



# 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

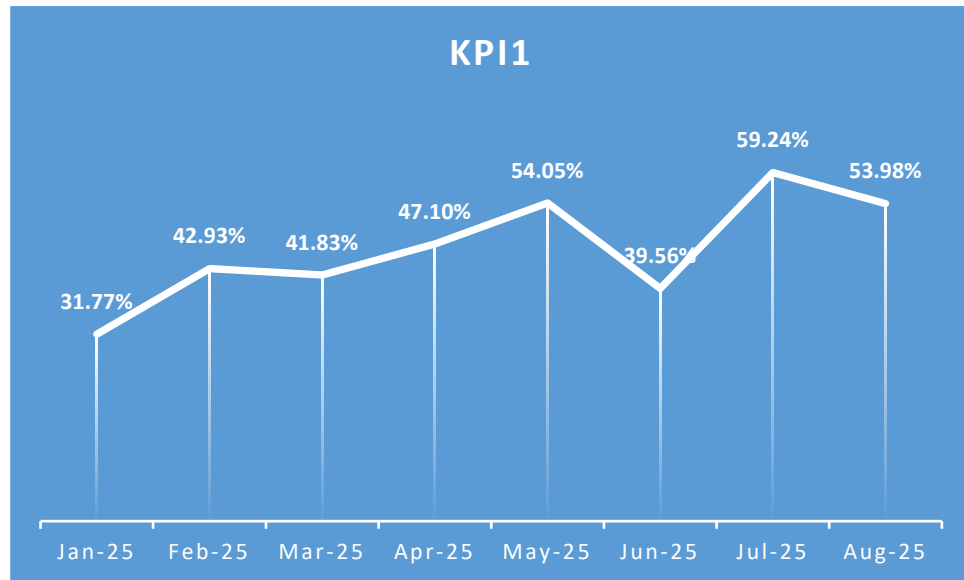
Q & A

# EVV Statistics

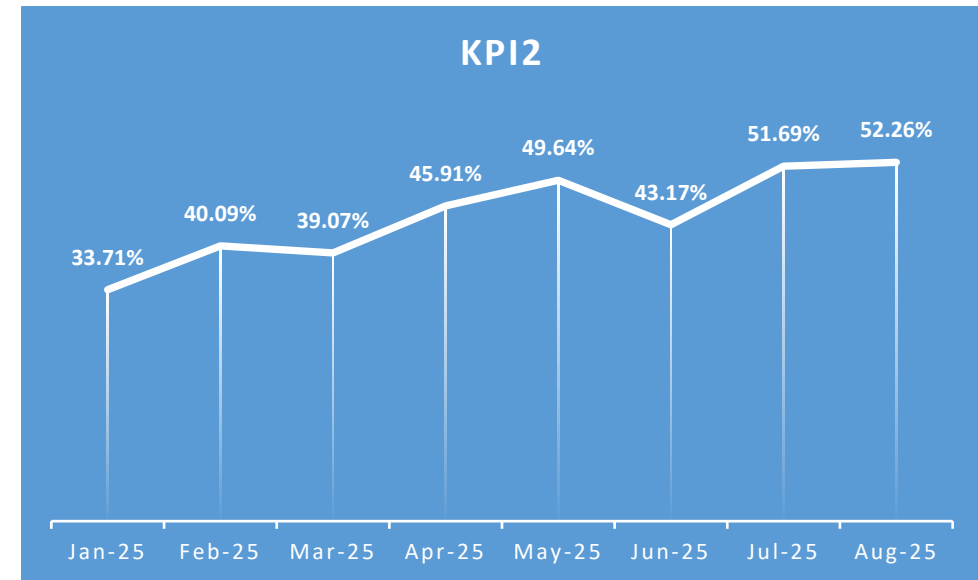
- EVV Statistics as of September 23, 2025
  - 2,044,968 visits submitted
  - 144 unique MCDIDs registered
  - 102 MCDIDs actively using system

# 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**

**Sandata**  
Learn

Email address

Password

**Sign In**

[Forgot my password](#)

[Sign Up](#)

[Click here for Support](#)

**2**

**Sandata**  
Aggregator

**Aggregator**

100% COMPLETE **View**

**UPCOMING EVENTS**

You have no upcoming Events.  
Check back later for updates.

