

Arkansas DHS EVV Town Hall

Thursday, December 12, 2024

DISCLAIMER: This session will be recorded. The recording and presentation will be available on Sandata On-Demand and the Arkansas EVV webpage.





Meeting Etiquette

- ▶ Please keep your cameras and microphones off as we cover the information today
 - ▶ All meeting registrants should be automatically muted
- ▶ This session will be recorded. The recording and presentation will be available at Sandata On-Demand, one of Sandata's learning portals
 - ▶ Parts of this recorded session may be used as an EVV training resource
 - ▶ The same content will also be posted to the [AR-DHS EVV website](#)
- ▶ If you have questions...
 - ▶ Please enter your questions using the 'Q&A' feature at the bottom of your screen
 - ▶ Questions will be addressed after the meeting once the recording has been stopped
 - ▶ All questions will be available on a Q&A document which will be developed after this meeting and will be accessible via the [AR-DHS EVV webpage](#) and [Sandata On-Demand](#)
 - ▶ You can also submit questions to AR-DHS directly at evvarkansas@dhs.arkansas.gov
- ▶ After today's town hall, your feedback is needed on today's presentation. Please take a few minutes to complete this so we can work to expand future events to ensure you have the information needed



Town Hall Presenters



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Agenda

- AR-DHS Program Highlights
- Open EVV Model Options
- Provider & Vendor Portal Recap
- Provider Agency Training
- Alternate EVV Aggregator Training
- Q&A Session
- Next Steps
- Appendix





AR-DHS Program Recap





The CURES Act & What is EVV

EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits. EVV helps prevent fraud, waste and abuse while making sure Medicaid recipients receive care that is authorized for them.

Electronic Visit Verification (EVV) is a federal requirement for Medicaid-funded **home health services that require an in-home visit**. Arkansas Department of Human Services (AR-DHS) oversees the implementation and operation of EVV in programs that provide certain home and community-based services.

Section 12006 of the 21st Century Cures Act is the law that requires all 50 states to implement EVV in Medicaid programs for personal care and home health services.

In Arkansas, for this project, EVV impacts certain services overseen or covered by:

- Home Health Providers (FFS)
- PASSE (Managed Care)





Open Model Solution

The Arkansas EVV Solution is an Open Model which means that providers can use their own approved EVV System and send their EVV-related data to the EVV Data Aggregator, or they can utilize the EVV System that the State will provide. Arkansas DHS calls these providers utilizing an EVV system other than the State provided systems as an “Alt EVV” provider.

State-Provided System

OR

Alt EVV

All visits, either verified in the state-provided EVV System or through a provider’s approved alternative EVV System, will be sent to the EVV Data Aggregator. If a provider chooses to use an Alt EVV System, they will still be required to provide all of the 6 CMS EVV Requirement Elements per Section 12006 of the CURES Act.

Individual Receiving Service

Individual Providing the Service

Type of Service Being Provided

Location of the Service

Date of the Service Delivery

Beginning and End Time of Service Delivery



Who is required to use EVV?

AR-DHS has identified certain services as required for EVV—these include services that are or are related to personal care services and home health services. Providers of these services will be required to use EVV.

EVV Services

- T1021/TD: Home Health RN Visit
- T1021/TE: Home Health LPN Visit
- T1021: Home Health Aide Visit
- S9131: Home Health Physical Therapy by a Qualified Licensed Physical Therapist
- S9131/UB: Home Health Physical Therapy by a Qualified Physical Therapy Assistant



EVV Implementation Timeline Updates



Testing and Training

- Arkansas DHS is working with Sandata on development, testing, and training customizations to validate the product against the AR-DHS business rules.
- Training is expected to be conducted prior to go-live.



Onboarding

- Provider agencies are expected to begin preparing for onboarding processes with Sandata and are encouraged to begin onboarding early to ensure they have ample time to set up their data in the Sandata system or make changes to their Alt EVV system.
- Onboarding is planned to start in the December 2024 timeframe.



Program Go-Live

- Go-Live is slated for March 3, 2025.
- Providers will be fully live in the Sandata EVV System or aligned with an Alt EVV vendor.
- March 3, 2025, is the soft-launch date for Home Health EVV. Claims submitted without EVV data will be paid until the MMIS cut-off date is set. Arkansas DHS anticipates the soft-launch will last 60 days, and providers will be given at least 30 days' notice before MMIS cut-off.



EVV Implementation Key Dates

Key Activities	Scheduled Date*	Status
Town Hall #3 – Program Review, Provider & Vendor Portals, Launch updates & Provider Onboarding	Thursday, November 12, 2024	Today – In Progress
Provider Self-Registration Opens Testing	Wednesday, December 18, 2024	Upcoming
Vendor Portal Opens for Registration & Alt EVV Vendor Testing	Wednesday, December 18, 2024	Upcoming
Town Hall #4 – Program Launch, Customer Support, Ready Set Go!	February 2025**	Upcoming
EVV Program Go Live	Monday, March 3, 2025	Upcoming



LPN, RN, Aide, PT, and PTA Enrollment

Next steps for Medicaid Enrollment

- All RNs, LPNs, Home Health Aides, Physical Therapists, and Physical Therapist Assistants must enroll with Arkansas Medicaid.
- Enrollment requires a unique email address.
- Enrollment should be completed by the end of 2024.
- DMS is currently working to streamline the process of enrollment for Physical Therapists, and Physical Therapists Assistants to be consistent with enrollment for RNs, LPNs, and Home Health Aides.

*** Note the streamlined enrollment process will only be applicable to Physical Therapists and Physical Therapist Assistants who only provide Home Health Services.**



Rendering Provider

Is Rendering Provider required?

- It is not currently required to include the rendering provider on home health claims.
- It is considered a best practice and is recommended to include the rendering provider on home health claims, and it will be required in the future (projected for 2025).
- The following slides show where the rendering provider should be identified on claims depending on submission method



Rendering Provider

Claims Submitted Via Provider Portal

- The rendering provider field is NOT currently available. It will be updated prior to this field being required

Paper Claim Submission

CMS-1450 (UB-04)

The rendering provider can be entered in FL78 Other or FL79 Other with qualifier 82 - Rendering Provider

78 ATTENDING	NPI	QUAL		
LAST		FIRST		
77 OPERATING	NPI	QUAL		
LAST		FIRST		
78 OTHER	NPI	QUAL		
LAST		FIRST		
79 OTHER	NPI	QUAL		
LAST		FIRST		

THE CERTIFICATIONS ON THE REVERSE APPLY TO THIS BILL AND ARE MADE A PART HEREOF



Rendering Provider

Electronic Claims/EDI Submission

Typical (NPI)

CLAIM

2310D – Rendering Provider Name

NM1*82*1*JONES*JOHN****XX*1234567891~
REF*G2*123456789~

- ← rendering NMI segment with NPI
- ← rendering secondary ID (Medicaid ID)

SERVICE LINE

If Rendering Different from 2310D

2420C – Rendering Provider Name

NM1*82*1*JONES*JOHN****XX*1234567891~
REF*G2*123456789~

- ← rendering NMI segment with NPI
- ← rendering secondary ID (Medicaid ID)



Rendering Provider

Electronic Claims/EDI Submission

Atypical (NO NPI)

CLAIM

2310D – Rendering Provider Name

NM1*82*1*JONES*JOHN*****~

REF*G2*123456789~

← rendering NM1 segment with NO NPI

← rendering secondary ID (Medicaid ID)

SERVICE LINE

If Rendering Different 2310D

2420C – Rendering Provider Name

NM1*82*1*JONES*JOHN*****~

REF*G2*123456789~

← rendering NM1 segment with NO NPI

← rendering secondary ID (Medicaid ID)

Open EVV Model Options



State-Provided System Provider using Sandata EVV



Sandata EVV

Your State-Supplied EVV solution!

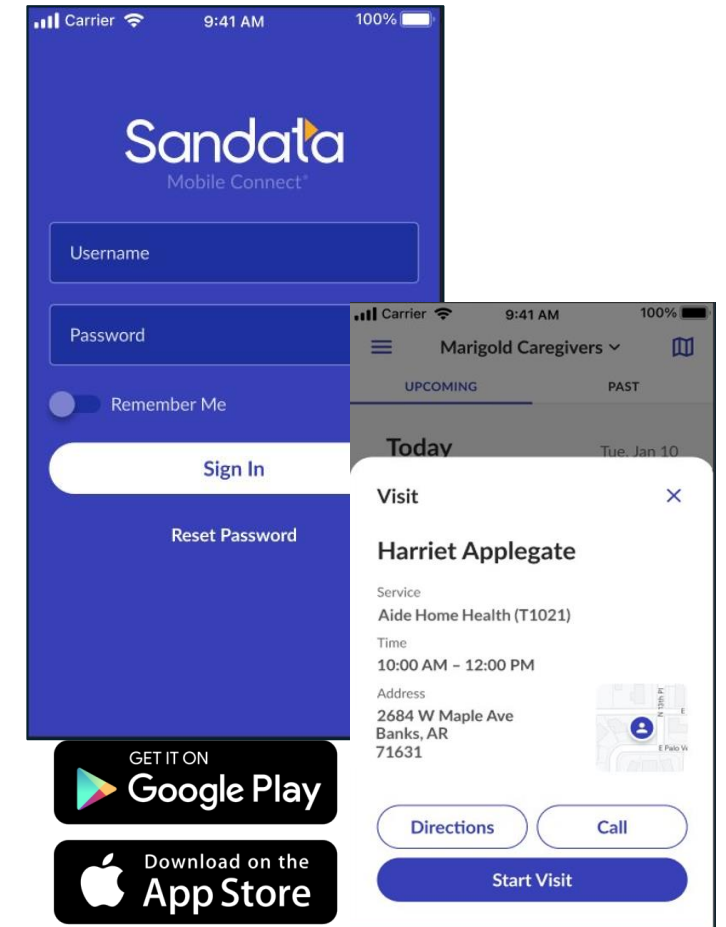
- ▶ Each provider agency will need to register with Sandata. We will review this in more detail shortly
- ▶ Provider agency administrators will complete training to gain Sandata EVV access to be able to add their employees
- ▶ Employees record visits using Sandata Mobile Connect (SMC) downloaded from Google Play or the Apple Store and via Telephony (Dial-in number will be provided in Welcome Kit)
- ▶ Providers can view and update visits in the Sandata EVV Visit Maintenance portal
- ▶ Member information will be supplied to Sandata by specific data sources



For Employee in the Field – Sandata Mobile Connect®

Sandata Mobile Connect (“SMC”) meets your employees and members where they are to ensure an easy-to-follow experience.

