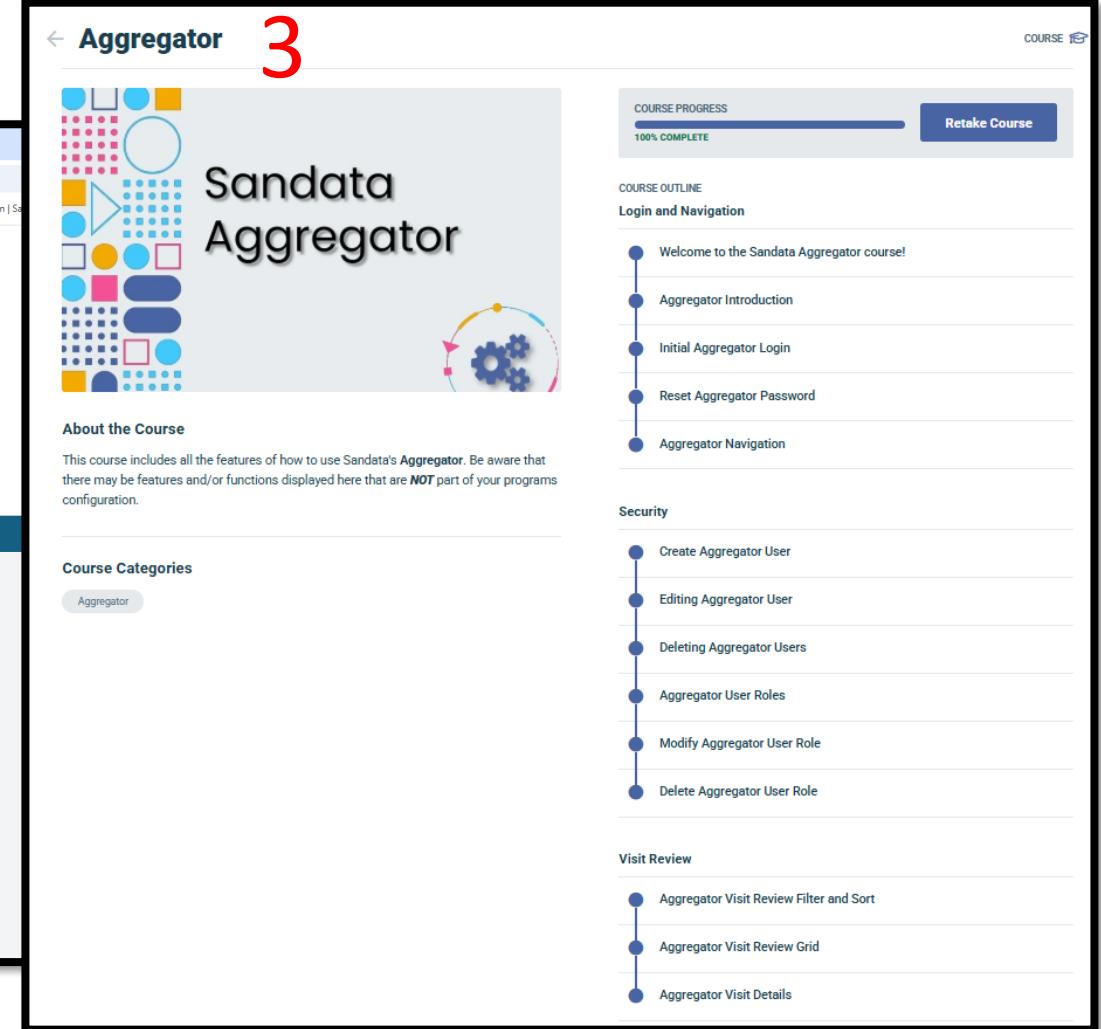
The Sandata Learn login screen features a logo with a blue 'S' and orange 'a'. It has fields for 'Email address' and 'Password', a 'Sign In' button, and links for 'Forgot my password', 'Sign Up', and 'Click here for Support'.

2



The dashboard shows a 'COURSES' section with a 'Sandata Aggregator' course (100% COMPLETE) and a 'View' button. It also displays 'UPCOMING EVENTS' with a message: 'You have no upcoming Events. Check back later for updates.'

