EVV Provider Forum

July 30, 2025

Delaware Division of Medicaid and Medical Services

Agenda

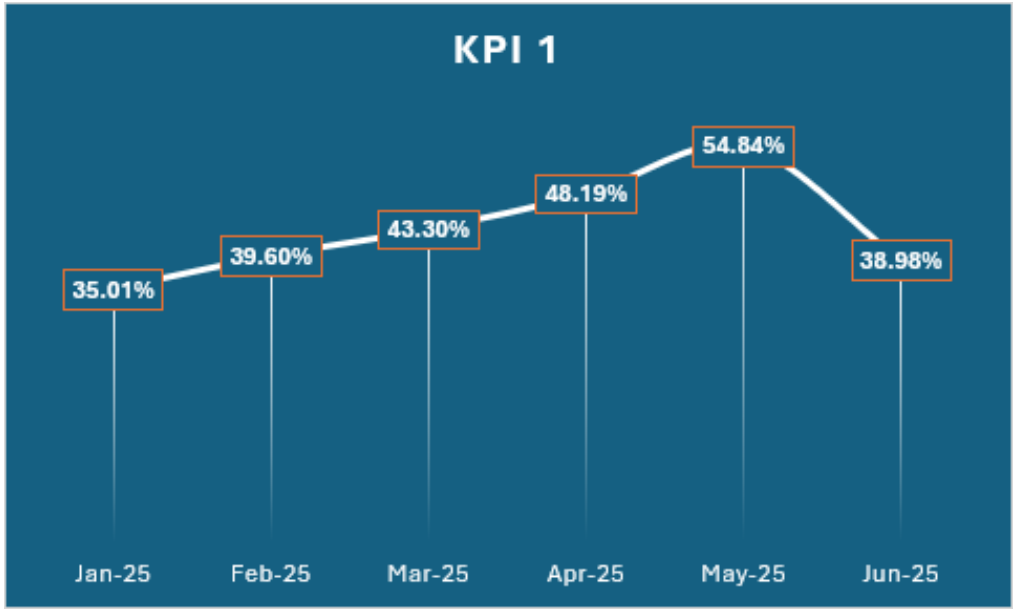
- Welcome and Introductions
- EVV Statistics
- EVV Training
- Aggregator Reports
- Trouble Shooting
- Rounding Rules
- Reminders
- Q & A

EVV Statistics

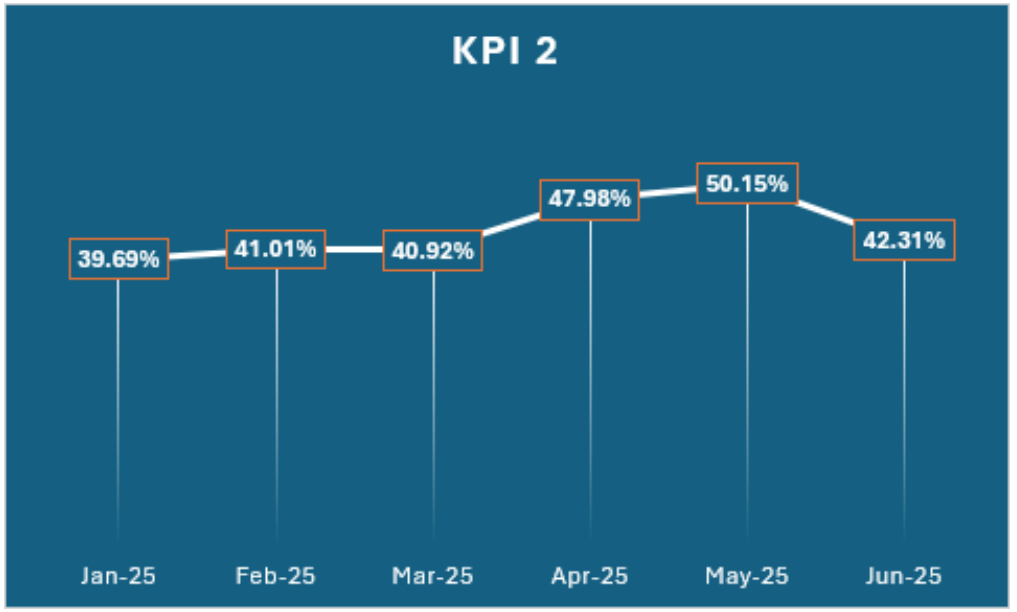
- EVV Statistics as of July 28, 2025
  - 1,803,843 visits submitted
  - 142 unique MCDIDs registered
  - 96 MCDIDs actively using system

