



EVV Provider Forum

September 24, 2025

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

EVV Statistics

Hard Edit

EVV Training

Troubleshooting

Rounding Rules

Reminders

Q & A

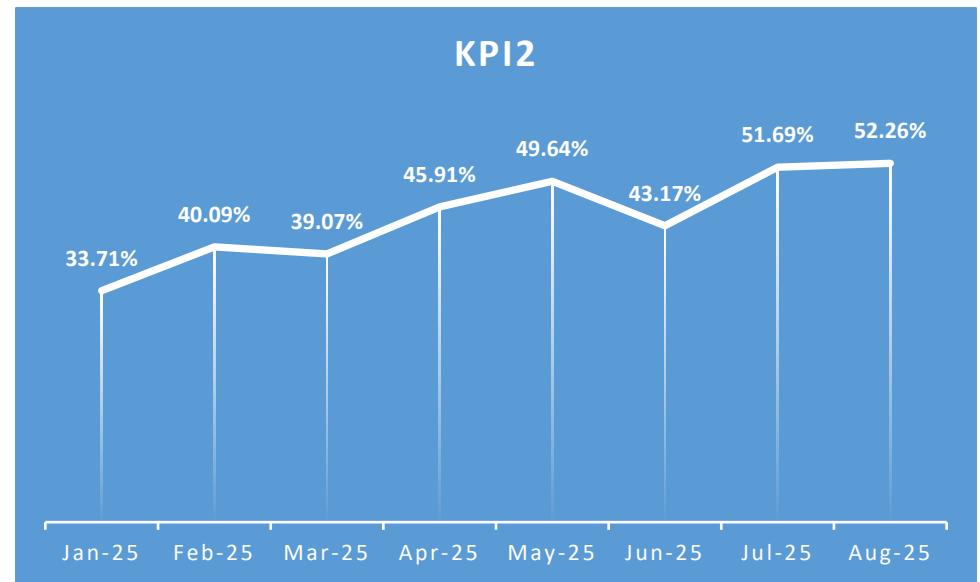
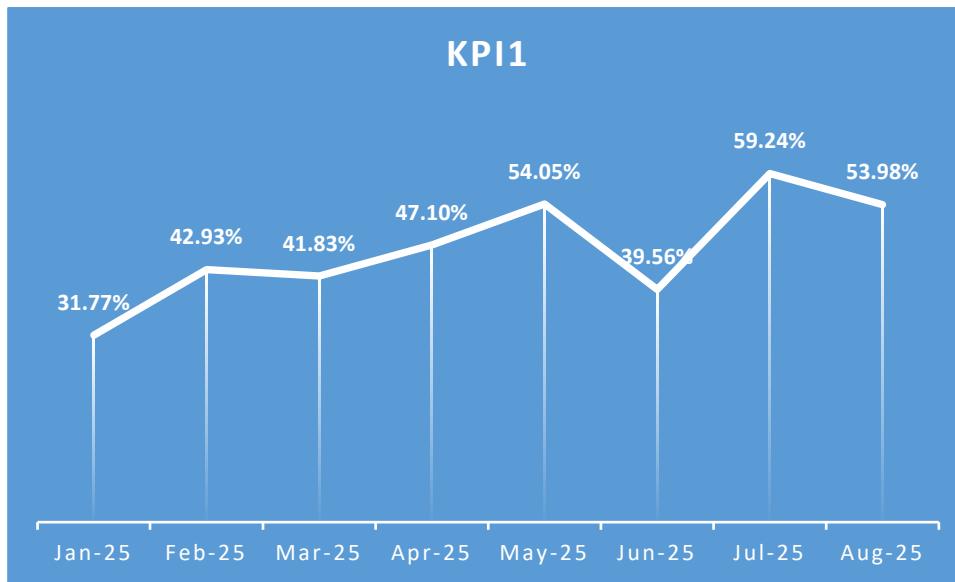
EVV Statistics

- EVV Statistics as of September 23, 2025
 - 2,044,968 visits submitted
 - 144 unique MCDIDs registered
 - 102 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



Hard Edit Date

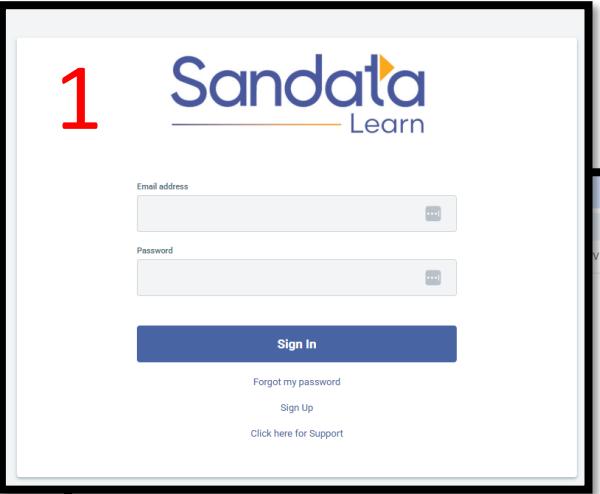
- **DMMA has targeted November 1, 2025, for implementation of the hard edit**
 - Claims for services subject to EVV with a date of service 11/1/2025 or later that fail matching to visit data will be denied.
 - Work with the MCOs directly to address issues

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](#).