3



The 'Aggregator' course page includes a 'COURSE PROGRESS' bar at 100% COMPLETE and a 'Retake Course' button. The 'COURSE OUTLINE' lists: 'Welcome to the Sandata Aggregator course!', 'Aggregator Introduction', 'Initial Aggregator Login', 'Reset Aggregator Password', and 'Aggregator Navigation'. The 'Security' section lists: 'Create Aggregator User', 'Editing Aggregator User', 'Deleting Aggregator Users', 'Aggregator User Roles', 'Modify Aggregator User Role', and 'Delete Aggregator User Role'. The 'Visit Review' section lists: 'Aggregator Visit Review Filter and Sort', 'Aggregator Visit Review Grid', and 'Aggregator Visit Details'.

Delaware Aggregator Auto Verification Reports



Auto Verification Report Descriptions

[Auto Verification Details Report](#)

This report displays all visits for the selected date range and shows how they were confirmed (manually or automatically) as well as the number of manual updates made to the visit. The report allows users to review all visits in detail and monitor trends in how frequently manual updates are made per visit. This helps support overall program compliance by showing the details of visit verification activity. As you know for any program the goal is typically to have as many auto-verified visits as possible to reduce manual editing. This helps improve the quality of visit capture and minimize the amount of work a provider agency must do.

[Auto Verification Summary](#)

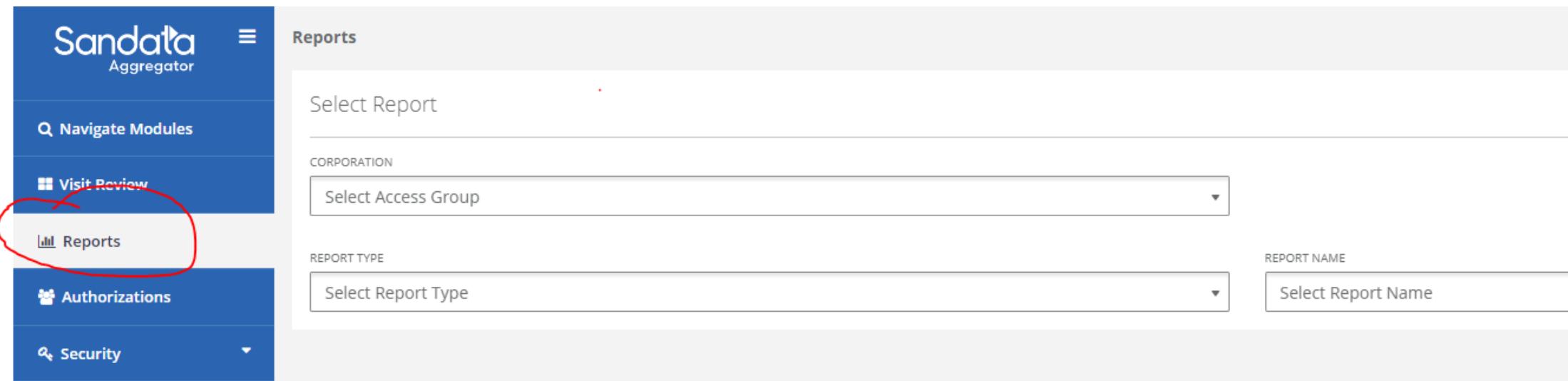
This report displays auto verification statistics for each provider agency. The report allows the user to compare the number of automatically verified visits versus manually confirmed visits across their agencies. The report will also display all visits pending verification as well as scheduled for which a visit was not started. This report displays cross agency visit verification trends which is also intended to help overall program compliance.

Delaware Aggregator Auto Verification Reports



Accessing Auto Verification Details and Auto Verification Summary Aggregator Reports

