

# Arkansas DHS EVV Town Hall

Tuesday, November 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](mailto: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



Jonathan Bibb  
AR-DHS  
Div. of Medical Services Assistant Director



Amanda Scanlan  
Sandata  
Project Manager



Joshua Silverman  
Sandata  
Technical Account Manager



Fay Beaubien  
Sandata  
Product Management Director



Christa White  
Sandata  
Manager, Enablement Operations

# Agenda

## **Part I**

- AR-DHS Program Recap
- Open EVV Model Options
- EVV Access Requirements
- Provider Agency Training
- Alternate EVV Aggregator Training
- Next Steps
- Appendix
  - Provider Self-Registration Portal

## **Part II**

- Vendor Technical Review
  - EVV Vendor Self-Registration Portal & Certification Process
  - Alternate EVV Specification Review





# 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 #2 – Provider Registration, Alt EVV Specs & Vendor Registration & Testing	Tuesday, November 12, 2024	Today – In Progress
Town Hall #3 – Program Review, Provider & Vendor Portals, Launch updates & Provider Onboarding	Thursday, December 12, 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

\*\* = Tentatively scheduled





# 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.**

# Open EVV Model Options

# State-Provided System



# Providers using Sandata EVV





# Sandata EVV

## Your State-Supplied EVV solution!

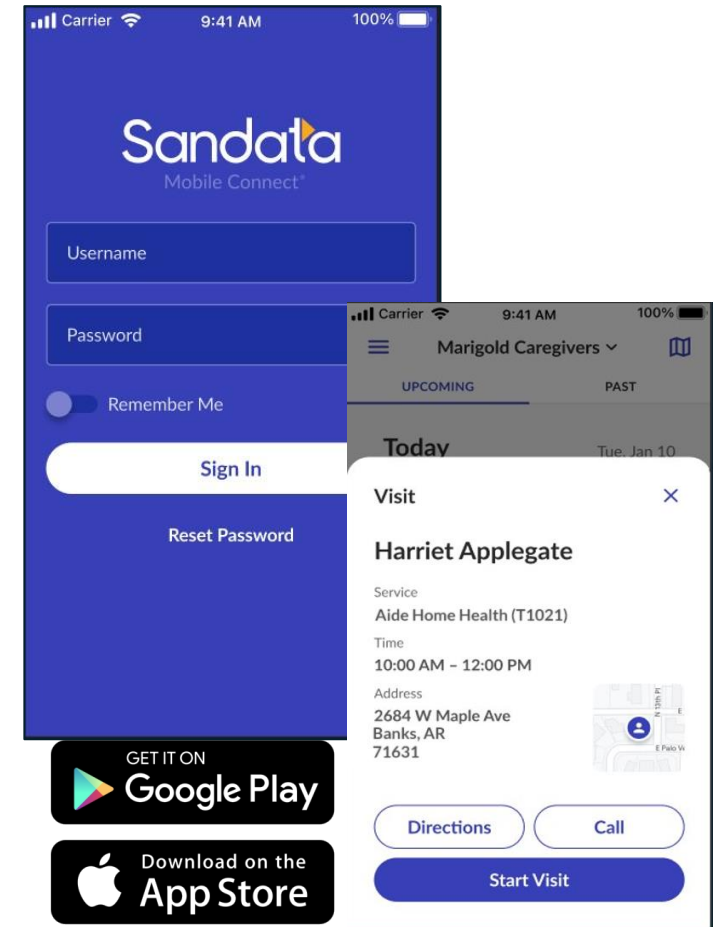
- ▶ Each provider agency will need to register with Sandata. We will review this in more detail shortly
- ▶ Provider agency administrators will complete training to gain Sandata EVV access to be able to add their employees
- ▶ Employees record visits using Sandata Mobile Connect (SMC) downloaded from 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 3<sup>rd</sup> Party Alternate EVV System