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

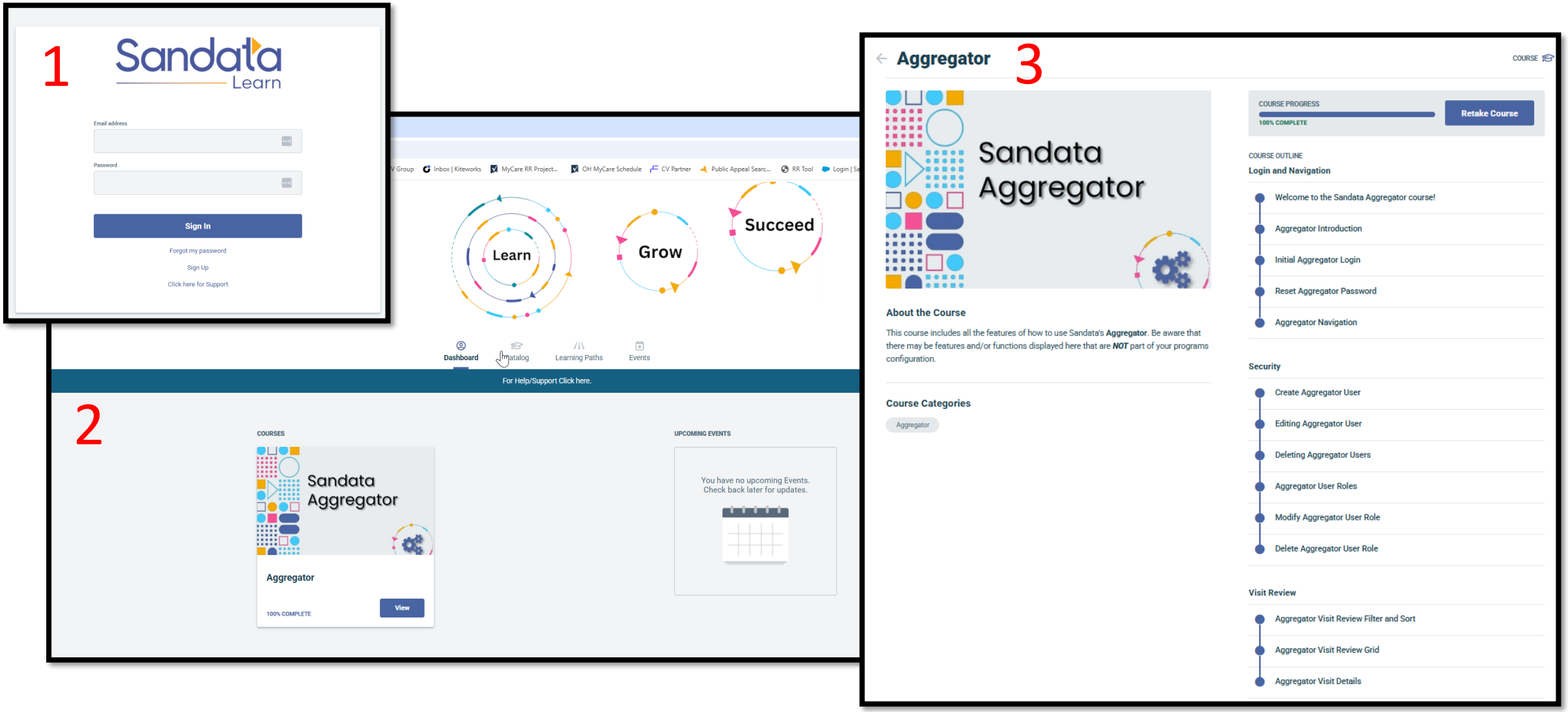
Project Updates

- 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



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.