- ▶ Primary method of EVV for state programs
- ▶ Available for iOS / Android
- ▶ Works Connected or Disconnected (“Offline”)
- ▶ Captures GPS at the Start and End of the Visit
- ▶ Supports Spanish and English for the Arkansas Program



Electronic Visit Verification (“EVV”) Telephony (“TVV”)

Telephone Visit Verification (“TVV”) supports workers that do not have a mobile phone.

- ▶ Workers call in from the member’s home phone.
- ▶ Automatic Number Identification (“ANI”) works like 911 to find out where the call is coming from and matches it to the member’s phone number.
- ▶ You can use TVV alone or with Sandata Mobile Connect (“SMC”) to make sure a visit is captured.
- ▶ TVV is available in Spanish and in English for the Arkansas program.



Providers Choosing to Use a 3rd Party Alternate EVV System



Alternate EVV (Alt EVV) at a High Level

What is Alt EVV?

- ▶ Sandata System that integrates with 3rd party EVV Vendors

What How Does it Work?

- ▶ The vendor submits provider data to the Sandata Aggregator

What Can You See?

- ▶ Agencies may see their data in Sandata's Aggregator

Who Can Use It?

- ▶ Qualified state users and payers may see the data that applies to them

The Vendor Certification Process

- ▶ Begins with a single provider agency designating a vendor
- ▶ The vendor registers via the Vendor Registration Portal to start the certification process
- ▶ The vendor completes testing to be certified

And Then....

Reviewing your Data

- ▶ Where do you review?
- ▶ What will you see?

Why can't I see my Visit?

- ▶ Aggregator couldn't accept your data
- ▶ Contact your vendor
- ▶ Possible Causes

What if I have Exceptions?

- ▶ Data cannot be edited in the Sandata Aggregator
- ▶ Providers utilize their Alt EVV systems to make changes.

What is the Sandata Aggregator?

Visit Review

All data provided by your vendor is visible, just like in Visit Maintenance except changes **cannot** be made directly in the Aggregator.

Sandata
Aggregator

Q Navigate Modules

Visit Review

Reports

Authorizations

Security

Online Manual

Visit Review

[LOG OUT](#)

* indicates required field

AGENCY

CLIENT

MEDICAID ID #

EMPLOYEE

EMPLOYEE SSN 000-00-0000

DATE RANGE * MM/DD/YYYY

 to

VISIT STATUS

FILTER VISITS BY

[Show Advanced Filter Options](#)

ROWS PER PAGE:

[Show Display Options](#)

« < 1 2 3 4 5 > »

Showing 1 to 10 of 155 entries

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
(303)555-1212	Illiams, Brett	●	06/11/2024	●	02:40 PM			02:40 PM			Incomplete	<input type="checkbox"/>	
Smith, Jane	Illiams, Brett	●	06/11/2024	02:40 PM	03:13 PM	00:33	02:40 PM	03:13 PM		00:33	Incomplete	<input type="checkbox"/>	
(303)555-1212	●	●	06/11/2024	08:17 AM	●		08:17 AM				Incomplete	<input type="checkbox"/>	

What is the Sandata Aggregator? – Continued

Reporting

Over 40 available reports with a variety of filters to allow you to report on all EVV data including exports to CSV and Excel.

The screenshot displays the 'Reports' section of the Sandata Aggregator interface. On the left is a blue sidebar with navigation options: 'Sandata Aggregator' (with a menu icon), 'Navigate Modules' (with a search icon), 'Visit Review' (with a grid icon), 'Reports' (with a bar chart icon), 'Authorizations' (with a key icon), 'Security' (with a magnifying glass icon and a dropdown arrow), and 'Online Manual' (with a book icon). The main content area is titled 'Reports' and contains the following sections:

- Select Report**: A search bar.
- CORPORATION**: A dropdown menu with the selected value 'DE UAT Testing 7 - 190035'.
- REPORT TYPE**: A dropdown menu with the selected value 'Daily Reports'.
- Select Timeframe**: A section with a legend '* indicates required field' and three input fields:
 - FROM DATE * MM/DD/YYYY**: A date input field containing '06/17/2024' with a calendar icon on the right.
 - FROM TIME * HH:MM AM/PM**: A time input field containing '12:00 AM' with a clock icon on the right.

Provider Portal Recap



Provider Self-Registration Portal Overview

Who needs to register?

- All Providers that provide Home Health services.

Where does a provider register?

- Use the Sandata EVV Provider Self-Registration Portal.
- Provider Medicaid ID is the unique provider identifier that you will need for registration.
- The Provider Self-Registration Portal is expected to open December 18th.

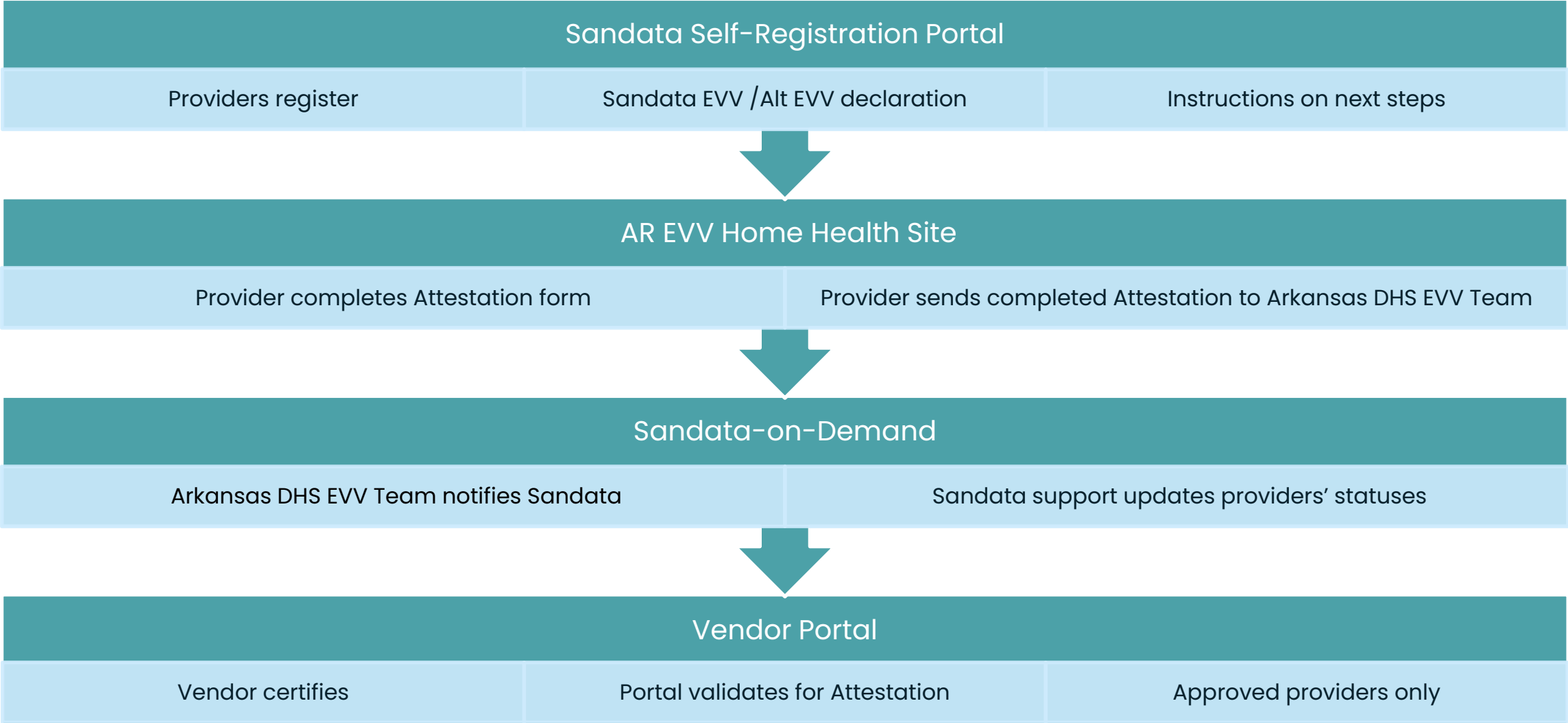


Why do providers need to register?

- ▶ Ensures that providers who are required to use EVV when providing services for AR-DHS members have accounts. This results in more accurate program reporting.
- ▶ Captures up-to-date contact information for providers.
- ▶ Creates one place for providers to both register for the EVV program and indicate if they are using an Alt EVV vendor.
- ▶ Guides the provider through the EVV onboarding process, one step at a time.