# Alternate EVV (Alt EVV) at a High Level

## What is Alt EVV?

- ▶ Agencies can use any EVV vendor system (Providers must submit an Attestation to AR-DHS that the vendor complies with State's requirements)
- ▶ The vendor will submit your data to the Sandata Aggregator
- ▶ Agencies may see their data in Sandata's Aggregator
- ▶ Qualified state users and payers may see the data that applies to them

## The Vendor Certification Process

- ▶ Vendor certification begins with a single provider agency designating that vendor in the Provider Self-Registration Portal as their Alt EVV vendor
- ▶ The vendor then registers in the Vendor Registration Portal to start the certification process
- ▶ The vendor completes testing to be certified to send data compliant with the Arkansas specifications. Production credentials issued at time of go-live bidding the Provider has submitted a completed Attestation form to AR-DHS

# And Then....

## Reviewing your Data

- ▶ Providers using an Alt EVV system will have access to the Sandata Aggregator
- ▶ The Sandata Aggregator will display all visit information received that made it past the validation rules
- ▶ You can review the status of your visit and any applied exception

## Why can't I see my Visit?

- ▶ For some reason, the Sandata Aggregator couldn't accept your data
- ▶ Your vendor should have a log to provide additional information
- ▶ Possible Causes:
  - ▶ Data incorrectly formatted or not sent in per the specifications
  - ▶ An AR-DHS member is not in the file transmission

## What if I have Exceptions?

- ▶ Visit data can not be edited directly in the Sandata Aggregator
- ▶ Providers will need to go back to the Alt EVV system, make the appropriate corrections and resend the visit with information about who made the change, when the change happened and why the change was made