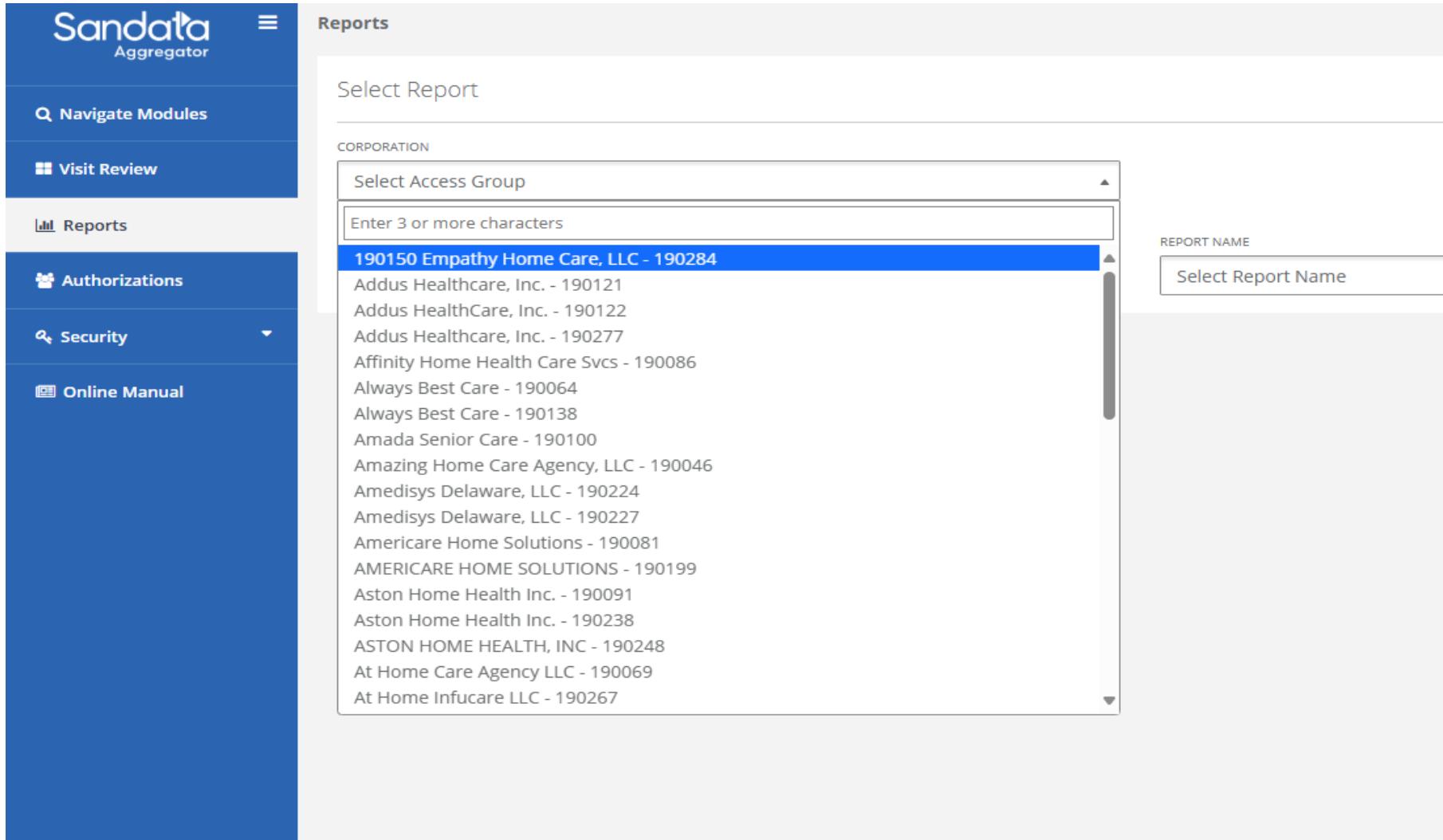
Log into the Aggregator. Navigate to the Reports section.



Delaware Aggregator Auto Verification Reports



Select a Provider from dropdown.