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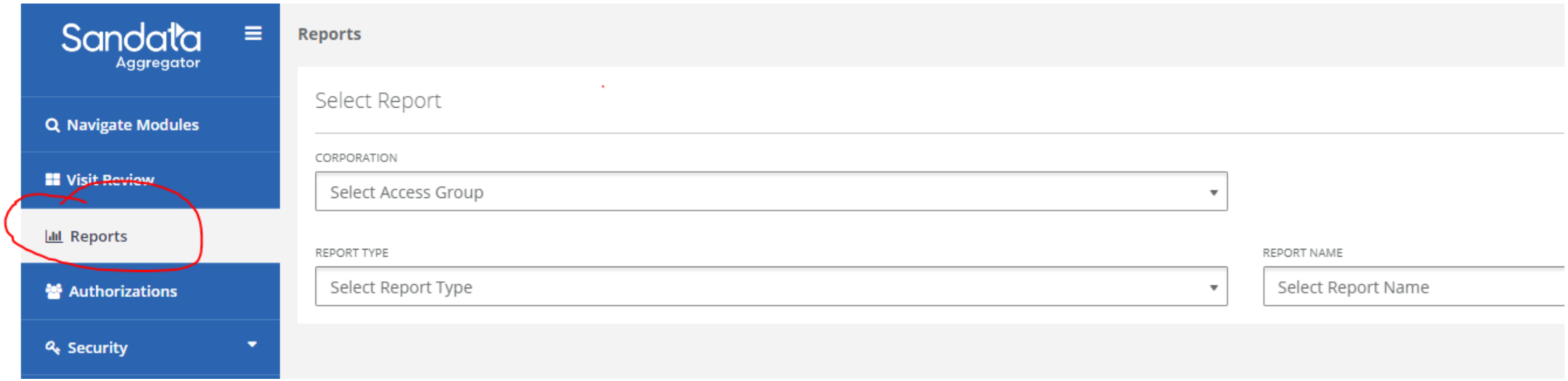
Delaware Aggregator Auto Verification Reports

Accessing Auto Verification Details and Auto Verification Summary Aggregator Reports

Log into the Aggregator. Navigate to the Reports section.