# What is the Sandata Aggregator?

## Visit Review

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

Q Navigate Modules

Visit Review

Reports

Authorizations

Security

Online Manual

Visit Review

\* indicates required field

AGENCY

AA DE UAT - 190035

CLIENT

Enter Client

MEDICAID ID #

Enter Medicaid ID #

EMPLOYEE

Enter Employee

EMPLOYEE SSN 000-00-0000

Enter Employee SSN

DATE RANGE \* MM/DD/YYYY

06/18/2023

to

06/17/2024

VISIT STATUS

All

FILTER VISITS BY

All Exceptions

Q SEARCH

CLEAR

EXPORT

ROWS PER PAGE: 10

Show Advanced Filter Options

Show Display Options

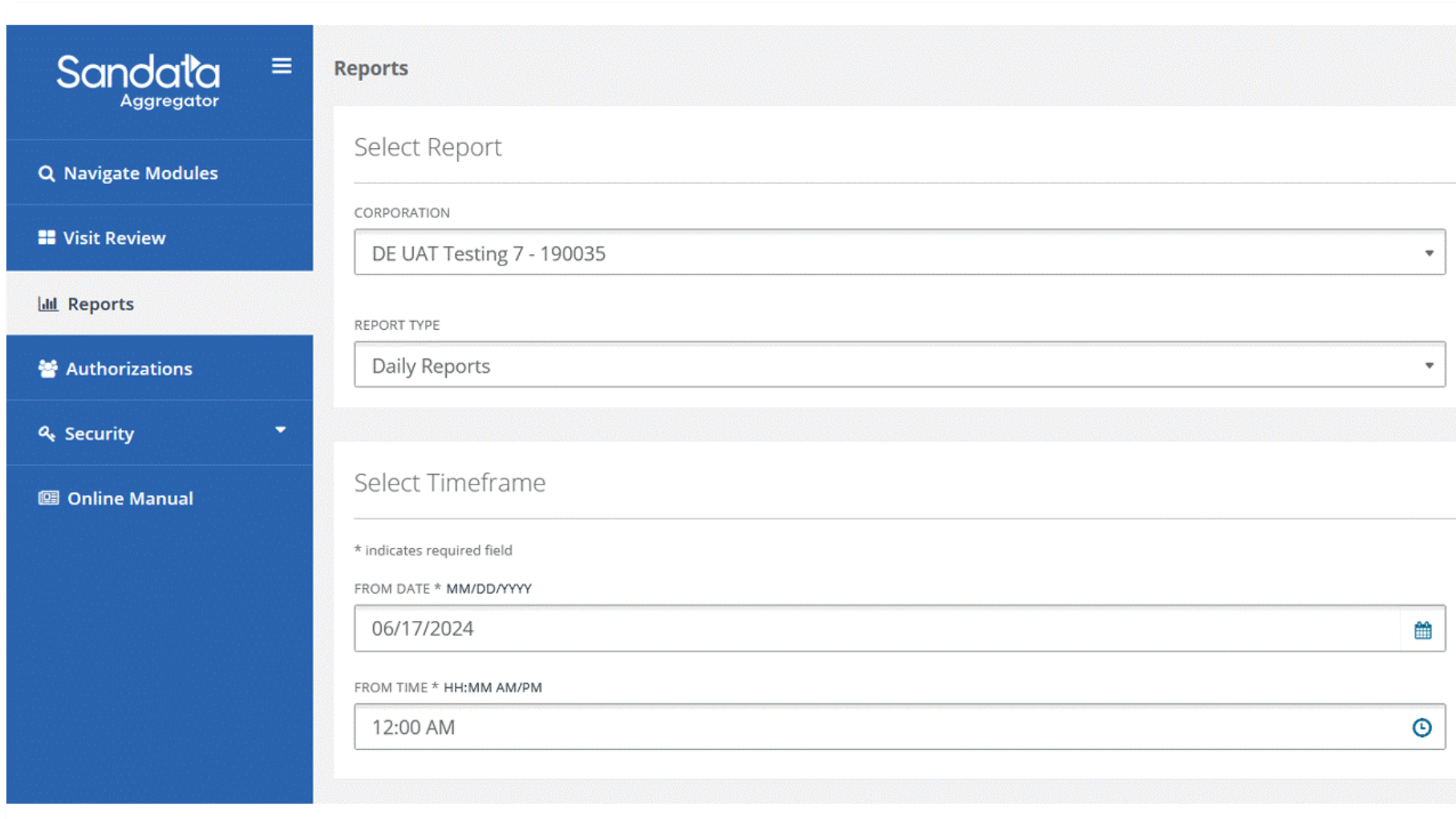
Showing 1 to 10 of 155 entries

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		
Smith, Jane	Illiams, Brett		06/11/2024	02:40 PM	03:13 PM	00:33	02:40 PM	03:13 PM		00:33	Incomplete		
(303)555-1212			06/11/2024	08:17 AM			08:17 AM				Incomplete		

# 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 Sandata Aggregator interface. On the left is a blue sidebar with the Sandata Aggregator logo and a menu containing 'Navigate Modules', 'Visit Review', 'Reports' (highlighted with a bar chart icon), 'Authorizations', 'Security' (with a dropdown arrow), and 'Online Manual'. The main content area is titled 'Reports' and features a 'Select Report' section with a 'CORPORATION' dropdown menu set to 'DE UAT Testing 7 - 190035' and a 'REPORT TYPE' dropdown menu set to 'Daily Reports'. Below this is a 'Select Timeframe' section with a note '\* indicates required field'. It includes a 'FROM DATE \* MM/DD/YYYY' field with the value '06/17/2024' and a calendar icon, and a 'FROM TIME \* HH:MM AM/PM' field with the value '12:00 AM' and a clock icon.