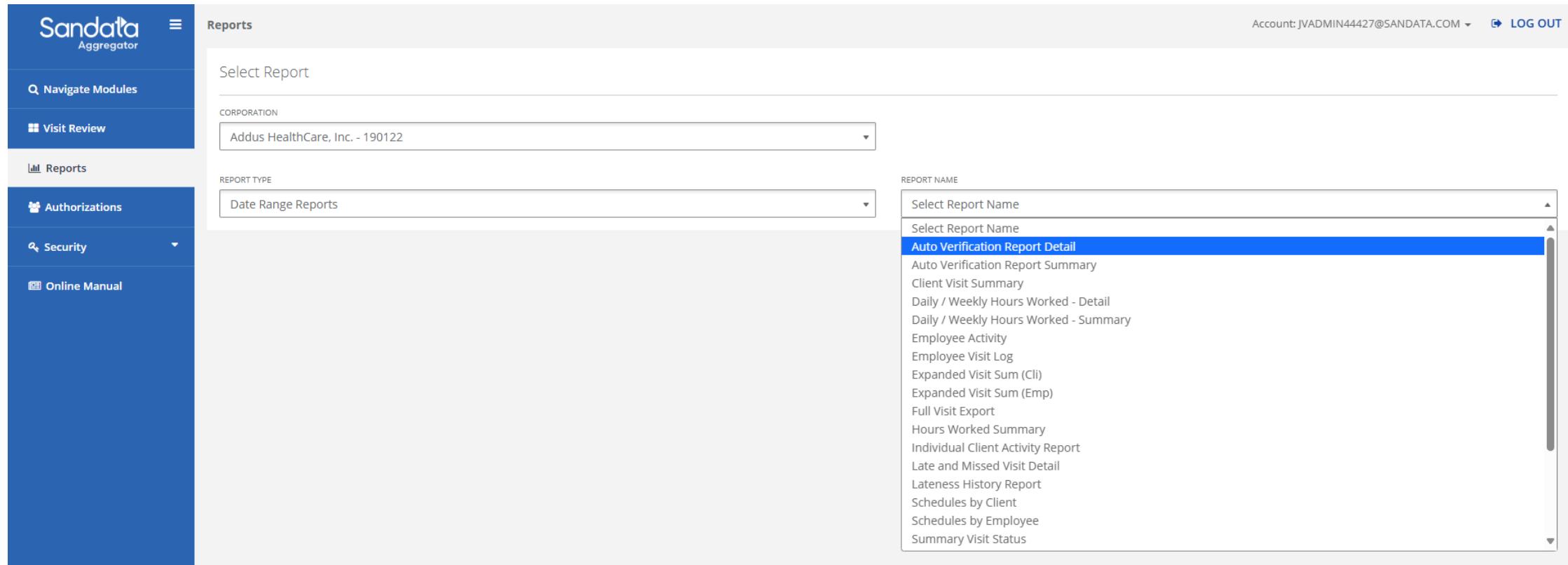


The screenshot shows the Sandata Aggregator interface. On the left, a sidebar menu includes 'Navigate Modules', 'Visit Review', 'Reports' (which is selected and highlighted in blue), 'Authorizations', 'Security', and 'Online Manual'. The main content area is titled 'Reports' and contains a 'Select Report' section. Under 'CORPORATION', there is a dropdown menu titled 'Select Access Group' with a search bar below it. The search bar contains the placeholder 'Enter 3 or more characters'. A list of provider names is displayed, with '190150 Empathy Home Care, LLC - 190284' highlighted in blue, indicating it is the selected item. Other providers listed include Addus Healthcare, Inc. - 190121, Addus HealthCare, Inc. - 190122, Addus Healthcare, Inc. - 190277, Affinity Home Health Care Svcs - 190086, Always Best Care - 190064, Always Best Care - 190138, Amada Senior Care - 190100, Amazing Home Care Agency, LLC - 190046, Amedisys Delaware, LLC - 190224, Amedisys Delaware, LLC - 190227, Americare Home Solutions - 190081, AMERICARE HOME SOLUTIONS - 190199, Aston Home Health Inc. - 190091, Aston Home Health Inc. - 190238, ASTON HOME HEALTH, INC - 190248, At Home Care Agency LLC - 190069, and At Home Infucare LLC - 190267. To the right of the dropdown, there is a 'REPORT NAME' section with a text input field labeled 'Select Report Name'.

Delaware Aggregator Auto Verification Reports



Select Date Range Reports from Report Type. Once Date Range Reports selected, navigate to the Report Name section and in the drop-down menu, the list of reports will be available – Auto Verification Report Detail and Auto Verification Report Summary.