The provider self-registration portal is expected to open December 18th.

The Process



Provider Registration Next Steps

PASSE (Managed Care) Providers

- ▶ PASSE providers will be notified via email on next steps.
- ▶ Providers will be auto-registered, accounts created and linked to the correct Alt EVV vendor on December 18th, 2024.
- ▶ Providers will receive email confirmation and Sandata Aggregator credentials.
- ▶ For PASSE-only providers, no other action required.

Home Health (FFS) Providers

- ▶ Providers will be notified via email on next steps.
- ▶ Providers will be prompted to register via the Sandata Provider Registration Portal.
- ▶ For those providers that have elected to use an Alt EVV vendor, they will be linked to their Alt EVV vendor they have selected.
- ▶ Providers will receive email confirmation and Sandata Aggregator credentials.

NOTE: Providers that cover both PASSE and Home Health program may receive multiple communications and may have multiple accounts linked to appropriate Alt EVV vendor.

Provider Self-Registration Support Steps

If providers encounter errors, there are clear messages guiding them to the next steps. For Sandata Support, providers can create a ticket through the [Sandata On-Demand New Ticket Request Form](#).

- ▶ **Provider already exists**

- ▶ “It looks like your provider organization has already been registered and cannot be registered again. If you believe you have received this message in error, please contact Sandata Support.”

- ▶ **Something went wrong**

- ▶ “It looks like something went wrong in the registration process. Please reach out to Sandata Support.”

- ▶ **Provider identifier entered not found**

- ▶ “The provider identifier entered is not found. Please enter your Provider Medicaid ID, not your NPI. Please reach out to Arkansas Medicaid Provider Enrollment at (501) 376-2211 if you believe you are an EVV eligible provider and should be able to register.”

NOTE: More details can be found regarding the Provider Portal in the Appendix at the end of this deck.

Vendor EVV Self-Registration Portal



Vendor EVV Self-Registration Portal Overview

Who needs to register?

- All alternate EVV vendors, once a provider commits to using their solution.

Where does a vendor register?

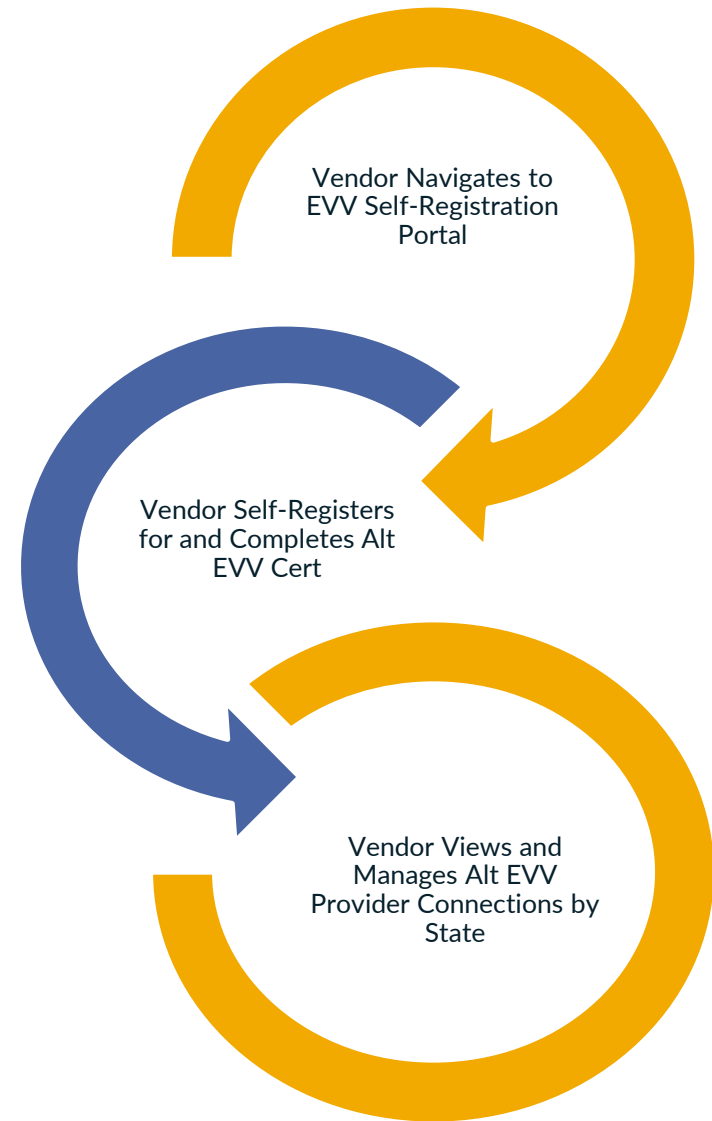
- Utilize the Sandata Vendor Registration Portal.

When can vendors register?

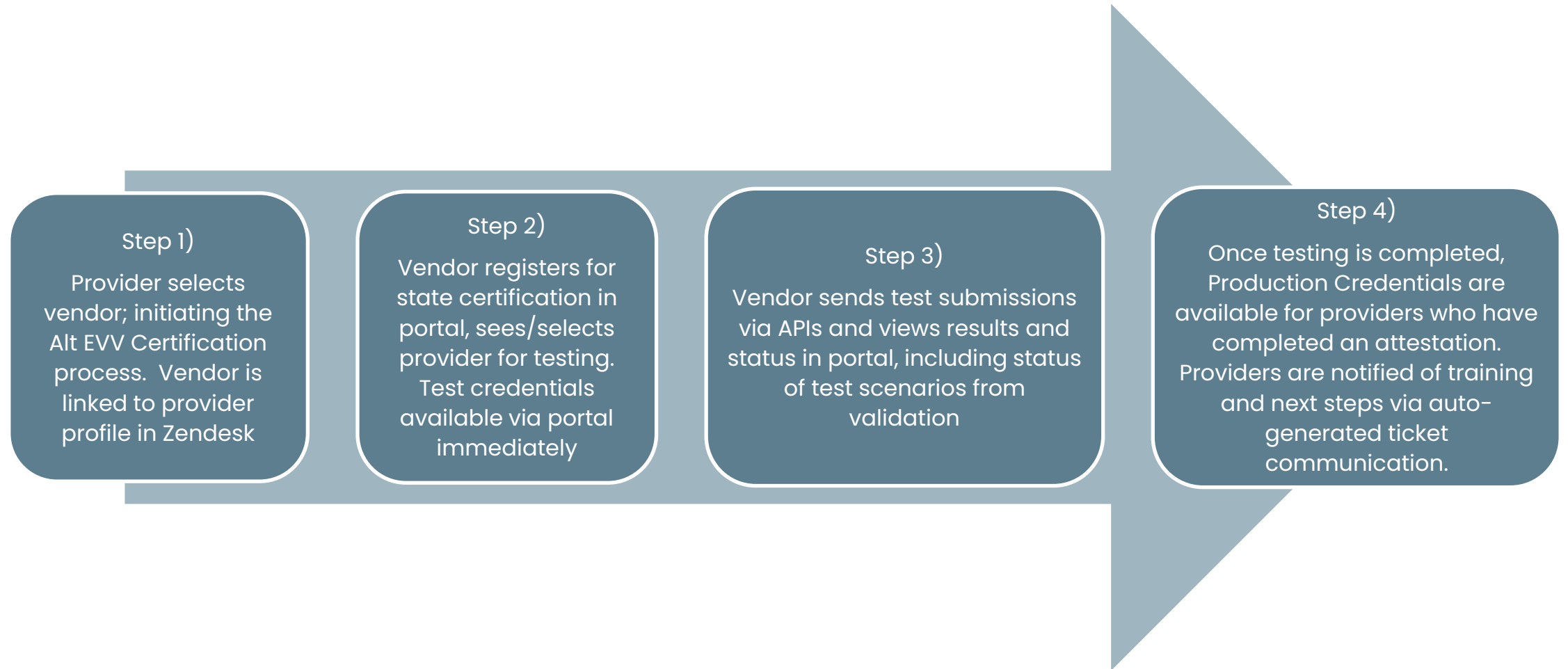
- The Sandata Vendor Registration Portal will be opening for vendors December 18, 2024.

The Process

- ▶ A streamlined and fast certification process.
- ▶ Vendors register to ensure they are recognized by Sandata as an Alternate EVV Organization.
- ▶ Enables eligible vendors to complete the Alternate (Alt) EVV Certification for the Arkansas State EVV program.
- ▶ Once certified, vendors can request production credentials for providers who have completed their attestation.

