



Sandata Payer Program DHCFP EVV Informational Seminar FAQ

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Version History

Version	Date	Author	Changes
V 1.0	10/30/2023	Annemarie Hull	Initial draft
V 1.1	11/03/2023	Kylene Solomon	Seminar question and answers added
V1.2	11/17/2023	Kylene Solomon	Questions from Seminar 2 added
V1.3	11/20/2023	Annemarie Hull	State updates added to document

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AUTHENTICARE MIGRATION

Q: When the transition takes place, will providers be able to submit billing from Authenticare for a certain amount of time or does all billing need to be submitted on or before the transition?

A: On midnight of December 14th, 2023, the mobile application and IVR for Authenticare will be turned off. As of December 15th, 2023, caregivers will need to utilize Sandata for visits. The web portal for Authenticare will be available for providers only, so that provider administrators can clean up any outstanding exceptions or claims. This will be available from December 15th – December 31st, 2023. Claims cannot be submitted to Authenticare after December 31st, 2023.

Q: Is Sandata replacing Authenticare in its entirety? If so, what date will Sandata be taking over?

A: Yes, Sandata will be replacing Authenticare as the state solution EVV provider for PCS, HHCS and certain waiver services. This will occur on December 15th, 2023.

Q: Providers utilizing Alternate EVV Vendors will need to go into the state's provider portal and indicate that they are using an Alternate EVV Vendor, and then on November 7th, 2023, the Alternate EVV Vendor will need to go into a separate portal and register as well, is that correct?

A: Yes, that is correct, the providers will need to indicate that they are utilizing an Alternate EVV Vendor and will need to enter that into the Provider Portal. The vendor will then need to go into the Alternate EVV Vendor Portal and register beginning November 7th, 2023.

BILLING/CLAIMS

Q: Will I be able to create claims in Sandata for claims that will not be submitted to Authenticare by the time provided?

A: Claims created prior to December 14th, 2023, at midnight will need to be entered into Authenticare. Anything after that date and time must be entered into Sandata. There will not be an option for caregivers to go back into Authenticare after December 14th, 2023, at Midnight. Provider administrators will have access to the Authenticare web portal to manage exceptions and clean up claims from December 15th to December 31st, 2023.

Q: Will providers have to generate the 837 from EVV data? If so, will this apply to providers using an Alternate EVV Vendor and/or providers using Sandata EVV?

A: Providers will generate 837s from Sandata EVV to be sent to their payers. Providers using 3rd party billing systems will follow their process.

Q: Is there a specific day that providers will be required to bill, or will this process change from what is in place with Authenticare?

A: Providers can bill daily if they prefer, there is no batch claims process for Sandata

Q: Can providers utilize an Alternate EVV Vendor, but then utilize Sandata for billing?

A: No, if you are using an Alternate EVV system you will need to utilize another platform outside of Sandata for billing.

Q: For providers using Sandata EVV, can you confirm that there is nothing else needed for billing?

A: If providers are using Sandata EVV, billing will be built into the solution and no other applications will be required.

Q: How much time will providers have to test billing before they are fully transitioned?

A: Billing in Sandata starts on 12/15/2023, there is nothing around testing for billing for providers.

Q: I do not see any of the new payer IDs active in Inovalon. Can I use Inovalon as a clearinghouse?

A: The new payer IDs may not show up in the clearinghouse since they will not be active until December 15, 2023. We recommend you contact your clearinghouse directly to advise them about new payer IDs.

Q: Our biggest payer is Medicaid, what do we need to do differently when going into the system to confirm the billing of claims?

A: Claims will continue to be routed through your current clearinghouses, but they will need to utilize the new Sandata EVV Payer ID. This value will cause the claims to route to Optum where Optum will perform EVV Validation, if the validation is successful, then claims will be routed to the payer for remittance. You must work with your current clearinghouse to ensure they are ready to support the new EVV Payer ID values.

Q: If a Personal Care Attendant (PCA) is not able to login on December 15, 2023. Will they be required to create a claim manually?

A: Visit can be created in Sandata manually to submit a claim. Claims cannot be submitted manually.

CUSTOMER SUPPORT

Q: What is the contact information for support?

A: For technical assistance in using the DHCFP EVV System please contact the Sandata Customer Support team at (833) 545-0394 or click the following link to access the Customer Support website to open a service ticket <https://www.sandata.com/support>.

Q: Was an enrollment email sent out to providers already?