The screenshot shows the Sandata Aggregator interface. The left sidebar has modules: Navigate Modules, Visit Review, Reports (selected), Authorizations, Security, and Online Manual. The main area is titled 'Reports' and 'Select Report'. It shows 'CORPORATION' set to 'Addus HealthCare, Inc. - 190122' and 'REPORT TYPE' set to 'Date Range Reports'. On the right, a 'REPORT NAME' dropdown is open, listing various report options. The 'Auto Verification Report Detail' option is highlighted with a blue selection bar.

Report Name
Select Report Name
Select Report Name
Auto Verification Report Detail
Auto Verification Report Summary
Client Visit Summary
Daily / Weekly Hours Worked - Detail
Daily / Weekly Hours Worked - Summary
Employee Activity
Employee Visit Log
Expanded Visit Sum (Cli)
Expanded Visit Sum (Emp)
Full Visit Export
Hours Worked Summary
Individual Client Activity Report
Late and Missed Visit Detail
Lateness History Report
Schedules by Client
Schedules by Employee
Summary Visit Status

Delaware Aggregator Auto Verification Reports



Next, select a report and then choose the parameters to run the report.

Sadata Aggregator

Account: JVADMIN44427@SANDATA.COM [LOG OUT](#)

Reports

Select Report

CORPORATION

Addus HealthCare, Inc. - 190122

REPORT TYPE

Date Range Reports

REPORT NAME

Auto Verification Report Detail

Select Timeframe

* indicates required field

FROM DATE * MM/DD/YYYY

07/09/2025

TO DATE * MM/DD/YYYY

07/23/2025

FROM TIME * HH:MM AM/PM

12:00 AM

TO TIME * HH:MM AM/PM

11:59 PM

Note: The range for this report cannot exceed 31 days.

Select Parameters

ACCOUNT

None selected

PROGRAM

All selected (4)

CONTRACT

All selected (4)

SERVICE

All selected (231)

Delaware Aggregator Auto Verification Reports



Here is a sample Auto Verification Summary report:

Report Parameters

Account: DEV ([REDACTED] Agency (10010)
For: 7/1/2023 - 7/31/2023 11:59:59 PM

Auto Verification Summary

			VERIFIED VISITS				NON VERIFIED VISITS				WITH MANUAL UPDATES						ALL VISITS			
ACCOUNT	ACCOUNT NAME	PROVIDER ID	AUTO	%	MANUAL	%	IN-COMPLETE	%	OMIT	%	MANUAL CALLS	%	MANUAL EDITS	%	ADJ. VISITS	%	VERIFIED VISITS	%	NON VERIFIED VISITS	%
10010	DEV [REDACTED] Agency	0010010	0	0.0	1	100.0	18	94.7	0	0.0	1	100	1	100	0	0	1	5.3	18	94.7
Grand Totals:			0		1		18		0		1		1		0		1		18	

^^The values in "WITH MANUAL UPDATES" section can overlap. This means that a visit can belong to more than one group.
The percentage is based on all visits that were manually verified.

Sandata

10/10/2023 12:39:20

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Additional information regarding limits on manual updates will be shared at the September provider forum.

Delaware Aggregator Auto Verification Reports



Here is a sample Auto Verification Detail report:

Report Parameters
Account: DEV Agency (10010)
For: 4/1/2022 - 4/30/2022 11:59:59 PM

Auto Verification Details

Visit Date	Visit Key	Medicaid ID	Client Name	Provider ID	Verified Type	Call Time/Call Type		Adjusted Times			Edits				
						Start	Manual Call	End	Manual Call	Start	End	Updated	Visit Update	Acknowledgment Exception Codes	Reason Codes
4/14/2022	2148446378	325453553534	ADDADAD, KMSTRANGTESTD	0010010	A	05:55 AM		06:55 AM						A25	10
4/14/2022	2148446373	235543046466	KMS, KMSTNB	0010010	A	05:47 AM		06:47 AM						A25	10
4/12/2022	2148446017	456564757454	TEST LAST NAME, TEST FIRST NAME	0010010	M	10:47 PM		10:57 PM		09:57 PM	11:07 PM	Y		B9	11
4/12/2022	2148446016	211256712312	ABCCCADASDWNN, TEST	0010010	M	10:34 PM		10:44 PM		09:44 PM	10:54 PM	Y		A25	1001

Trouble Shooting-Visit and Claim Mismatches

Step 1: Log into the Aggregator

- Check visit status.