**Sandata Aggregator**

Q Navigate Modules

Visit Review

Reports

Authorizations

Security

Online Manual

### Reports

Select Report

CORPORATION

DE UAT Testing 7 - 190035

REPORT TYPE

Daily Reports

Select Timeframe

\* indicates required field

FROM DATE \* MM/DD/YYYY

06/17/2024

FROM TIME \* HH:MM AM/PM

12:00 AM

# Provider Agency Training



## What provider agency training is available?

---

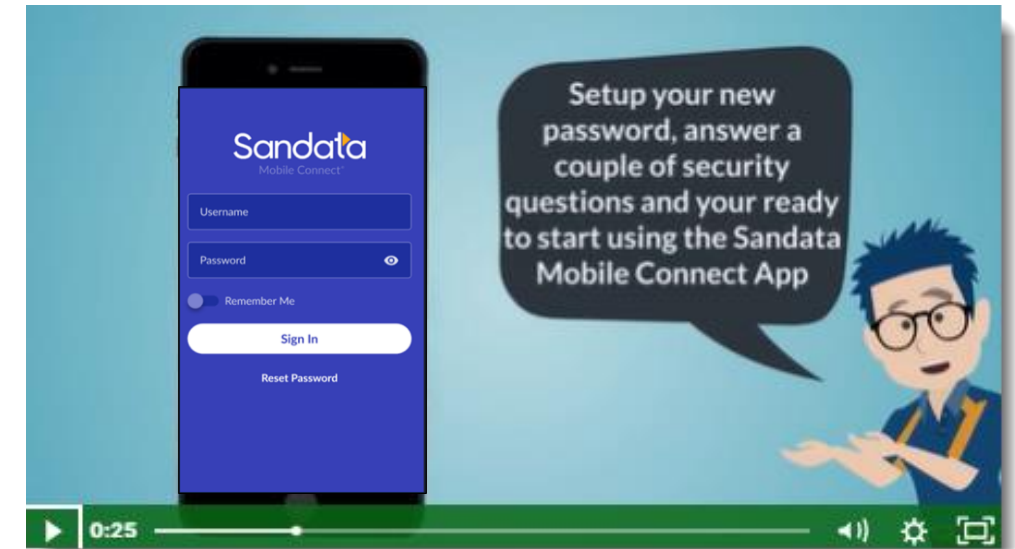
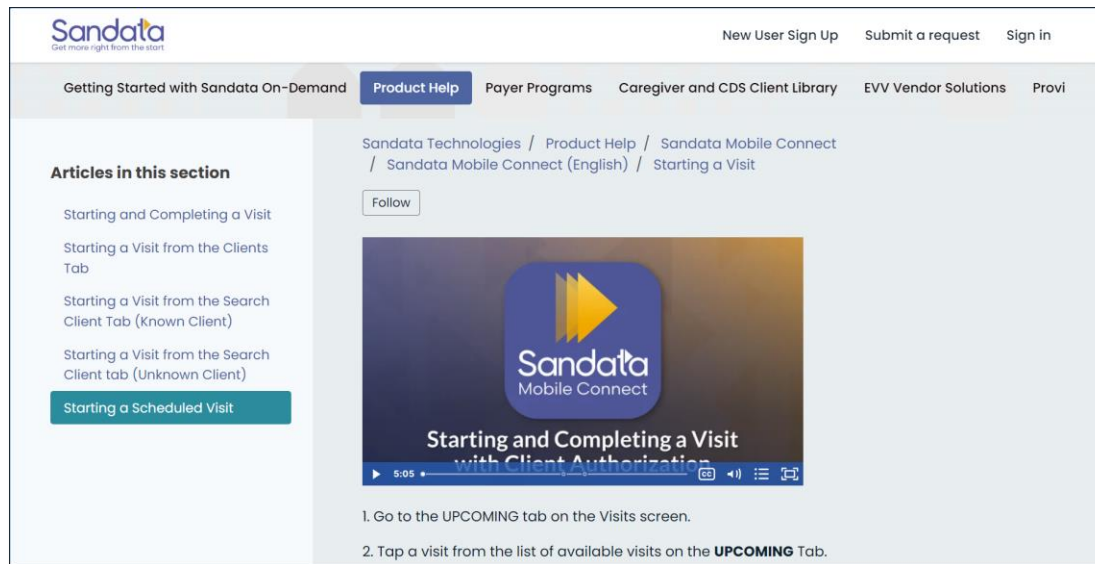
1. Online Course for Provider Agency Administrators (Self-Paced)
2. Online Courses for Provider Agency Admins and Staff (Self-Paced)
3. Virtual Instructor-Led Training Sessions
4. Access to Video Library and Guides in Sandata On-Demand