A: Communication has been sent out for the provider registration portal, alternate EVV Vendor portal registration, and upcoming trainings.

Q: If we did not receive any registration information, who should we contact?

A: You can access the registration portal by using the following link: <https://evv-registration.sandata.com/>.

DATA CONVERSION

Q: What data will be transferred from Authenticare to Sandata?

A: Sandata will receive historical data from Authenticare for PCS data, and it will be uploaded into the appropriate provider accounts.

Q: Will providers be required to manually input client and employee information?

A: For Sandata EVV, all client information will come from an interface feed based on authorizations. All employee information will need to be manually created if it is not in the historical data from Authenticare. For alternate EVV systems, all client and employee information will be sent from the vendor's system to Sandata Aggregator.

Q: Will billing and visit history information be transferred from Authenticare to Sandata?

A: Yes, Sandata will receive historical data from Authenticare for PCS data, and it will be uploaded into the appropriate provider accounts.

Q: Will the caregiver's worker ID change when the information is being transferred to Sandata?

A: Yes, this will change during the transition over to Sandata.

MEDICAID ID (Provider ID) AND NPI (National Provider Identifier)

Q: Where do we find our Medicaid ID?

A: The Medicaid ID is provided by Nevada Medicaid and can be located on your enrollment documentation, as well as other communications sent out by Nevada Medicaid

Q: Will the Medicaid ID be the same as the Location ID?

A: The Medicaid ID is the number assigned to providers by Nevada Medicaid and is located on all communications, including enrollment documentation. Please note that Medicaid ID is not a provider NPI.

Q: What is the unique Provider Identifier for the EVV Program?

A: The unique provider identifier will be the provider Medicaid ID provided by the State of NV, the number will start with a 00, 10, or a 25 and will be a 9-digit number.

Q: Is the Medicaid ID number the same for everyone in Nevada?

A: The Agency Medicaid ID and the Client Medicaid ID are different in Nevada.

Q: What Caregivers will be required to have an NPI?

A: Yes, all caregivers providing EVV services will be required to have an NPI.

Q: I am not sure what my NPI is, how can I obtain that information?

A: For information regarding NPI, please go to [NPPES NPI Registry \(hhs.gov\)](https://nppes.hhs.gov) and obtain an NPI or contact 1-800-465-3203 for further assistance.

PAYERS

Q: Are the Health Insurance providers aware of the changes occurring in Nevada, specifically the transition from Authenticare to Sandata?

A: Yes, the Health Insurance providers are aware of and are currently engaged with Sandata during this transition.

Q: Will HPN providers also need to use Sandata for EVV?

A: Yes, for PCS, HHCS and for certain waiver services, all providers are required to use Sandata to capture EVV visits.

POLICY QUESTIONS

Q: Will clients that get re-evaluated for their annual update visits automatically have their new authorization submitted into the Sandata system?

A: For certain waiver services – Yes, it will be submitted to Sandata once prior authorizations have been entered in the MMIS (Medicaid Management Information System) system.

Q: Is this required for skilled home care services, specifically RN/PT/OT? Or is this only for aid services and caregiver services?

A: Use of the Sandata EVV solution or an alternate EVV solution system is required for skilled home care services under HHCS as mandated by the 21st Century Cures Act.

Q: Will Sandata allow us to add private clients to the system and do scheduling or is this strictly for Medicaid clients?

A: The state system is for Medicaid clients only, as it is being paid for by state and federal general funds. Sandata EVV will not be available for private clients.

Q: Regarding timesheets, will we be able to keep using Sandata, i.e. If a caregiver clocks in but forgets to clock out?

A: The guidance from the state aligns with the Cures Act. The requirement from the State of Nevada is that it needs to be electronic. Providers need to work with their caregivers to ensure they are meeting the check in and check out requirements under the Cures Act. Paper time sheets are not allowed. There will be more information as it pertains to time sheets in Addendum B, which will be posted to the Nevada Medicaid's website prior to January 1, 2024.

Q: Will we continue to have access to Authenticare in case of a Medicaid Audit?

A: All historical data will be uploaded into Sandata, therefore access to Authenticare will no longer be needed.

Q: If the caregiver provides a service to the client who may not have internet service, or the IVR system and application are unavailable, can a paper timecard be used to manually enter the data if there is an explanation?