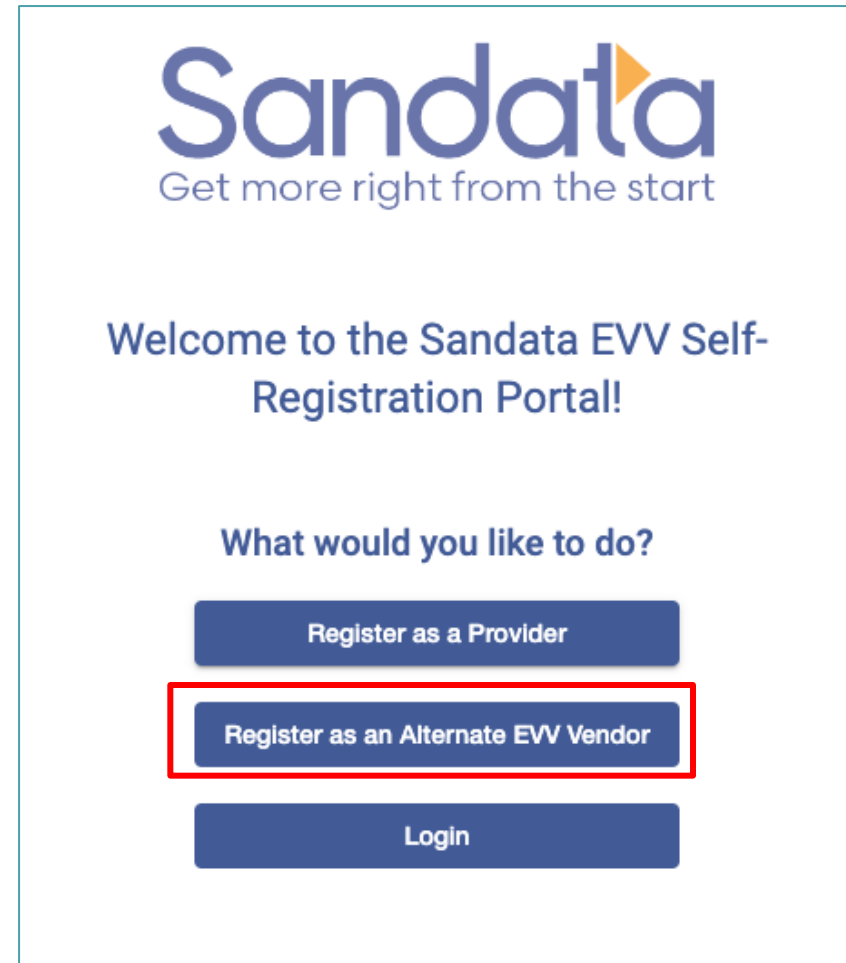


EVV Self-Registration Process



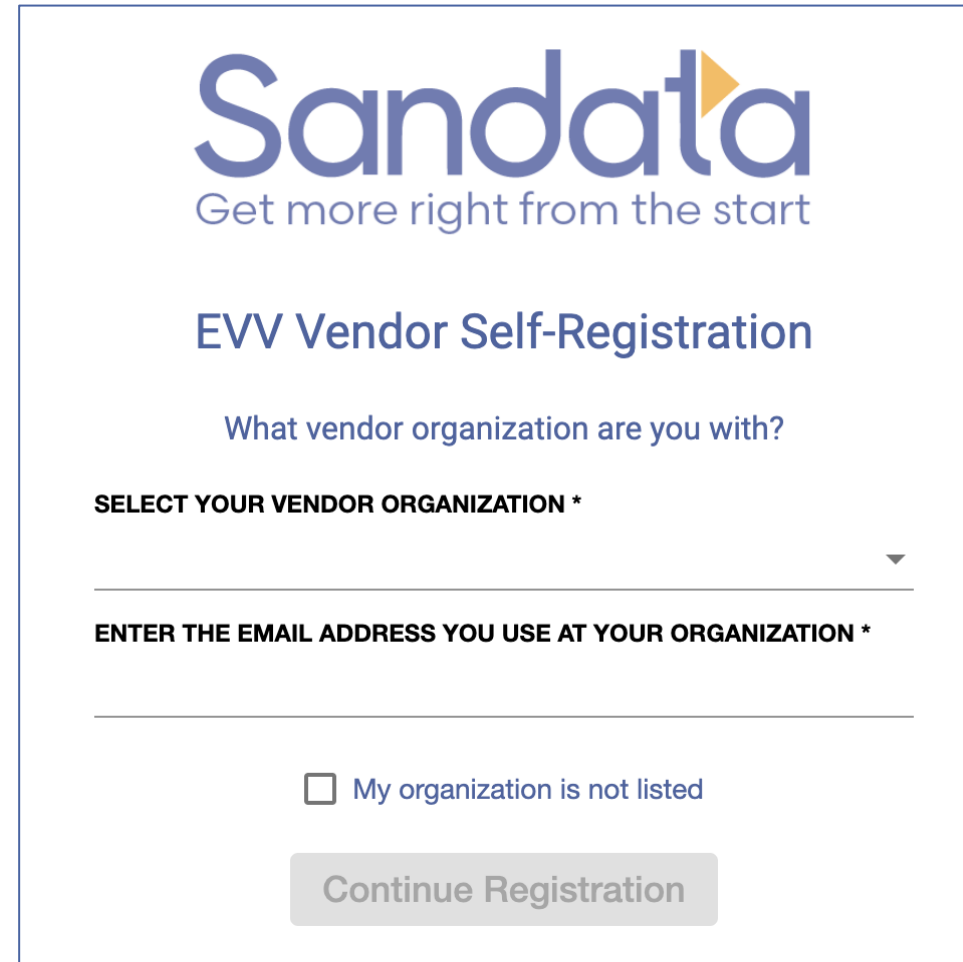
EVV Vendor Landing Page

- ▶ Vendors will go to the portal link.
- ▶ New vendors or new vendor contacts should register via Sandata on Demand (SoD), if not already registered.
- ▶ Vendors will go to the vendor portal and register as an alternate EVV vendor for the AR DHS program.



EVV Vendor Self-Registration

- ▶ Vendors would select their organization and enter their email address.
- ▶ The vendor contact must already exist, and the email address associated with the vendor.
- ▶ At least one provider must have noted that vendor as their vendor of choice.



The screenshot shows the Sandata EVV Vendor Self-Registration form. At the top is the Sandata logo with the tagline "Get more right from the start". Below the logo is the title "EVV Vendor Self-Registration" and the question "What vendor organization are you with?". There are two input fields: "SELECT YOUR VENDOR ORGANIZATION *" and "ENTER THE EMAIL ADDRESS YOU USE AT YOUR ORGANIZATION *". Below the second field is a checkbox labeled "My organization is not listed". At the bottom is a "Continue Registration" button.

Sandata
Get more right from the start

EVV Vendor Self-Registration

What vendor organization are you with?

SELECT YOUR VENDOR ORGANIZATION *

_____ ▼

ENTER THE EMAIL ADDRESS YOU USE AT YOUR ORGANIZATION *

My organization is not listed

Continue Registration

Provider Selection

- ▶ The vendor will be shown the list of providers who have identified them as their vendor.
- ▶ If no providers, they will be stopped at the previous screen and will not be allowed to proceed.
- ▶ Vendor will select one provider for certification.
- ▶ Click Finish Registration.

The screenshot displays the Sandata EVV Vendor Self-Registration interface. At the top, the Sandata logo is shown with the tagline "Get more right from the start". Below the logo, the text "EVV Vendor Self-Registration" is centered. A message states: "These providers have indicated that ABCSRCM will be their Alt EVV vendor. Please select a provider for certification:". A list of providers is shown in a table-like format with two rows: "Zheng Fei - Medicaid ID 558749143B" and "Cards - 684567047 - Medicaid ID". The second row is highlighted. Below the list is a large empty rectangular box. At the bottom of the screen, there is a blue button labeled "Finish Registration". A note at the very bottom reads: "Note: The provider you select for certification will be the first provider for which you are connected in production and will receive production credentials. Once your organization is successfully certified, you will be able to connect to additional providers in the portal."

**NOTE: The screenshot above is being used as an EXAMPLE.

Vendor Home Page

The screenshot shows the Sandata EVV Self-Registration Portal. The left sidebar contains the Sandata logo and 'EVV Self-Registration Portal' text. Below the logo is a navigation menu with 'Home' and 'Manage Payer Programs'. The main content area is titled 'Home' and displays a 'Payer Program Summary' table. The table has two columns: 'Payer Program' and 'Status'. The status for most programs is 'Certification In Progress', while for 'Massachusetts EOHHS' it is 'Certification Not Started'.

Payer Program	Status
Arizona (AHCCCS)	Certification In Progress
BlueCare TN Home Health	Certification In Progress
California (CalEVV)	Certification In Progress
Colorado HCPF	Certification In Progress
Connecticut Dept. of Social Services	Certification In Progress
Delaware Health and Social Services	Certification In Progress
District of Columbia DHCF	Certification In Progress
Hawaii Med-QUEST	Certification In Progress
Idaho DHW	Certification In Progress
Illinois DHS	Certification In Progress
Indiana FSSA	Certification In Progress
Maine DHHS	Certification In Progress
Massachusetts EOHHS	Certification Not Started
Nevada Division of Health Care Financing and Policy (NV-DHCFP)	Certification In Progress
North Carolina DHHS	Certification In Progress

- ▶ Upon registration or login, vendors will be guided to their vendor home page.
- ▶ Vendors can see the status of all applicable payer programs the vendor participates in.
- ▶ Vendors can navigate via either the blue navigation panel or by selecting the program name in the Payer Program Summary.

**NOTE: The screenshot above is being used as an EXAMPLE.

Certification Process

Manage Payer Programs > Massachusetts EOHHS ABCSRCM - F Beaubien ▾

Massachusetts EOHHS ⋮ Certification Not Started

Test Creds Conduct and Review Testing Prod Creds Program Resources

Get Testing Credentials

Test Account **Test Provider ID**

.....

Username **Password**

.....

Name and Provider ID of Provider Indicated for Testing

Zheng Fei - 558749143B

.....

- ▶ Vendors can request API test credentials. The password will be sent via email.
- ▶ Vendors must conduct testing and can review results via the Conduct and Review Testing tab.