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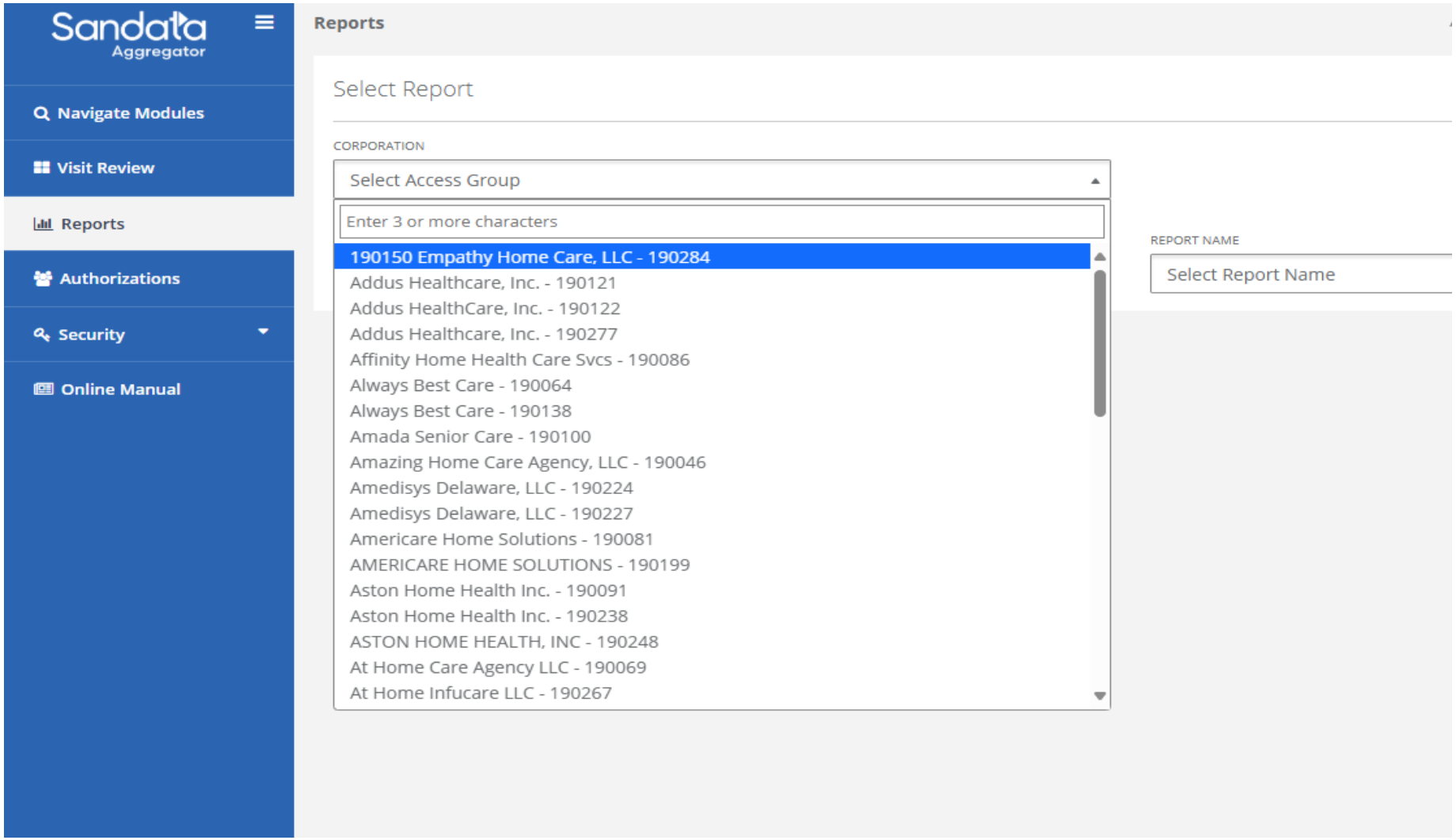
Delaware Aggregator Auto Verification Reports

Select a Provider from dropdown.