A: The guidance from the state aligns with the Cures Act. The requirement from the State of Nevada is that it needs to be electronic. Providers need to work with their caregivers to ensure they are meeting the check in and check out requirements under the Cures Act. Paper time sheets are not allowed. There will be more information as it pertains to time sheets in Addendum B, which will be posted to the Nevada Medicaid's website prior to January 1, 2024.

Q: Can the system be used for ADSD Waiver types as well as PAS and COPE services?

A: PAS and COPE services are not Medicaid services; therefore, is EVV not a requirement because EVV is only for Medicaid services.

Q: The current cut off for Authenticare is Thursdays, will this be the same with Sandata?

A: Yes, this will remain the same for PCS and waivers. The state is not changing any requirements as it pertains to billing.

Q: Are we required to use Sandata EVV?

A: It is not required that providers use Sandata EVV, however it is the preferred vendor for Nevada.

Q: Is the approximate number of clients served specific to the number we will use for Sandata?

A: This question is included in the provider portal registration process and is captured for information purposes for Sandata.

Q: Will Medicaid provide information for accepted billing providers?

A: There are no changes within the billing practices, please refer to the current billing guides provided by the State of Nevada for EVV.

Q: Are Client Designee and Responsible Party strictly optional or are they recommended?

A: They are considered optional.

Q: Are live-in caregivers included or exempt from EVV?

A: Live-in caregivers are included in the EVV program.

Q: Are services where Medicaid is the secondary payer (and Medicare is primary) subject to EVV?

A: Yes, any services that will be paid for by Medicaid will be subject to EVV requirements.

PROVIDER REGISTRATION

Q: How do we resolve “provider name must be a minimum of 1 and a maximum of 30 characters” when the provider agency is more than the limitation?

A: The name will need to be shortened to not exceed 30 characters as that is the maximum allowed in the provider portal.

Q: If a provider is using Sandata Agency Software and SMC application, are we required to register as an Alternate EVV provider?

A: If you are using Sandata Agency Management, you are required to register in the provider portal and indicate that you are using an Alternate EVV vendor which would be Sandata Agency Management.

Q: Can you please share a link to the registration portal?

A: The following link will take you directly to the Sandata Provider Registration Portal. [Sandata EVV Registration Portal](#)

Q: The registration portal does not allow providers to register more than one provider type. Who do we contact for support?

A: Please reach out to Sandata Customer Support for any issues related to the registration portal via phone at (833) 545-0394 or via website at <https://www.sandata.com/support>.

Q: Can a provider enter in all Medicaid IDs at once instead of registering multiple times?

A: No, each Medicaid ID will need to be registered separately.

Q: When can vendors start testing?

A: Vendors can begin testing once at least one provider agency has registered them and listing them as their vendor.

Q: Is Alternate EVV Certification completed by the provider or by the vendor (i.e., once a vendor is certified with one provider too, they need to repeat the process for other providers?)

A: The Alternate EVV Vendor must register once the provider agency has them listed as their alternate EVV Vendor, once this has occurred the vendor must then complete and pass a list of testing scenarios. Once this has been completed the vendor is then considered “certified” for the state and will only need

to complete this the one time in that state.

Q: We have already registered our Medicaid ID, but we have not received the test API document for our vendor testing. When can we expect that to be sent out?

A: Once the provider has registered and listed their vendor, the vendor must register in the Alternate EVV portal. The vendor will use the portal to complete testing. The data will need to comply with the specifications made available.

Q: We are receiving the following error, "It looks like your provider organization has already been registered again. If you believe you have received this message in error, use <https://www.sandata.com/support> to contact your designated Customer Support team. What should I do?

A: Please reach out to Sandata Customer Support for any issues related to the registration portal via phone at (833) 545-0394 or via website at <https://www.sandata.com/support>.

Q: When registration closes on November 30, 2023, are providers unable to utilize an Alternate EVV system or what options are available to providers after registration closes?

A: You will be able to continue to register your Alternate EVV Vendor after November 30th, however our goal is to have everyone aligned with getting their information and certified prior to that date to avoid any potential issues prior to the December 15th go-live date.

Q: Do I have to have my Medicaid ID Number before I am able to register?

A: Yes, you must have a Medicaid ID Number is required to be able to register. If you try to register without a Medicaid ID, you will not be able to complete your registration.

Q: I was told that I need to have different emails to register under different provider types, is that true?

A: No, you can register the same email for different Medicaid ID numbers.

Q: Are we able to have one master login for all aggregators in the states we service? We currently have four logins and expect to have more as we expand into other states.