The screenshot shows the search interface for the Aggregator. At the top, there are four input fields: 'AGENCY' (with a red circle around it), 'CLIENT' (with 'Enter Client' placeholder text), 'MEDICAID ID #' (with 'Enter Medicaid ID #' placeholder text), and 'EMPLOYEE' (with 'Enter Employee' placeholder text). Below these are fields for 'EMPLOYEE SSN' (with '000-00-0000' placeholder text) and 'Enter Employee SSN'. Underneath are date range fields ('DATE RANGE * MM/DD/YYYY') with '01/01/2025' and '05/20/2025', and dropdowns for 'VISIT STATUS' (set to 'All') and 'FILTER VISITS BY' (set to 'All Visits'). A link 'Show Advanced Filter Options' is on the right. At the bottom are 'SEARCH' and 'CLEAR' buttons, and a message 'No Data Found!' is circled in red.

AGENCY

CLIENT

Enter Client

MEDICAID ID #

Enter Medicaid ID #

EMPLOYEE

Enter Employee

EMPLOYEE SSN 000-00-0000

Enter Employee SSN

DATE RANGE * MM/DD/YYYY

01/01/2025 to 05/20/2025

VISIT STATUS

All

FILTER VISITS BY

All Visits

Show Advanced Filter Options

SEARCH

CLEAR

No Data Found!

- If you get a No Data Found message, it may be a misalignment between your Alt EVV vendor and Sandata/HHAeXchange. Confirm vendor is aligned to the right STX number (STX number is included with Agency name).

Trouble Shooting-Visit and Claim Mismatches

Step 1: Log into the Sandata aggregator

- Check visit status.
 - Incomplete means there is an issue with the data. Red dots identify missing information (update in Alt EVV system and resubmit)

Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill
ICDE Attendant Care - Self-Directed	04/05/2025	11:30 AM	10:00 PM	10:30	11:00 AM	●		11:00 AM				Incomplete	<input type="checkbox"/>
ICDE Attendant Care - Self-Directed	04/04/2025	07:00 AM	03:00 PM	08:00	06:55 AM	●		06:55 AM				Incomplete	<input type="checkbox"/>

- Verified status means there are no issues with the visit data.
- Processed status means a claim has matched against the visit data

Trouble Shooting Visit and Claim Mismatches

Step 2: Compare the visit data to the claim and review for accuracy.

- Verify visit data was present in Sandata prior to claim submission.
- Verify each day is on single claim line (no span billing).
- Verify units match (see rounding rules).

Rounding Rules

- Rule 1 (15-minute unit of service):
 - 0s - 479s (<8 min)= 0 Units
 - 480s - 1379s (>=8 min <23 min)= 1 Units
 - 1380s - 2279s (>=23 min <38 min) = 2 Units
 - 2280s – 3179s (>=38 min <53 min) = 3 Units
 - 4080s – 4979s (>=68 min <83 min) = 4 Units

Trouble Shooting Visit and Claim Mismatches

Rounding Rules (continued)

- Rule 2 (FFS only--hourly):
 - 0s - 479s (<8 min)= 0 Units
 - 480s - 1379s (>=8min <23min)= .25 Unit
 - 1380s - 2279 (>=23min <38min) = .50 Unit
 - 2280s - 3179 (>=38min <53min) = .75 Unit
 - 3180s – 4079(>=53min < 68min) = 1 Unit
- Rule 3 (MCOs—hourly)
 - <53 minutes – 0 unit
 - >53 minutes and <113 minutes = 1 unit
 - >113 minutes and <173 minutes = 2 units
 - >173 minutes and <233 minutes = 3 units

Rounding Rules

- Be sure your Alternate EVV vendor applies **NO** rounding rules to data
 - Some alternate EVV vendor systems are configured to apply rounding rules to clock in and clock out times. **Providers should confirm their vendor applies no rounding rules to data.**