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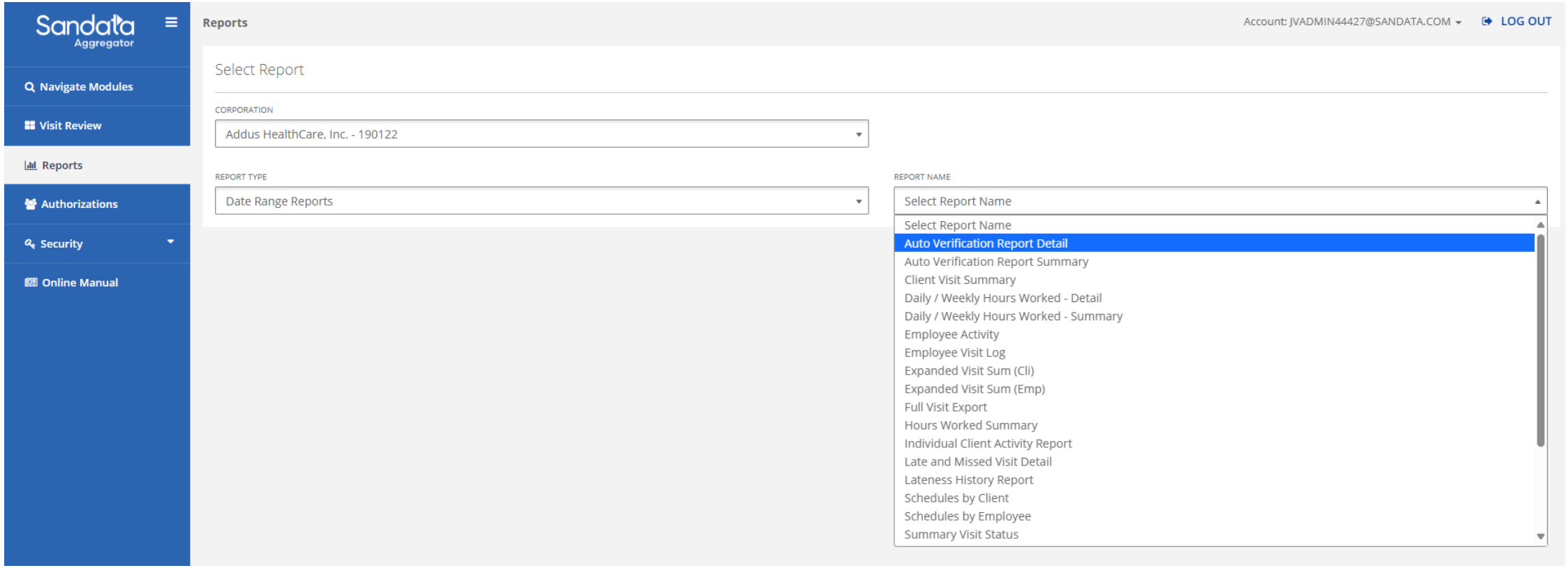
Delaware Aggregator Auto Verification Reports

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.



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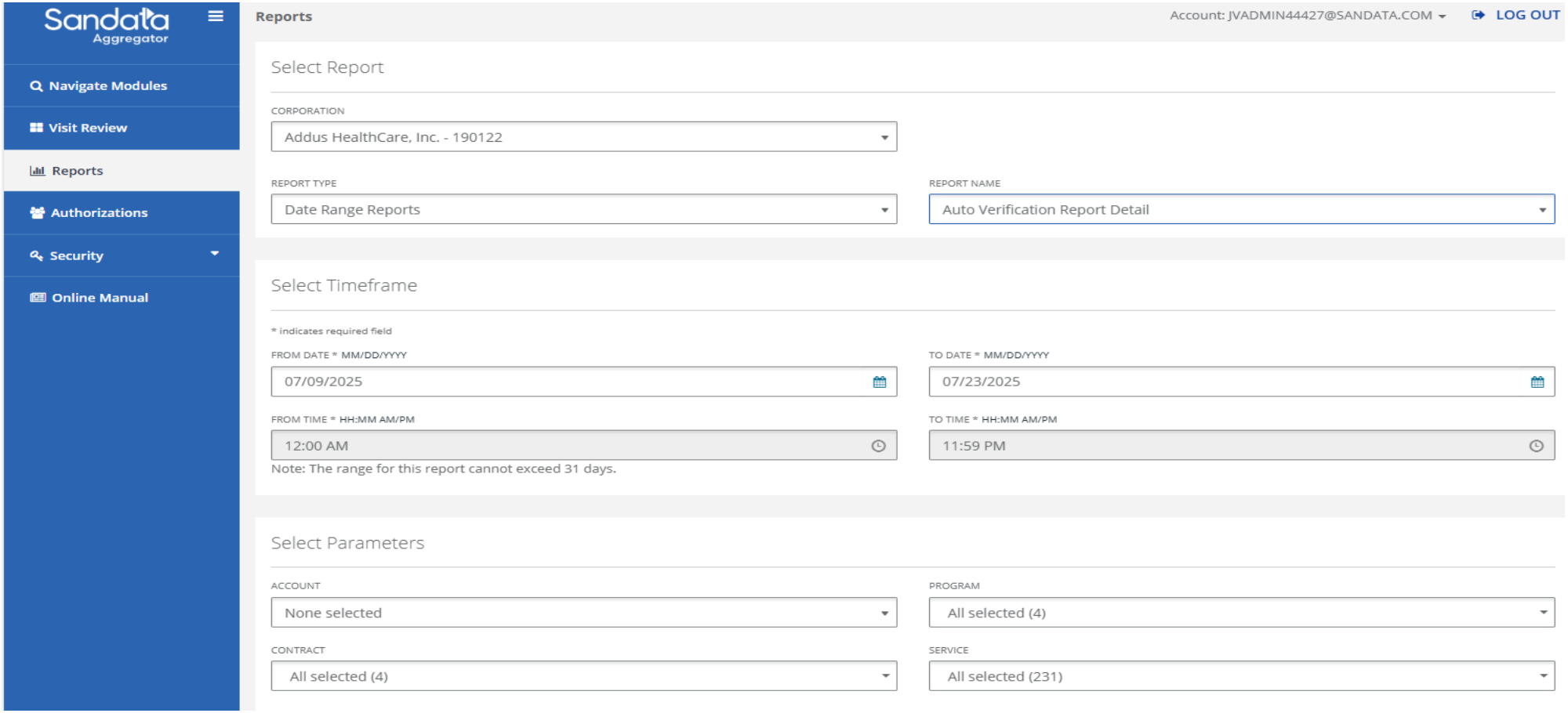
Delaware Aggregator Auto Verification Reports