****NOTE:** The screenshot above is being used as an EXAMPLE.

Certification Process, cont'd

Test Creds ✓ Conduct and Review Testing ✓ Prod Creds ✓ Program Resources

The Ohio (OH ODM) EVV program has a recipient interface in place, where the state sends expected recipient, records to the Sandata Aggregator. In order for your recipient records to be accepted, you must send a recipient Medicaid ID that matches the state's expected recipient data, unless the "Newborn indicator" is set to "True" or the "Ohio Department of Aging payer" is included with a Payer ID of 1-7 digits. Test recipients with expected recipient information have been provided for you to use in testing. Click on the link under the "Program Resources" tab to access the list of test recipients to use.

The below URLs must be used for Ohio in the Alt EVV interface:
<https://uat-api.sandata.com/interfaces/intake/patient/v2/>
<https://uat-api.sandata.com/interfaces/intake/staff/v1>
<https://uat-api.sandata.com/interfaces/intake/visit/v2>

<https://api.sandata.com/interfaces/intake/patient/v2/>
<https://api.sandata.com/interfaces/intake/staff/v1>
<https://api.sandata.com/interfaces/intake/visit/v2>

Refresh Test Files

File UUID	POST API Response	Status API Response	Status
No records found			

- ▶ Vendors can access available resources including test scenarios and test clients.
- ▶ Vendors can Conduct and Review Testing at their own pace.
- ▶ Results can be seen in near real-time.
- ▶ Reminders are sent to the vendors periodically to remind them to complete testing.

**NOTE: The screenshot above is being used as an EXAMPLE.

Certification Process, cont'd

Manage Payer Programs > Ohio (OH ODM) ABCSRCM - F Beaubien

Ohio (OH ODM) Certified In Prod

Test Creds Conduct and Review Testing Prod Creds Program Resources

Production Credentials by Provider

Provider Name	Provider ID	Prod Account	Username	Request New Password
ODM 3P Demo 1	1009500	10095	ldsnmzdctf	<input type="checkbox"/>

Request Password

- ▶ Vendors must pass all required testing scenarios.
- ▶ Once passed, vendors can request their production credentials.
- ▶ Production credentials are sent via email.
- ▶ Vendors can also request a new password, if needed.

**NOTE: The screenshot above is being used as an EXAMPLE.

Next steps

- ▶ Once the vendor requests credentials for the provider, the provider will receive an email notifying them that their vendor of choice is certified to send data to the Sandata Aggregator.
- ▶ The provider will receive instructions on next steps, including training.

Dear Provider,

Congratulations! Your Alternate EVV (Alt EVV) vendor, TESTVENDOR, has been successfully certified to send data to the Sandata Aggregator. Production credentials have been issued to TESTVENDOR to send data to the Aggregator on your behalf. The EVV account for your organization will appear in the Aggregator as USAAUVEIIS - 234483.

If you have not already taken training on the Sandata Aggregator, that is your next step. All providers who use an Alternate EVV solution will need access to see their visits as their EVV program payer sees them in the Aggregator. This is made possible by logging into the Sandata Aggregator.

Training is free and easy. To register in the Learning Management System (LMS) and take the Aggregator training, click this link:

<https://www.sandatalearn.com?KeyName=BCTAGGREGATORTraining>.

Once you have taken training, access the Aggregator by going to this web address:

<https://ew.sandata.com>. Your username to log into the Aggregator is: testmailtenqqmttg4@mail.com.

Once on the Aggregator login page, click the "Forgot Password" button to create your password for your username. After you have followed the process to set up your password, log into the Aggregator by setting the login fields like this:

AGENCY: Leave field as-is with the "STX" and nothing else in it

USERNAME: testmailtenqqmttg4@mail.com

PASSWORD: Your new chosen password

If you have any questions regarding this process or need help, please contact Sandata Support.

****NOTE:** The screenshot above is being used as an EXAMPLE.

Getting Credentials for Other Arkansas Providers

- ▶ Once a vendor has passed testing for one provider, other providers who have specified them as their vendor are visible via the portal.
- ▶ Vendor can select the other providers for production credentials.
- ▶ Only providers that have completed an attestation will be available for selection

Provider Name and Provider ID	Select Provider for Prod Cred Creation
Tom K Smith 009 - 5698517014	<input type="checkbox"/>
Llull - 250309472	<input type="checkbox"/>

Get Prod Creds

****NOTE:** The screenshot above is being used as an EXAMPLE.

Provider Agency Training



What provider agency training is available?

1. Online Course for Provider Agency Administrators (Self-Paced)

2. Online Courses for Provider Agency Admins and Staff (Self-Paced)

3. Virtual Instructor-Led Training Sessions

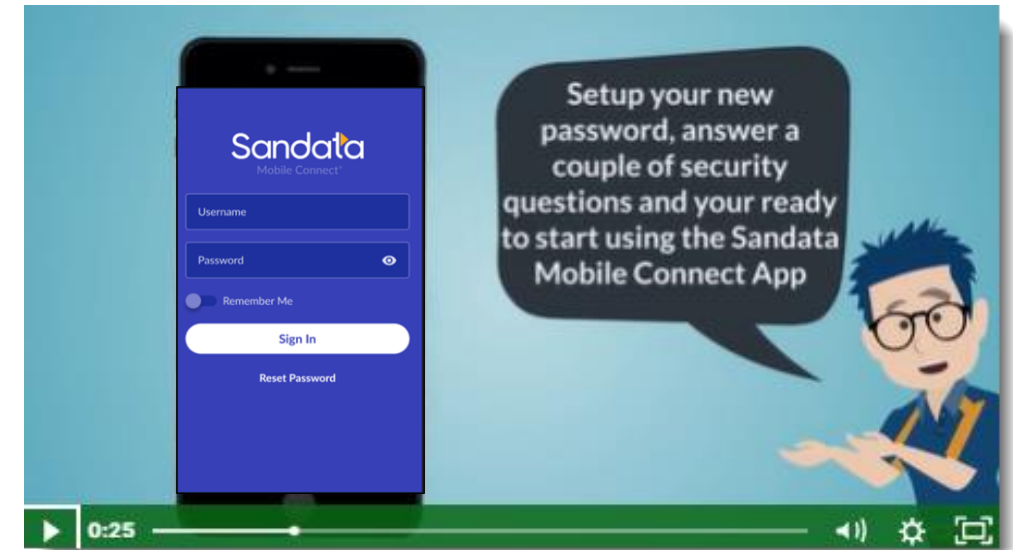
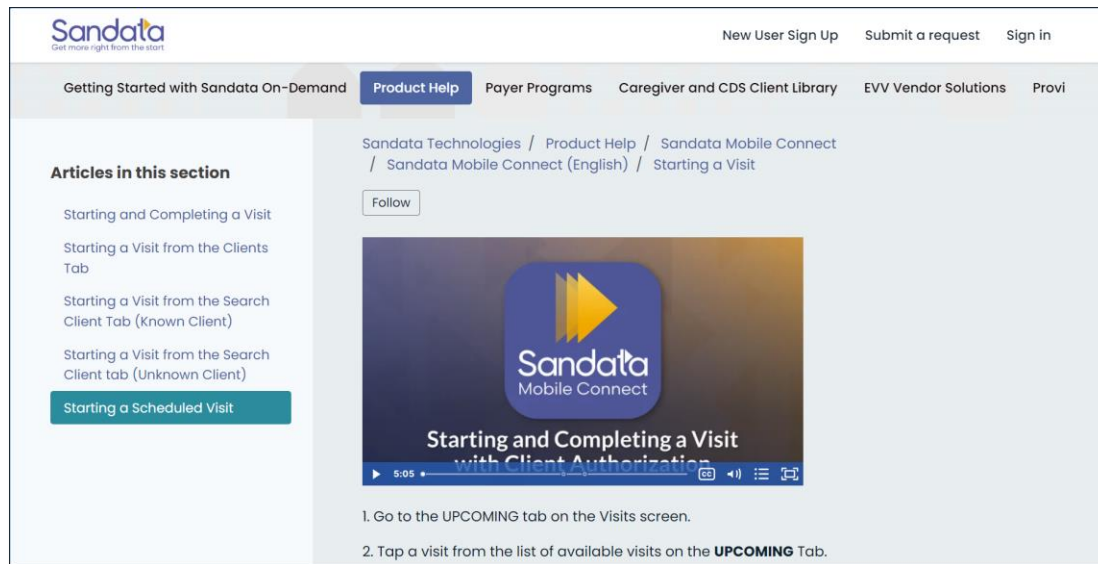
4. Access to Video Library and Guides in Sandata On-Demand