**Aggregator** **3**

**Sandata**  
Aggregator

**Course Progress**  
100% COMPLETE **Retake Course**

**COURSE OUTLINE**  
**Login and Navigation**

- Welcome to the Sandata Aggregator course!
- Aggregator Introduction
- Initial Aggregator Login
- Reset Aggregator Password
- Aggregator Navigation

**Security**

- Create Aggregator User
- Editing Aggregator User
- Deleting Aggregator Users
- Aggregator User Roles
- Modify Aggregator User Role
- Delete Aggregator User Role

**Visit Review**

- Aggregator Visit Review Filter and Sort
- Aggregator Visit Review Grid
- Aggregator Visit Details

**About the Course**

This course includes all the features of how to use Sandata's **Aggregator**. Be aware that there may be features and/or functions displayed here that are **NOT** part of your programs configuration.

**Course Categories**

Aggregator

# 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
WDE 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"/>
WDE 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

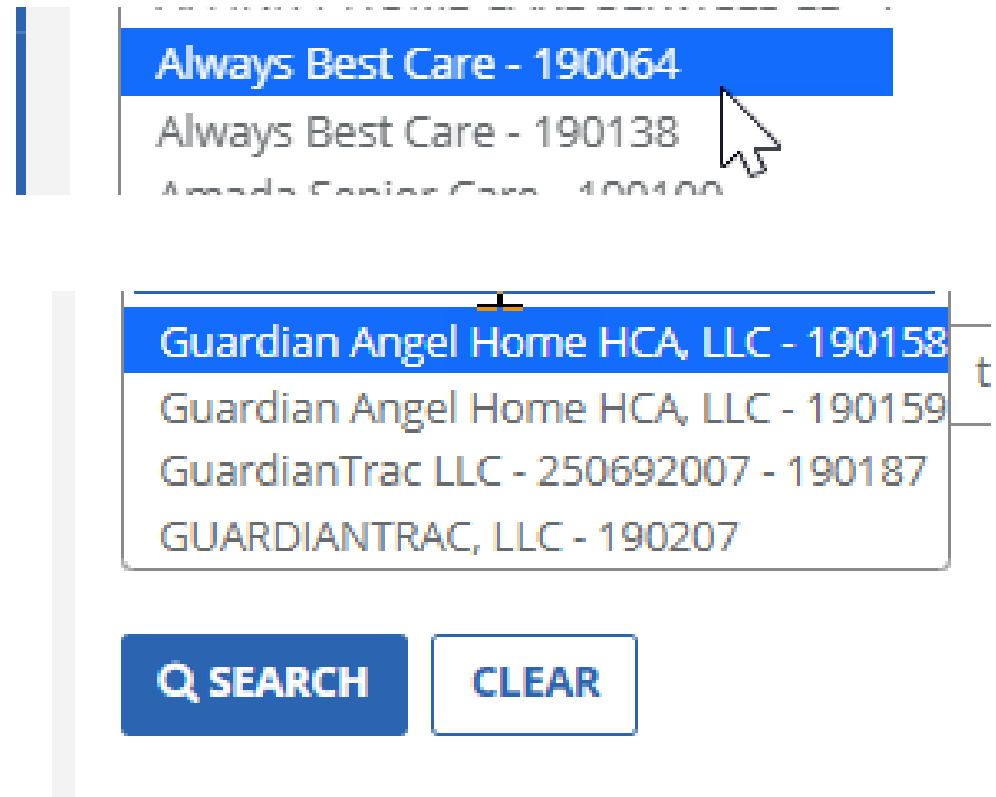
- Be sure your Alternate EVV vendor applies NO rounding rules to data
  - Some alternate EVV vendor systems are configured to apply rounding rules to clock in and clock out times. **Providers should confirm their vendor applies no rounding rules to data.**

# 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 inactivate a STX/MCDID, email [decustomercare@sandata.com](mailto: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.



The screenshot shows a search interface with a list of accounts. The first list has three items, with the first highlighted in blue and a mouse cursor pointing at it. The second list has four items, with the first highlighted in blue. Below the lists are two buttons: 'SEARCH' and 'CLEAR'.

Always Best Care - 190064
Always Best Care - 190138
Amada Senior Care - 190100

Guardian Angel Home HCA, LLC - 190158
Guardian Angel Home HCA, LLC - 190159
GuardianTrac LLC - 250692007 - 190187
GUARDIANTRAC, LLC - 190207

**SEARCH** **CLEAR**

# Additional Questions and Information

- **Sandata/HHAeXchange Customer Service:**
  - Sandata users: 1.833.542.2603 or [decustomer@sandata.com](mailto:decustomer@sandata.com).
  - Alternate EVV system users: [DEaltev@sandata.com](mailto:DEaltev@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](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