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



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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.

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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

						CALL TIME/CALL TYPE				ADJUSTED TIMES			EDITS		
VISIT DATE	VISIT KEY	MEDICAID ID	CLIENT NAME	PROVIDER ID	VERIFIED TYPE	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	235543646466	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	ABCCCADASDWWW, TEST	0010010	M	10:34 PM		10:44 PM		09:44 PM	10:54 PM	Y		A25	1001

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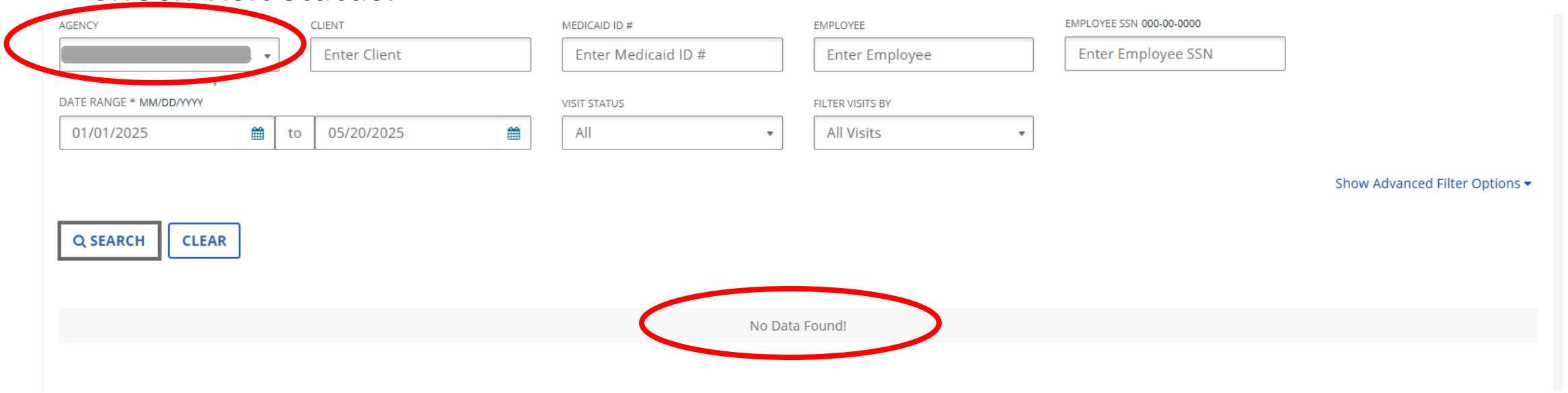
Trouble Shooting-Visit and Claim Mismatches

Step 1: Log into the Aggregator

- Check visit status.