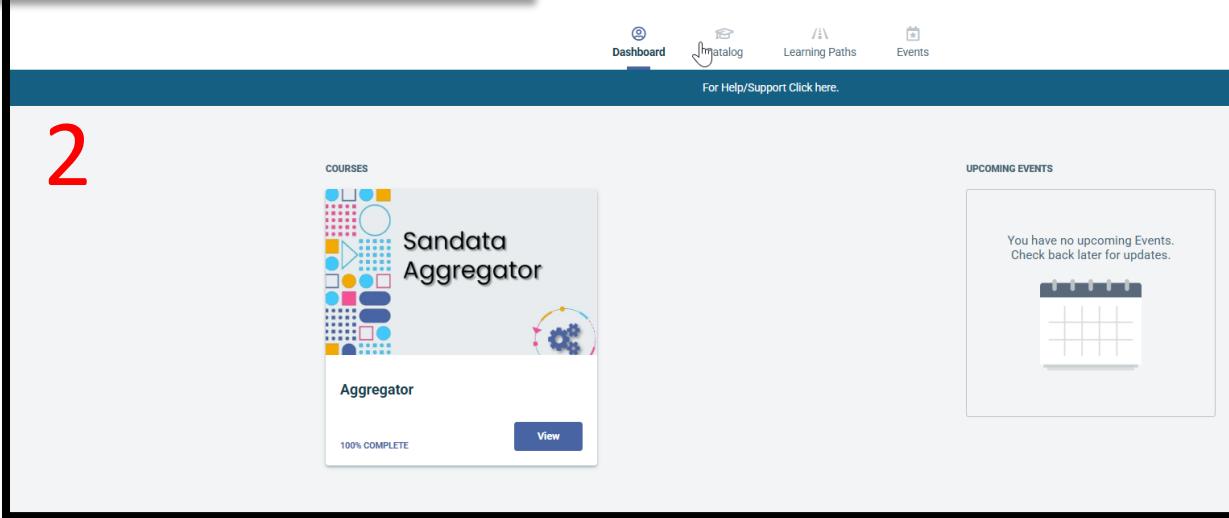
EVV Training—Sandata Learn

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 course page for 'Aggregator' is titled 'Sandata Aggregator'. It includes a 'Course Progress' bar (100% COMPLETE), a 'Retake Course' button, a 'Course Outline' with sections like 'Login and Navigation' and 'Security', and a 'Visit Review' section.

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

Rounding Rules

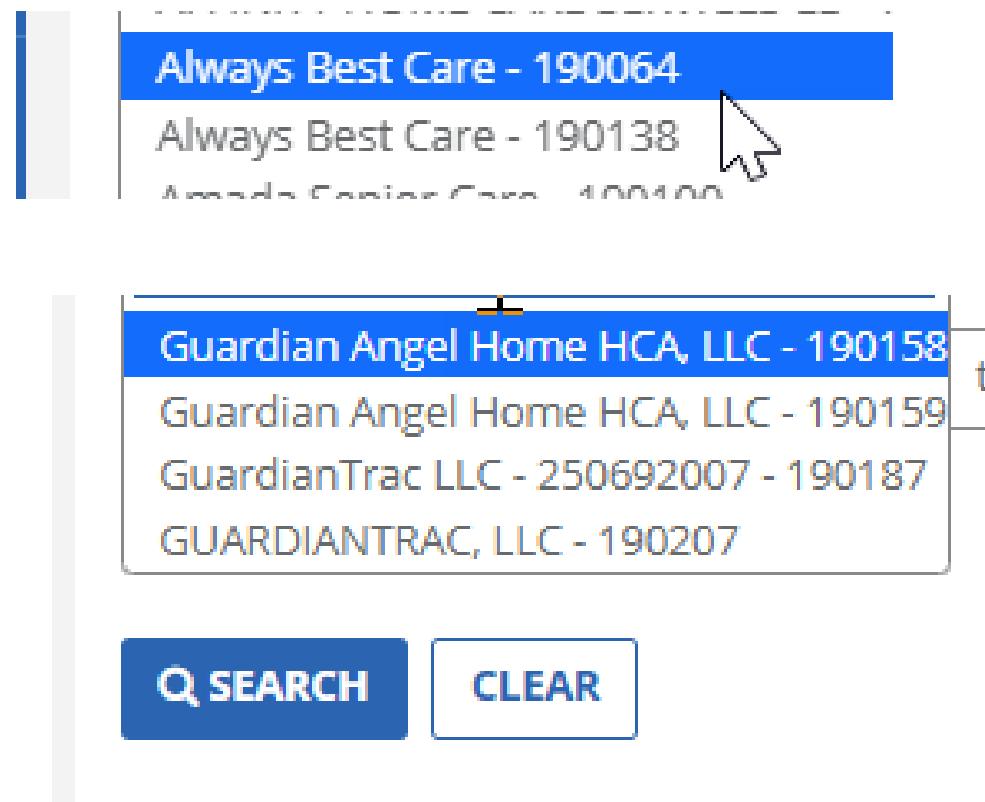
- Be sure your Alternate EVV vendor applies **NO** rounding rules to data
 - Some alternate EVV vendor systems are configured to apply rounding rules to clock in and clock out times. **Providers should confirm their vendor applies no rounding rules to data.**

Reminders

- Submit visit data as quickly as possible
- 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—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