Sandata On-Demand

Self-serve access to state-specific resources

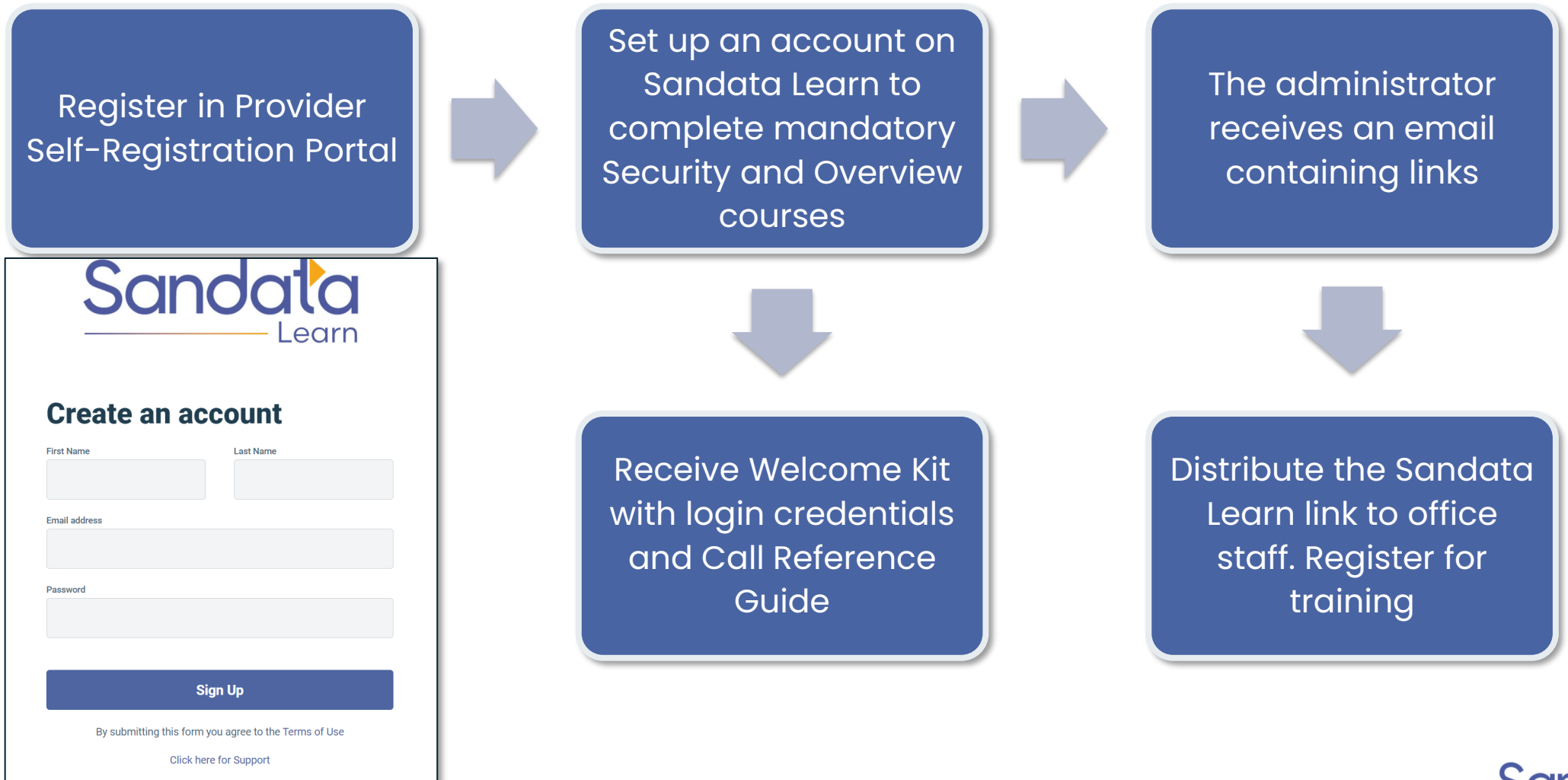
- Guides and Instructional Videos
- “Follow” button
- Customer Support
 - <https://sandata.zendesk.com/hc/en-us>



Caregiver Library for Provider Agency Employees

- Videos and guides
- Visit Capture: Mobile Application
- No login required

Provider Agency Administrator Roadmap



Office Staff Training Roadmap

The screenshot displays the Sandata Learn training interface. On the left is a 'Table of Contents' sidebar with a list of activities: 'Introduction to Scheduling', 'The Steps to Create a Schedule', 'Creating a Schedule: Practice' (which is selected), 'Recurring Schedule Templates', and 'Editing a Schedule: Practice'. The main content area is titled 'Creating a Schedule: Practice' and includes a hint about using Full Screen mode. Below the text is a screenshot of the Sandata Fuse application interface. In this application view, the 'Scheduling' menu item in the left sidebar is highlighted with a green box and a 'Click' callout. The application interface also shows a 'Filter Options' section with a 'REFRESH EVERY' dropdown set to '5' and a 'SUPERVISORS' dropdown set to 'All'. There are also 'Unknown Clients' and 'Unkn...' sections with a '1 / 18' indicator. At the bottom of the application view, there is a 'PROGRESS' bar at 0% and 'BACK' and 'CONTINUE' buttons.

Receive the Sandata
Learn link from the agency
administrator



Create an account in
Sandata Learn



Enroll in training

Learning Pathways: Sandata Learn and Instructor-Led Training

Audience	Client & Employee Management (Data Entry)	Visit Capture Success	Visit Maintenance	Schedule Management	Aggregator
Provider Agency Administrator	X	X	X	X	
Staff - Intake	X				
Staff - Visit Maintenance		X	X		
Staff Scheduler			X	X	
Provider Agency Trainer	X	X	X	X	
Provider Agency using Alternate EVV vendor					X



Sandata Learn

Sandata Learn

Learn

Grow

Succeed

PREVIEW MODE

Default screen is your Dashboard where courses live.

Select Events for Instructor-Led Training.

Dashboard Catalog Learning Paths Events

For Help/Support Click here.

COURSES

START HERE

UPCOMING EVENTS

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



Alternate EVV Aggregator Training



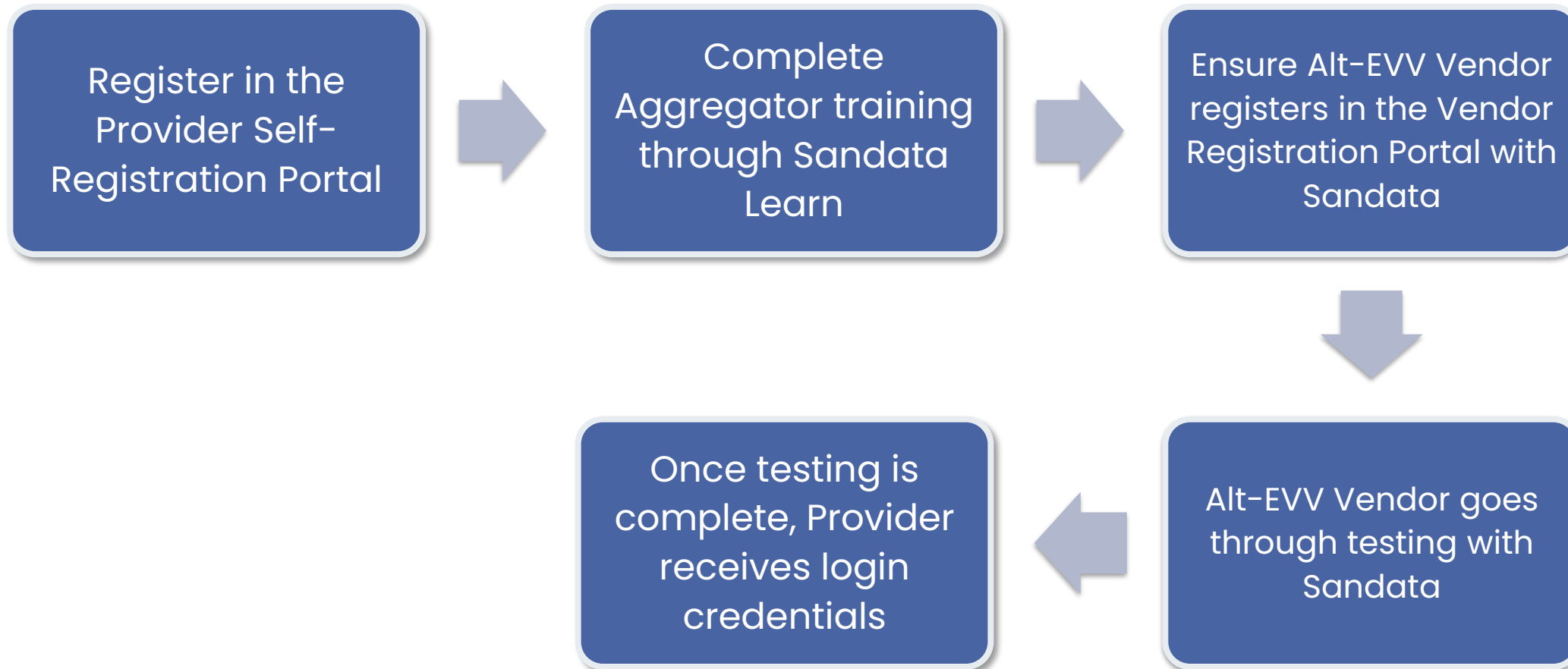
What Alternate EVV Aggregator Training is available?

1. Online Course for Provider Agency users

2. Access to Video Library and Guides in Sandata On-Demand



Alt-EVV Agency Administrator Roadmap



Ready, Set, Go!

Implementation Checklist



Ready-Set-Go!



- Tailored checklist for staying on track to prepare for EVV launch
- Pre-Launch, System Launch Day, and more phases covered
- Links to crucial resources: Sandata On-Demand, training, and more
- Contacts, resources, and QA links

This checklist is for:

- Provider Agency Administrators
- Provider office staff and
- Provider employees



EVV Pre-Launch Ready, Set, Go Implementation Checklist

- **Providers, Administrators and Staff:**

- **Attend** Sandata town halls or [view recordings](#).
- **Obtain** Provider ID

- **Provider Agency Administrators:**

- **Assign** a primary user for Sandata EVV.
- **Complete** Sandata EVV registration through Provider Self-Registration Portal.
- **Ensure** employees complete agency training and download the SMC app in preparation to record visits.