- 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
\CDE Attendant Care - Self-Directed	04/05/2025	11:30 AM	10:00 PM	10:30	11:00 AM	●		11:00 AM				Incomplete	☐
\CDE Attendant Care - Self-Directed	04/04/2025	07:00 AM	03:00 PM	08:00	06:55 AM	●		06:55 AM				Incomplete	☐

  - 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

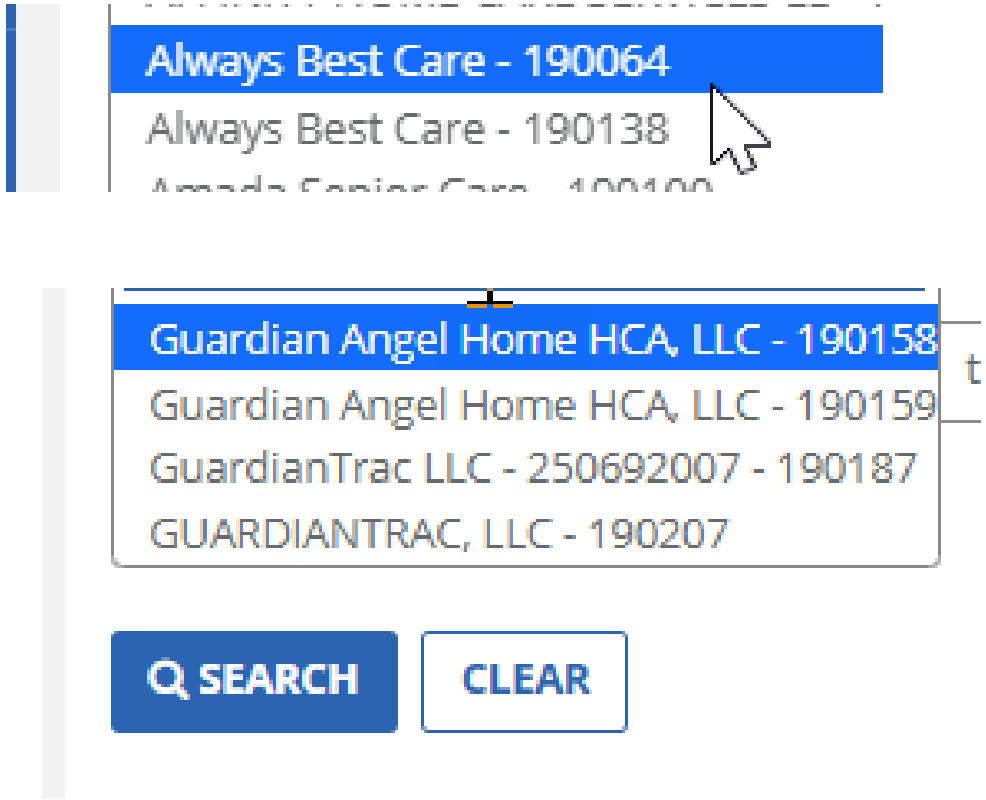
- To promote matching accuracy, providers should **submit visit data to Sandata/HHAeXchange as quickly as possible after the visit**.
- TU modifier should aways be placed in the last position
- CG modifier should always be in the first position.
  - Use CG modifier on claims for visits that do not require 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 inactivate a STX/MCDID, email decustomercare@sandata.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 inactivated.



Additional Questions and Information

- **Sandata/HHAeXchange Customer Service**:
  - Sandata users: 1.833.542.2603 or decustomercare@sandata.com.
  - Alternate EVV system users: DEaltevv@sandata.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