A: There can only be one aggregator login per state, and the provider agency will need to have a separate username for each state they are in, as well.

Q: Why do we have to have a separate login and password for each provider type?

A: You must register separately for each provider type but will take this back to provide more information.

SANDATA APPLICATION

Q: Will we be able to register a caregiver that is working for multiple agencies?

A: Yes, caregivers are manually entered in the Sandata EVV system or sent via API for alternate EVV systems, there is no issue with caregivers working for multiple agencies.

Q: As a PCS agency, will we be able to see a client signature in SMC?

A: If you are using Sandata EVV, you can see the client's signature in the Sandata EVV user interface.

Q: Will the information entered Sandata be real time, or will there be a nightly feed?

A: Information entered Sandata during a visit will be available to view in real time.

Q: Will we be able to see when a worker has checked in at a specific time?

A: Yes, a visit starts in Sandata EVV when a worker(caregiver) starts the visit via the telephone or mobile application.

Q: If the employee ID is changing, will it be automatically changed or is that something that will have to be entered in manually?

A: The employee ID will change automatically during the transition over to Sandata. Employee NPI will be used but a new Santrax ID will be created when employees are loaded/entered.

Q: It was mentioned that there is a mobile application as well as IVR? Can both the client and the caregiver use the phone line to record the visit, or will the phone line be only for the client's phone? A caregiver cannot use their own phone line for IVR, correct?

A: The guidance from the state aligns with the Cures Act. The requirement from the State of Nevada is that it needs to be electronic. Providers need to work with their caregivers to ensure they are meeting the check in and check out requirements under the Cures Act. Paper time sheets are not allowed. There will be more information as it pertains to time sheets the Addendum B, which will be posted to the Nevada Medicaid's website prior to January 1, 2024.

Q: How soon should we submit the EVV data to the Aggregator before submitting claims data?

A: EVV data should be submitted at least daily by vendors and any billing should not occur until at least 24 hours after visits have been sent to Aggregator.

Q: As a provider that works with multiple agencies, will there be any potential problems with logging in, as there were issues with this in the past while using Authenticare?

A: We do not anticipate that there will be any issues with caregivers that work for multiple agencies. If you do experience any issues, we would ask that you reach out to customer support and create a ticket so we can help resolve your issue as soon as possible, via phone at (833) 545-0394 or via website at <https://www.sandata.com/support>.

Q: Is there an application that we will need to download, like Authenticare?

A: Yes, to capture visits caregivers can download Sandata Mobile Connect. When selecting the appropriate application, please download Sandata Mobile Connect, not Sandata Mobile.

Q: Will we be able to enter our provider's mileage into Sandata?

A: The entry of mileage will not be captured in Sandata.

Q: Does Sandata have the capacity to pull reports on visit data like what was available in Authenticare?

A: Yes, there will be available reporting within EVV and Aggregator.

Q: Will each provider agency have their own personal login like Authenticare, so multiple staff are able to clear claims and complete administrative tasks?

A: Each provider agency has their own login and the individual who registered the agency in the provider portal is the administrator.

Q: Do we have to enter a device ID for each employee, or can they use any device to login?

A: You will not need to have a device ID for each employee, they will be able to use their own smartphone to log into the Sandata Mobile Connect app, that can be downloaded for all Apple and Android devices.

SANDATA GO LIVE

Q: Can we start using the Sandata system prior to December 15th, 2023?

A: No access will be available to the Sandata system prior to December 15th, 2023.

Q: When will our STX numbers be available?

A: The Santrax numbers are included in the welcome letter that is included in the welcome kit which will be available on December 15, 2023.

Q: How much time will be available to test the EVV Aggregator before go-live?

A: Production will occur on December 15, 2023. The vendor must register and pass all testing scenarios and be certified in the state of NV before they will be able to send data to the production environment.

Q: Is there a soft launch? As this is a late roll out with a short time, is there a grace period for the EVV to impact claim payments?

A: EVV data elements must be submitted to Sandata beginning December 15, 2023, with a few exceptions flagged as informational during the first month.

Q: Is there going to be a period before going live that will allow users to get into the system and test out the platform before go-live?

A: Training is available, but providers accounts will not be set up and ready for use until 12/15/2023.

Q: When will we be getting our welcome letters?

A: Welcome kits will be available on the date of go-live which is December 15, 2023.

Q: How will caregivers obtain our usernames and passwords to login?