Reminders

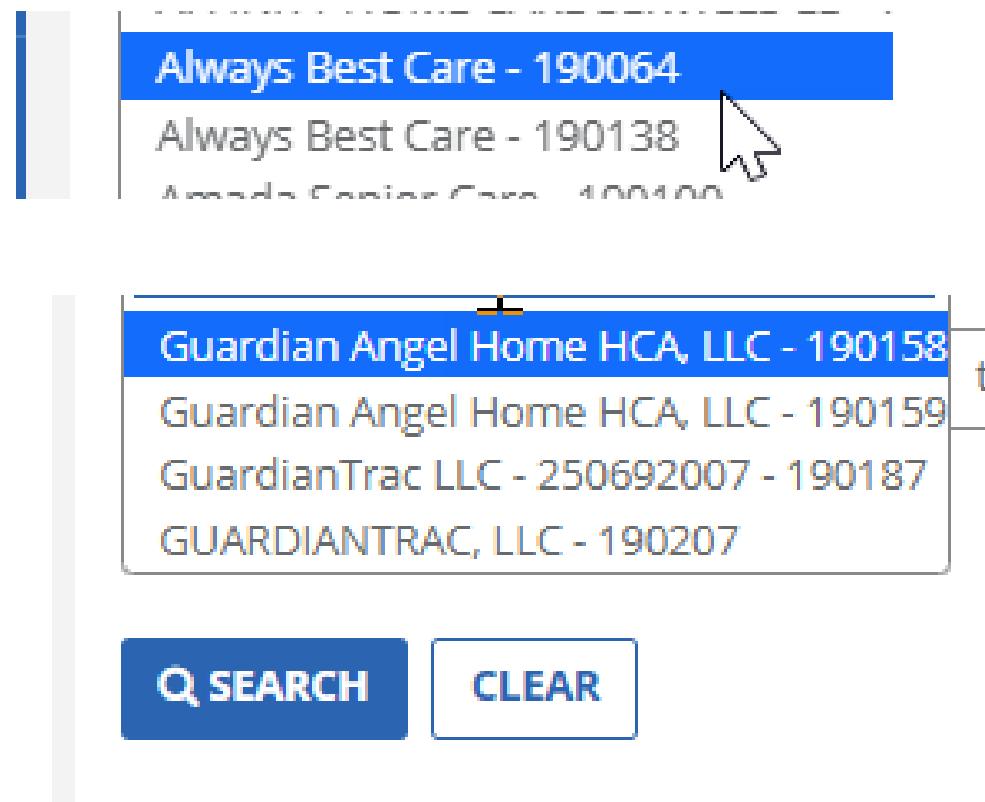
- To promote matching accuracy, providers should **submit visit data to Sandata/HHAeXchange as quickly as possible after the visit.**
- TU modifier should always be placed in the last position
- CG modifier should always be in the first position.
 - Use CG modifier on claims for visits that do not require EVV (e.g., EVV services that are provided by live-in caregivers)
- Claims for services subject to EVV must still go through all “typical” claim edits in addition to the EVV edits.
 - Just because a claim passes EVV edits does not guarantee payment.

Reminders

- Change order to require use of full SSN is in progress.
No ETA.
- **DMMA has targeted November 1, 2025, for implementation of the hard edit**
 - This means that claims with date of service 11/1/2025 or later that have no corresponding visit will be denied.

Reminders—Inactivate Old MCDID/STX

- To deactivate a STX/MCDID, email decustomercare@sadata.com
- Include “Delaware” and the Sandata/HHAeXchange assigned account (STX) number in the subject line.
- Ask that the account associated with the terminated MCDID be deactivated.



Additional Questions and Information

- **Sandata/HHAeXchange Customer Service:**
 - Sandata users: 1.833.542.2603 or decustomercare@sodata.com.
 - Alternate EVV system users: DEltevv@sodata.com.
- When emailing Sandata/HHAeXchange, include Agency Name, STX, and “Delaware” in the subject line.
- In body of the email: Agency Name, Medicaid ID, Email Address, Vendor Name, Vendor Contact, Vendor email address and a brief description of the issue.
- Include screenshots, if applicable.

Additional Questions and Information

- **DMMA email:** DHSS_DMMA_EVV@delaware.gov
- **DMMA website:** https://dhss.delaware.gov/dmma/info_stats.html
- **ACDE email:** EVV_Provider_Notification@amerihealthcaritasde.com
- **DEFH email:** EVVProviderCommunication@delawarefirsthealth.com
- **HHO email:** EVVProviderCommunication@highmark.com

Q&A/Wrap Up

