



Massachusetts EVV Sandata Townhall Questions and Answers

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SANDATA EVV FUNCTIONALITY

Q: Is there a way to tell whether in/out times were called in legitimately vs. entered in manually after the fact?

A: Manual changes are noted in the Visit Maintenance module. Legitimate calls do not require any 'fixes' in Visit Maintenance assuming all required information was collected.

Q: Will we see client names that are not ours?

A: No, you will only see your clients.

Q: Is Sandata integrated into the EMR we use?

A: Please reach out to your EMR vendor on integration capabilities with Sandata.

Q: If we use a scheduling/payroll program that does not have EVV capabilities and we use Sandata for EVV, how can our users and consumers be added to Sandata... one by one or via group uploads?

A: Sandata provides bulk upload capabilities for provider employee data for initial setup.

Q: Is the app compatible with tablets?

A: The app can be downloaded on tablets as well as smart phones using iOS or Android.

Q: Can you create missed visit alerts?

A: The system will send alert/message for a late visit assuming the visit has been scheduled.

Q: What happens if you forget to check out at the appropriate time. Say one hour later?

A: There will be an alert/reminder sent if user forgets to check out assuming the visit has been scheduled.

Q: Is there a limit to the number of Agency Admins?

A: The person that registers on the provider portal will be automatically set up for each Agency. From there that person may create as many as they like.

Q: If an EMR full integration is not available, can a file be daily uploaded into Sandata for patients to be seen that day?

A: If an agency chooses Sandata EVV, clients are fed into the system from the state. There is no daily upload capability for EVV data available other than the Alt EVV interface.

Q: Do you export data to SFTP server for us to do our own reporting?

A: Sandata does not support automatic exporting data to an SFTP for agencies. There are a few reports that allow an agency to get a wide range of data that would prove useful for creating custom level self-reporting. All reports are available in multiple formats. Two specific formats that may help in building some semi-automated processes are "csv" and "xml".

Q: Are clients loaded to the system directly from the state or do we load them?

A: Clients are loaded from the state.

Q: We currently use an EVV program, and we find that some employees always forget to clock in and out. We in the back office will clock them in manually, however, they have to obtain signatures for verification. Does Sandata allow back-office corrections?

A: If you choose Sandata EVV, you may absolutely make corrections to visits within your Sandata Agency account to every visit. If you choose an Alternate EVV solution, the expectation is that an Agency would make all necessary corrections in the Alternate EVV system.

Q: How does Sandata round the clock in or clock out times if we were to capture quarter hours or is the program providing actual hours all the time?

A: As part of the program configuration, the state has provided the rules to convert the times captured into units. Providers are expected to capture and provide actual times, and the system will convert these times to units.

Q: How are the clients/visits loaded into the app?

A: From Sandata EVV, the clients are automatically fed into the SMC Application. If the Agency chooses to schedule, that schedule will be automatically fed into the SMC Application.

Q: So once you do a bulk upload, will you have to manually enter any thereafter? And is the bulk upload for BOTH patients and employees?

A: The bulk upload is a one-time upload for initial upload of employees only. Members will be coming in via the member feed from The State. If there is an Authorization, the member will automatically be fed into your account. If there isn't an Authorization, the Agency will need to enter only a few key pieces of information and the member's full data will be pulled in for the Agency.

Q: Besides EVV, is Sandata a full service HomeHealth software?

A: Sandata does additionally offer a full end to end EHR with quite a few more features from billing to payroll, and compliance to document storage. If an Agency would like to purchase these solutions, please reach out to the Sandata sales team.

Q: For participants with low vision, if they need to sign something, will the Sandata software be compatible with screen readers?

A: Yes, Sandata EVV is compatible with screen readers.

Q: Can you please share a link to the business rules (if available)?

A: The technical specifications are located on Sandata On-Demand.

Q: Are there any accommodations for patients that are seen in group homes? They are usually seen one right after the other. Will there be an issue with that and/or any special codes that will be needed?

A: Each service must be submitted as a separate visit, each with its own caregiver captured Call In and Call Out. For Alt EVV, each visit must have a unique VisitOtherID.

Q: You are not using SSN what are you using for employee identification, or can the agency choose their own?

A: Massachusetts has chosen to utilize a unique identifier within the Alt EVV System. The only criteria is that it must be truly unique for a specific agency.

Q: For the overnight split, do you need end time to 23.59 and start time to be 00.01 or can we split at midnight?

A: The first visit can end at 12:00am and the second visit can begin at 12:00am.

Q: If a patient is homeless and is in a shelter or seen somewhere else and does not have a telephone will the visit be able to be submitted?

A: In all cases a visit may be recorded using the caregiver's phone.

Q: If a patient SOC date needs to be change say for change of F2F, will we need to resubmit all the EVV visits?

A: Each visit must have the date the service actually took place. Service date is not expected to be changed. If the visit was manually entered, with a wrong date, it must be omitted and replaced by a separate/corrected visit.

Q: If visits were submitted with the wrong DOB, how would we resubmit?

A: DOB is only on the client record. A client record will be rejected if the DOB does not match the state member file.

Q: Is it possible to have multiple exceptions? For example, Missing Payer and Missing Service? If so, what would that Json look?

A: Each visit must have Payer, Program, Procedure, and when applicable a Modifier. This is the service combination. For Alt EVV, the visit must have a valid service combination, matching Appendix 6.3 Procedure Codes (HCPCS Codes).