A: Caregivers using the mobile application will receive an email once their provider agency enables them to use the mobile application.

TRAINING

Q: Where will this information be reviewed after the seminar?

A: The seminar information can be accessed in Sandata On-Demand via this link [NV Recorded Seminars](#).

Q: Will we be trained on how billing will be completed prior to go-live?

A: Yes, training will be provided prior to go-live for all aspects of Sandata EVV pertinent to provider agencies and caregivers. The first billing session is on December 1st and there are numerous billing classes running up to the Dec 15th go live. There will be several different training sessions, as well as online resources on our Sandata On-Demand website. Please use this link to sign up for classes, <https://go.oncehub.com/nevadatraining> or check out the on-demand resources in the Caregiver Client Library. <https://sandata.zendesk.com/hc/en-us/categories/7908612102419-Caregiver-and-CDS-Client-Library>.

Q: Will there be a demo of how to use SMC and TVV in Sandata EVV?

A: Yes, training will be provided prior to go-live for all aspects of Sandata EVV pertinent to provider agencies and caregivers. Specific Training on SMC and TVV is included in the Sandata's instructor-led training called Visit Capture.

Q: Will there be training for both Sandata EVV and Aggregator?

A: Training on Sandata EVV will be provided to all agencies that have decided to utilize Sandata EVV as their solution. The training on Aggregator will be provided to all agencies that have chosen to use an Alternate EVV Vendor.

Q: When should our PCAs begin training?

A: Right now, PCA training materials are available to your PCAs on the Sandata On-Demand Caregiver Start Up Library. They need no sign in to get to these materials. Also, training on all Visit Capture options is available for those who support your caregivers in our Visit Capture Instructor-Led Webinar.

Q: Will there be information and/or videos available in Spanish?

A: Training documents will be available in Spanish as well as other languages selected by the state, however videos will only be in English at this time.

Q: Will there be printable versions of training documents?

A: The library of self-help materials is available on Sandata On-Demand at [Sandata Technologies \(zendesk.com\)](https://sandata.zendesk.com). While you can print these materials and you can copy and paste the information into another document as well, it is highly recommended you do not. The documents are not formatted for printing, and you may miss document updates. You will also find in Sandata EVV and in the Sandata Mobile Connect (SMC) app help that will allow you to access the information within the EVV system.

Q: If we are an agency and/or vendor who live in other states with Sandata, do we have to take the Aggregator training again?

A: Vendors will still need to go through the registration process and receive certification. Aggregator training is not required, but recommended, it is the same Aggregator tool used in other states, so if you are familiar with it, you may not need to retake training.

Q: What is the best place to get the final service code list?

A: The welcome kit will include the service and task lists. It will have call reference guides and a welcome letter.

Q: If we are unable to get our logins prior to December 15th, 2023, how are we supposed to train all our employees in such a short amount of time?

A: Right now, both you and your employees have access to training materials on Sandata On-Demand. This Library offers both written and video materials. For the office staff there are many training webinars being offered to support every role. Specifically for Caregivers there is a library of videos and step-by-step guides that walk them both the Sandata Mobile Connect app (from first sign in to managing setting to completing a visit) and the Telephone Visit Verification System, the telephone system for submitting visit information. (Please note that both systems are available to all Caregivers and the Caregiver can even sign in using one of the options and sign out using the other.)

VENDOR SPECIFICATIONS

Q: Will there be specifications available for the vendors to utilize for integration? If so, when will those specifications be available?

A: Yes, these are available for Alternate EVV Vendors in Sandata On-Demand, [SoD>EVV Vendor Solutions>Nevada \(NV DHCFP\)](#)

Q: Does Sandata work with an Alternate EVV Vendor called Wellsky?

A: Yes, Sandata interfaces with many Alternate EVV Vendors, including Wellsky.

Q: NV Aging and Disability has used the solution Therap for EVV, will this be changing?

This sounds like a question for the state, I am not sure what NV Aging and Disability is

Q: For providers who provide multiple services, will they be required to send information to two aggregators (Therap and Sandata)?

A: Accounts are based on the provider's Medicaid ID, if a provider uses two different systems for one Medicaid ID, then they will have to have two Sandata accounts for that one ID. This is not possible via the provider portal, please open a ticket with our support team if this is the case

Q: In the technical specifications, tasks are considered optional. If they are required, then should that section be conditional?

A: We will review the tasks segment and will update the next technical specification to show conditional instead of options.