



# EVV Provider Forum

May 28, 2025

Delaware Division of Medicaid and Medical Services

# Agenda

Welcome and Introductions

Project Updates

Registering New MCDIDs

Unskilled Taxonomy

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# Project Updates

- Sandata is now HHAeXchange
- EVV Statistics as of May 27, 2025
  - 1,678,252 visits submitted
  - 158 unique MCDIDs registered
  - 87 MCDIDs actively using system

# Registering New MCDIDs

- If you have a change of address, you must register a new MCDID with the new service location.
- Providers must register with taxonomies that align with their licensure/certification type.
  - Agencies that are not licensed to provide skilled services (nursing, skilled rehab therapies) may not register with skilled taxonomies.

*HHAeXchange recommends use of the Chrome browser*

# Unskilled Taxonomy

- Agencies that are not licensed to provide skilled services (nursing, skilled rehab therapies) may not register with skilled taxonomies.
- Consider using 253Z00000X--In Home Supportive Care
  - One of the most versatile taxonomies available
  - Appropriate for G0156, S5120, S5125, S5130, S5135, S5150, T1005

# 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](#).

# Inactivate Old MCDIDs

To deactivate a STX/MCID, email  
[decustomercare@sadata.com](mailto: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 MCID be deactivated.

Always Best Care - 190064

Always Best Care - 190138

Guardian Angel Home HCA, LLC - 190158

Guardian Angel Home HCA, LLC - 190159

GuardianTrac LLC - 250692007 - 190187

GUARDIANTRAC, LLC - 190207

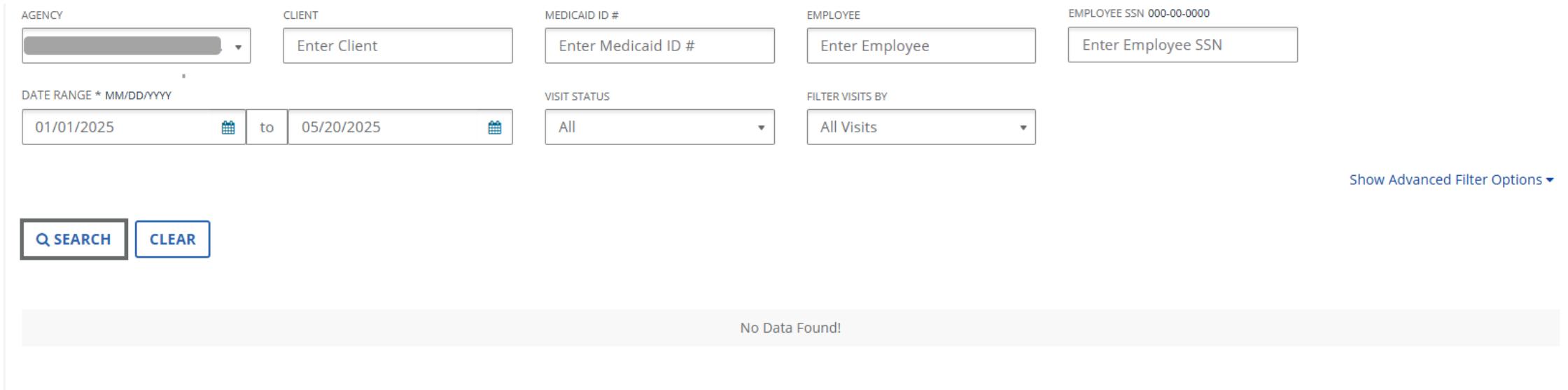
SEARCH

CLEAR

# Trouble Shooting-Visit and Claim Mismatches

## Step 1: Log into the Aggregator

- Check visit status.



The screenshot shows a search interface with the following fields and controls:

- AGENCY: A dropdown menu.
- CLIENT: An input field with placeholder text "Enter Client".
- MEDICAID ID #: An input field with placeholder text "Enter Medicaid ID #".
- EMPLOYEE: An input field with placeholder text "Enter Employee".
- EMPLOYEE SSN: An input field with placeholder text "Enter Employee SSN".
- DATE RANGE \* MM/DD/YYYY: A date range selector with fields for "01/01/2025" and "05/20/2025".
- VISIT STATUS: A dropdown menu with "All" selected.
- FILTER VISITS BY: A dropdown menu with "All Visits" selected.
- Show Advanced Filter Options: A link to expand filtering options.
- SEARCH: A button with a magnifying glass icon.
- CLEAR: A button with a clear icon.

Below the search area, a message "No Data Found!" is displayed.

- 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.

# 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

# 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
- Use CG modifier on claims for visits that do not require EVV.
  - Examples: 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 for adding new procedure code/modifiers and to correct rounding rules is anticipated for Production on July 24
- 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 (claims with no corresponding visit will be denied).**

# Additional Questions and Information

- **Sandata/HHAeXchange Customer Service:**
  - Sandata users: 1.833.542.2603 or [decustomercare@sodata.com](mailto:decustomercare@sodata.com).
  - Alternate EVV system users: [DEltevv@sodata.com](mailto: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](mailto:DHSS_DMMA_EVV@delaware.gov)
- **DMMA website:** [https://dhss.delaware.gov/dmma/info\\_stats.html](https://dhss.delaware.gov/dmma/info_stats.html)
- **ACDE email:** [EVV\\_Provider\\_Notification@amerihealthcaritasde.com](mailto:EVV_Provider_Notification@amerihealthcaritasde.com)
- **DEFH email:** [EVVProviderCommunication@delawarefirsthealth.com](mailto:EVVProviderCommunication@delawarefirsthealth.com)
- **HHO email:** [EVVProviderCommunication@highmark.com](mailto:EVVProviderCommunication@highmark.com)

# Q&A/Wrap Up