Q: If we are a provider for both MassHealth skilled services and MassHealth waiver for Homemaker/ PC/ HHA, do we register twice? PID/ SL end with both A and B.

A: Each 9 digit Provider Identification number (PID) must register once. The service location can be used but is not needed and should not be entered a second time due to multiple offices.

Q: Regarding production credentials, will they work for multiple providers, or do we need production credentials for each provider?

A: Each PIDSL (ProviderID) will have unique account credentials.

Q: Different vendor credentials are needed for each providers portal, but all can be sent via Api using one setup, correct?

A: The Alt EVV vendor must generate production credentials for each PIDSL (ProviderID). All data is sent to the appropriate endpoints (clients, employees, visits). Endpoints are documented in the specifications.

Q: What does the data actually look like that is gathered and sent to Sandata? Is it an excel file or some other type of spreadsheet format?

A: Alt EVV Vendors may send data to Sandata using a JSON format over an API.

Q: Will our current gateway user/password work to access Sandata or do we need an additional user/password for this app?

A: You will need to submit a User Request Form (URF) to get the Sandata EVV application added to your MassHealth application page. You will then log in to the Virtual Gateway to access the Sandata EVV/Aggregator tile which will take you to the EVV portal site.

Q: Is there an API or way to extract the EVV visit data in order to run analytics on the data?

A: Reports are available, in Sandata EVV, as well as Aggregator if using an Alt EVV vendor. The agency can export report results.

SANDATA TRAINING AND LEARNING RESOURCES QUESTIONS

Q: Should clinicians login to Sandata Learn or On-Demand?

A: Caregivers can access the Caregiver Library at Sandata On-Demand. There is no need for them to log in to Sandata Learn.

Q: What credentials are required for Sandata Learning? Do users need access to the MA Virtual Gateway? To Sandata as users?

A: Sandata Learn is not tied to the MA Virtual Gateway or Single Sign-On. Users can register at Sandata Learn independently.

Q: We can't "follow" because there's no login for MA.

A: Users must first sign up to access articles in Sandata On-Demand to use the follow feature. The log in is how the system will know where to send an alert when the article is updated.

ALTERNATE EVV (ALT EVV) QUESTIONS

Q: If a vendor is already in the Sandata system, do I still have to submit their information?

A: Please submit their information when your agency registers. The certification process is unique for each state.

Q: Your EVV Vendor must be the one to transmit the data? If we have a self-hosted EMR that gets approved as a vendor, the submission must come from the vendor directly?

A: Sandata is agnostic as long as the entity sending data has been certified. There are agencies that have built their own solution and have certified as Alternate EVV Vendors.

Q: You say the vendor will send the data. If we are self-hosted for our current EHR how is the data transmitted? Is it an interface, API or uploaded via CSV?

A: It is an API, and your system may also register as an Alt EVV Vendor in this case.

Q: If we have an EMR system that integrates with Sandata, are we able to import the patients care plan over to Sandata so the field staff have the capability of completing those specific tasks?

A: Tasks are not part of the Massachusetts program. Therefore, Sandata will not be collecting Tasks (Care Plan Information) for this program.

Q: Can you please share a link to the business rules (if available)?

A: The technical specifications are located on Sandata On-Demand.

Q: When using an Alt EVV system, and the data is sent into the Sandata portal, why can't changes be made within the SDD portal?

A: The reason is that it is expected that the Alternate EVV Vendor system is the source of truth for information collected via Alternate EVV. Therefore, an Agency doesn't have to maintain two systems. They just maintain one and Sandata will reflect the changes once new data for a visit is received.

Q: What is the timeline for the 3rd party EVV vendor to do the testing file?

A: Visit [Electronic Visit Verification \(EVV\) | Mass.gov](#) to view updated information on the timeline for EVV implementation.

Q: Can our agency send the data in from our vendor, or does it need to come from our alternate vendor?

A: Any Vendor may go through the process to become certified to send Sandata Data. Reach out to your Vendor to ask them if they plan on becoming certified for Massachusetts.

Q: If a patient has multiple addresses is there a way to submit the different addresses in order for the system to recognize compliance --i.e. patient goes to someone's home every weekend and they are seen there and seen in their home during the week.

A: Yes, client address is a segment within the Alt EVV vendor's client JSON record. The segment can include multiple child segments. Each child is separated by a comma. Same as the visit Calls segment has 2 child segments (In and Out).

Q: How frequently does the data for an alternate EVV need to be sent through the aggregator?

A: An Alt EVV vendor is expected to send data at least once daily.

Q: We are going to be using two separate alt EVV vendors. Are we able to register with vendors with one PIDSL #?

A: Each PIDSL/SL # can register only one time, in the Registration Portal. Please submit a Sandata support ticket to register a second vendor. Please note the registration is adding an Alt EVV vendor.

Q: Can you find out if the vendor has registered and have been certified?

A: During the provider registration, if the provider selects they will be using Alt EVV, a list of vendors will be available. The list are vendors which have a relationship with Sandata. Each vendor must certify separately, one time, for MassHealth program.

Q: If the alternate EVV is registered, do the separate agencies have to register also?

A: Each agency has to register in the Provider Registration Portal.

Q: Can you start as an ALT EVV registration and then change to SMC at a later date?

A: Yes, if the provider will be changing solutions, or Alt EVV vendors, please submit a Sandata support ticket request for assistance with this change.