**Pre-Launch
ends March
3rd!**



EVV Launch Day Ready, Set, Go Implementation Checklist

- **Provider Administrator:**

- **Access** Welcome Letter with Sandata EVV credentials.
- **Add** office staff to Sandata EVV system.
- **Grant** SMC app access to employees.
- **Align** services with each position in Sandata EVV.

**Launch Day
March 3rd!**

- **Employees:**

- **Download** and **log in** to Sandata Mobile Connect (SMC) to start using the app.
- **Begin** capturing visit data.

- **Contacts and Resources**

- Ask any questions by reaching out to the EVV mailbox: evvarkansas@dhs.arkansas.gov
- **Technical Support:** Submit a Request on [Sandata On-Demand](#).
- **AR Website:** For additional details, visit the [AR-DHS website](#).



Alt-EVV Pre-Launch Ready, Set, Go Implementation Checklist

- **Providers, Administrators and Staff:**
 - **Attend** Sandata town halls or [view recordings](#).
 - **Obtain** Provider ID
- **Provider Agency Administrators:**
 - **Assign** a primary user for Sandata Aggregator
 - **Complete** provider registration through the Provider Self-Registration Portal.
 - **Ensure** you complete Aggregator training in Sandata Learn.



**Pre-Launch
Ends March
3rd!**

Alt-EVV Launch Day Ready, Set, Go Implementation Checklist

- **Provider Administrator:**
 - **Ensure** employees begin using your chosen EVV vendor to capture visit information.
- **Employees:**
 - **Begin** capturing visit data.
- **Contacts and Resources**
 - Ask any questions by reaching out to the EVV mailbox: evvarkansas@dhs.arkansas.gov
 - **Technical Support:** Submit a Request on [Sandata On-Demand](#).
 - **AR Website:** For additional details, visit the [AR-DHS website](#).

**Launch Day
March 3rd!**

Next Steps

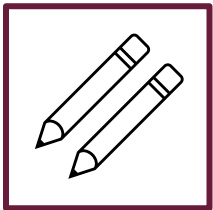


Next Steps for EVV Engagement



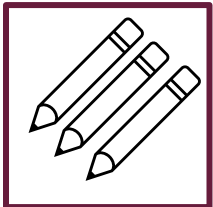
ENGAGE:

- Look for upcoming EVV communications from AR-DHS.



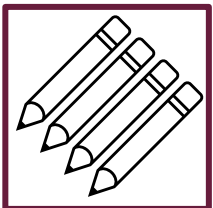
LEARN:

- Stay updated on the EVV implementation on Arkansas Medicaid EVV information website, which can be accessed here:
- [AR-DHS website](#)
- [Sandata On-Demand](#)



ATTEND:

- Learn more about the State EVV Solution and processes to utilize an Alternate EVV system, by attending Sandata-led Town Halls
- Look for an invitation from your contracting entity



REACH OUT:

- Ask any questions by reaching out to the EVV mailbox: evvarkansas@dhs.arkansas.gov



EVV Implementation Key Dates

Key Activities	Scheduled Date*	Status
Town Hall #3 – Program Review, Provider & Vendor Portals, Launch updates & Provider Onboarding	Thursday, November 12, 2024	Today – In Progress
Provider Self-Registration Opens Testing	Wednesday, December 18, 2024	Upcoming
Vendor Portal Opens for Registration & Alt EVV Vendor Testing	Wednesday, December 18, 2024	Upcoming
Town Hall #4 – Program Launch, Customer Support, Ready Set Go!	February 2025**	Upcoming
EVV Program Go Live	Monday, March 3, 2025	Upcoming

** = Date TBD.

Thank you for joining today's
Town Hall!





Questions



Appendix



Provider Self-Registration Portal



Provider Self-Registration Portal Overview

Who needs to register?

- All Providers that provide Home Health services.

Where does a provider register?

- Use the Sandata EVV Provider Self-Registration Portal.
- Provider Medicaid ID is the unique provider identifier that you will need for registration.
- The Provider Self-Registration Portal is expected to open December 18th.

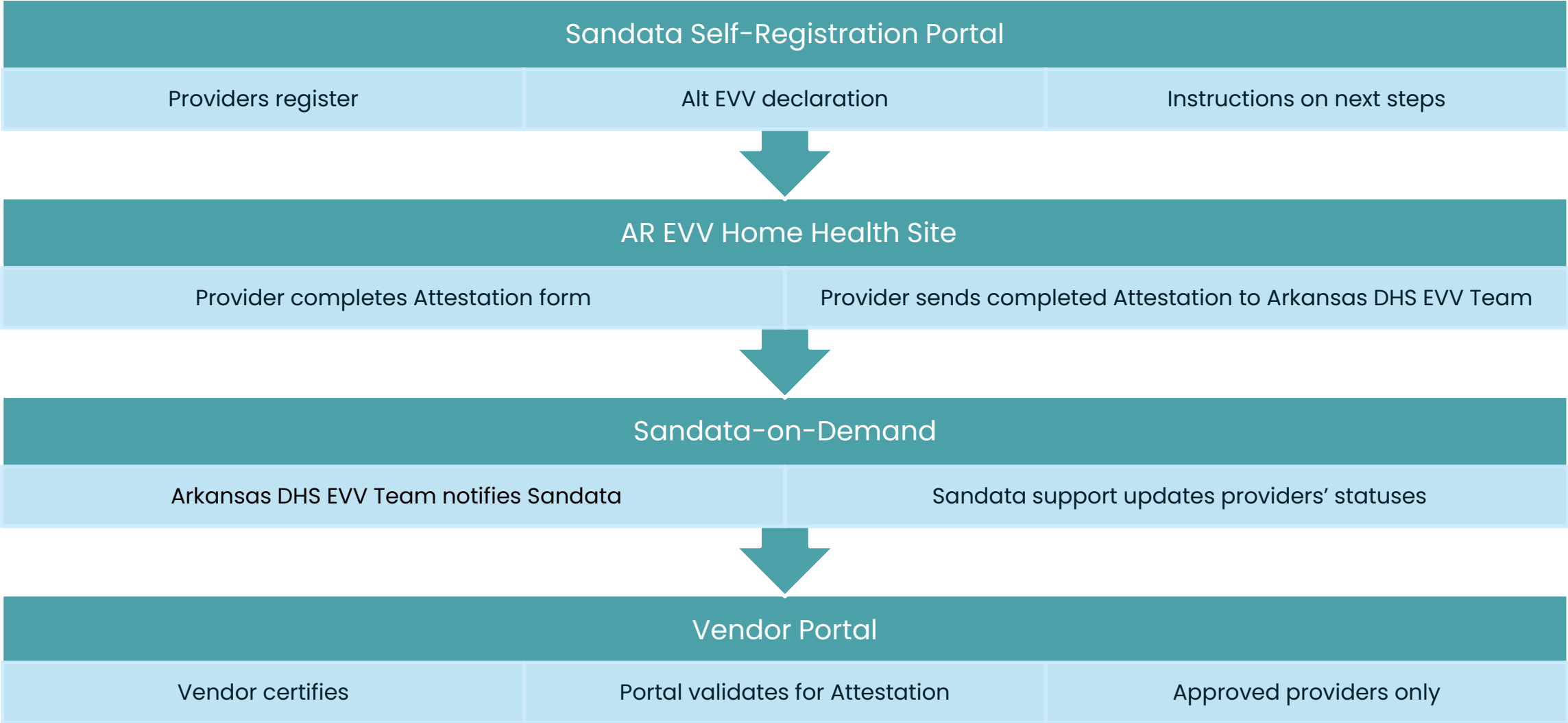


Why do providers need to register?

- ▶ Ensures that providers who are required to use EVV when providing services for AR-DHS members have accounts. This results in more accurate program reporting.
- ▶ Captures up-to-date contact information for providers.
- ▶ Creates one place for providers to both register for the EVV program and indicate if they are using an Alt EVV vendor.
- ▶ Guides the provider through the EVV onboarding process, one step at a time.

The provider self-registration portal is expected to open December 18th.

The Process



Provider Registration Next Steps

PASSE (Managed Care) Providers

- ▶ PASSE providers will be notified via email on next steps.
- ▶ Providers will be auto-registered, accounts created and linked to the correct Alt EVV vendor on December 18th, 2024.
- ▶ Providers will receive email confirmation and Sandata Aggregator credentials.
- ▶ For PASSE-only providers, no other action required.

Home Health (FFS) Providers

- ▶ Providers will be notified via email on next steps.
- ▶ Providers will be prompted to register via the Sandata Provider Registration Portal.
- ▶ Providers will be linked to their Alt EVV vendor they have selected.
- ▶ Providers will receive email confirmation and Sandata Aggregator credentials.

NOTE: Providers that cover both PASSE and Home Health program may receive multiple communications and may have multiple accounts linked to appropriate Alt EVV vendor.

Provider Self-Registration Support Steps

If providers encounter errors, there are clear messages guiding them to the next steps. For Sandata Support, providers can create a ticket through the [Sandata On-Demand New Ticket Request Form](#).

- ▶ **Provider already exists**

- ▶ “It looks like your provider organization has already been registered and cannot be registered again. If you believe you have received this message in error, please contact Sandata Support.”

- ▶ **Something went wrong**

- ▶ “It looks like something went wrong in the registration process. Please reach out to Sandata Support.”

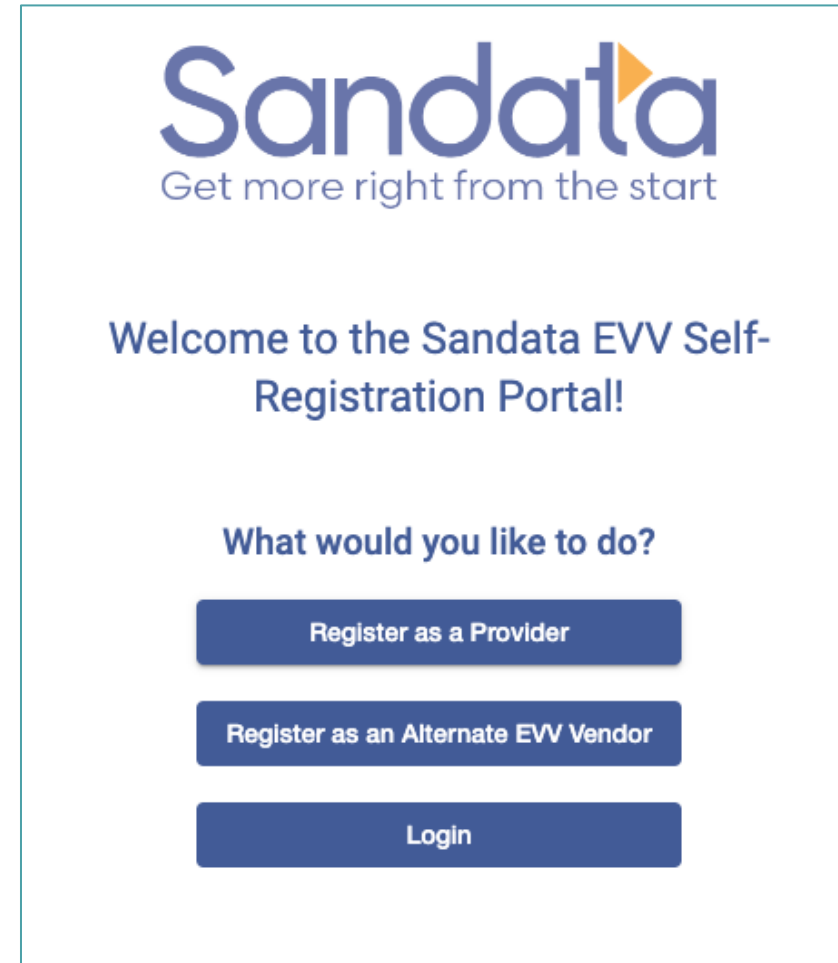
- ▶ **Provider identifier entered not found**

- ▶ “The provider identifier entered is not found. Please enter your Provider Medicaid ID, not your NPI. Please reach out to Arkansas Medicaid Provider Enrollment at (501) 376-2211 if you believe you are an EVV eligible provider and should be able to register.”

NOTE: More details can be found regarding the Provider Portal in the Appendix at the end of this deck.

Provider Self-Registration Portal Landing Page

Select Register as a Provider



Select the EVV Program

Select ARKANSAS-DHS

Enter Provider Medicaid ID

Select Register



EVV Provider Self-Registration

Please select the EVV program in which you would like to register:

SELECT EVV PROGRAM *

_____ ▼

Please enter your unique provider identifier for the EVV program:

ENTER PROVIDER MEDICAID ID *

Enter Provider Medicaid ID

Register

Self-Registration Steps to Complete



3 steps to complete

Provider Self-Registration Required Information

- ▶ Basic Information
 - Provider name
 - Type of provider
 - # of clients
 - # of employees
- ▶ Provider Identifier
 - Provider Medicaid ID
 - Other identifiers (optional)



This EVV provider registration should only be completed by one person from each provider organization. If you are an independent provider who works for yourself and has your own provider identifiers, you are the person to register. If you are an agency provider, only one person from the administrative staff of your organization needs to register your provider organization.

Basic Information

ARE YOU AN INDEPENDENT PROVIDER OR ARE YOU A PROVIDER AGENCY? *

Independent Provider (I work for myself) Agency Provider

PROVIDER ACCOUNT NAME *

PROVIDER DOING BUSINESS AS

APPROXIMATE # OF CLIENTS SERVED *

APPROXIMATE # OF CAREGIVERS/STAFF IN PROVIDER ORGANIZATION *

Provider Identifiers

The Provider Identifiers section of this form will collect all of your unique provider identifiers for you as a provider in your state. These identifiers are used to identify you as a provider with the state and for billing. Your primary identifier was captured on the initial registration page. Adding additional identifiers is optional.

IDENTIFIER TYPE	IDENTIFIER	ACTIONS
IDENTIFIER TYPE	IDENTIFIER	

Add

NOTE: YOUR PRIMARY IDENTIFIER HAS BEEN CARRIED OVER FROM THE PREVIOUS PAGE. ADDING ADDITIONAL PROVIDER IDENTIFIERS IS OPTIONAL BUT ENCOURAGED.

Provider Self-Registration Required Information, cont'd

Contact Information

Address

ADDRESS LINE 1 * ADDRESS LINE 2

CITY * STATE *

ZIP CODE * COUNTY

#####-#### OR #####

PROVIDER PHONE NUMBER *

###-###-####

Provider User Contact Information

PROVIDER USER FIRST NAME * PROVIDER USER LAST NAME *

Provider User First Name Provider User Last Name

PROVIDER USER EMAIL * CONFIRM PROVIDER USER EMAIL *

JDoe@example.com JDoe@example.com Verify Email

SECURITY CODE SENT TO EMAIL *

Enter security code sent to email address Verify Code

Additional Information

Providers have the option to use the state-provided EVV system, Sandata EVV, or an alternate EVV system.

If you will be using the Sandata EVV system, please select "YES" below. You will receive an email upon completion of this registration with next steps in the onboarding process.

If you will be using a different EVV system, please select "NO" below and specify the software vendor who will be collecting and transmitting your visit data to the state.

If you are unsure whether you will be using the Sandata EVV system or an alternate EVV system, please select the "Help me decide" option below.

AS A PROVIDER, WILL YOU BE USING THE SANDATA EVV SYSTEM TO COLLECT EVV VISIT DATA?

Yes No Help me decide

Submit

- ▶ Provider Agency Administrator Contact Information
 - Address
 - Email
 - Phone number
- ▶ Intent to use Sandata EVV or an alternate EVV vendor
 - Vendor name (if applicable)
 - Vendor contact (if applicable)

Provider Self-Registration Complete

1 Enter Information and Verify Email ✓

2 Create Login ✓

3 Complete Registration ✓



EVV Provider Self-Registration

Congratulations! Your Electronic Visit Verification (EVV) provider registration has been successfully submitted.

You can now access [Sandata On-Demand](#) (SoD) for information about EVV, your tickets, and more. Click [here](#) to learn more about getting started with Sandata on Demand.

Please check your email for information regarding next steps in the EVV onboarding process.

Thank you, and we look forward to working with you!

Provider Self-Registration Support Steps

If providers encounter errors, there are clear messages guiding them to the next steps. For Sandata Support, providers can create a ticket through the [Sandata On-Demand New Ticket Request Form](#).

- ▶ **Provider already exists**

- ▶ “It looks like your provider organization has already been registered and cannot be registered again. If you believe you have received this message in error, please contact Sandata Support.”

- ▶ **Something went wrong**

- ▶ “It looks like something went wrong in the registration process. Please reach out to Sandata Support.”

- ▶ **Provider identifier entered not found**

- ▶ “The provider identifier entered is not found. Please enter your Provider Medicaid ID, not your NPI. Please reach out to Arkansas Medicaid Provider Enrollment at (501) 376-2211 if you believe you are an EVV eligible provider and should be able to register.”



Provider Registration Complete Email

- ▶ Provider next steps
- ▶ Important links
 - ▶ Sandata On-Demand
 - ▶ Sandata Learn
 - ▶ Provider Attestation form
 - ▶ Sandata Support

Dear Provider,

Congratulations! You have successfully submitted your Electronic Visit Verification (EVV) provider registration.

You are now able to access [Sandata On-Demand](#) (SOD). Access SOD for information about EVV, your support tickets, and more. Visit [Using Sandata On-Demand](#) to learn more about getting started with SOD. To log in to SOD, use the same email address you entered and the password you created when you registered.

If your provider agency uses the state-supplied Sandata EVV solution, please get started today by taking the following steps:

1. Visit [Sandata Learn](#) to begin training. Logging in for the first time? Check out [Learner Access to the Sandata Learning Management System](#) for step-by-step instructions. Take the required Agency Administrator course which covers system security. This training is required to receive access to the Sandata EVV system. You will receive email confirmation with directions on how to access your Welcome Kit. The Welcome Kit includes your ID and password to your EVV account.
2. Follow the instructions in your Welcome Kit to access your EVV account.

If your provider agency uses an Alternate EVV (Alt EVV) system:

1. Visit [Sandata Learn](#). Logging in for the first time? Check out [Learner Access to the Sandata Learning Management System](#) for step-by-step instructions.
2. Take training on how to access and use the Sandata Aggregator.
3. Let your Alt EVV vendor know that you have registered. Your Alt EVV vendor will now be able to register through the [Sandata EVV Self-Registration Portal](#) and complete Alt EVV testing and certification.
4. You will receive updates on your vendor's certification progress once they register in the Vendor Portal.
5. Watch for an email notification that your Alt EVV vendor has successfully completed certification and has set up your account. Follow the directions in the email to log into the Sandata Aggregator.

If you need technical assistance with your provider registration, training, or getting started in the Sandata EVV system, please get in touch [Sandata Support](#).

We look forward to working with you!