# Sandata On-Demand Demonstration

## Self-serve access to state-specific resources

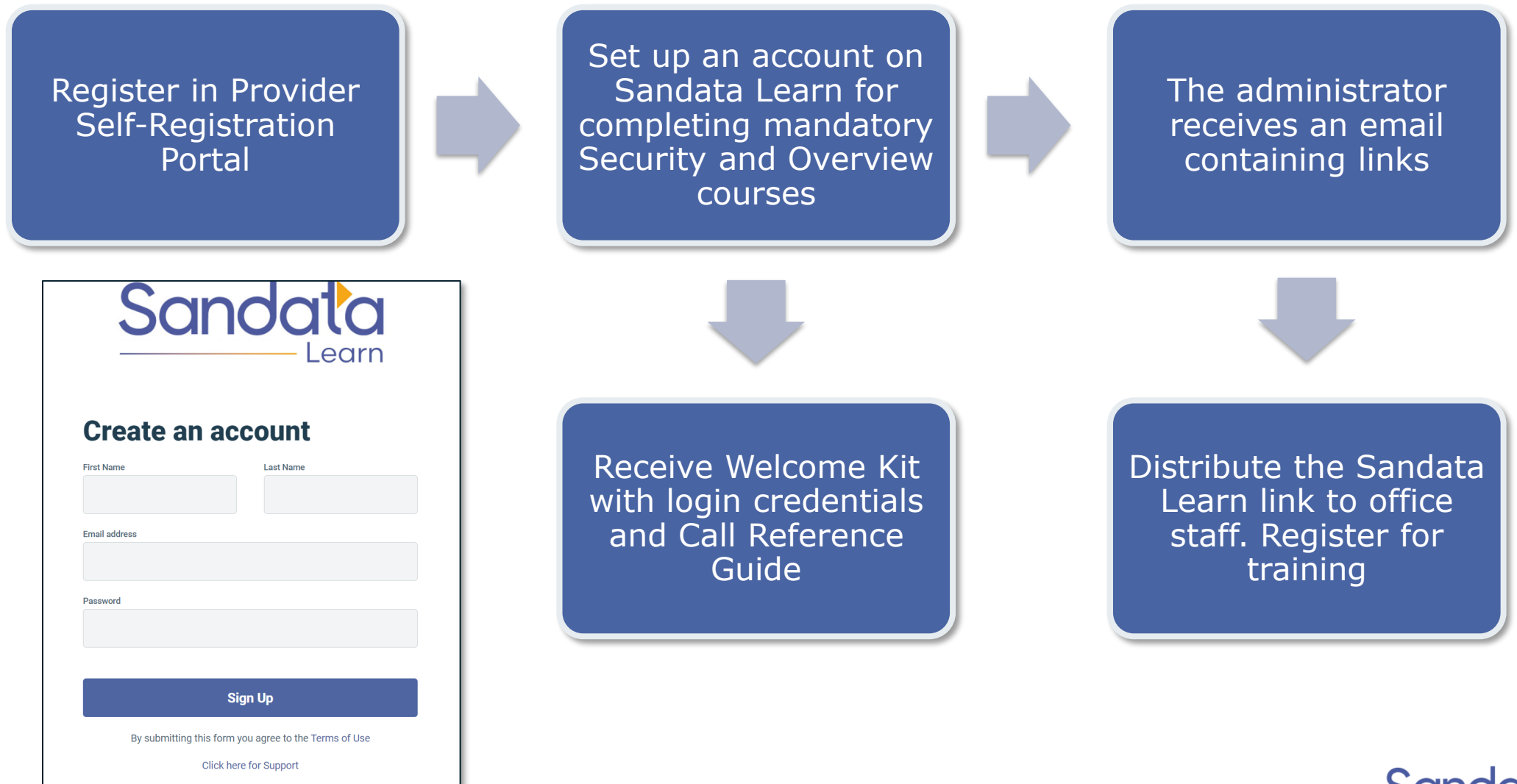
- Guides and Instructional Videos
- “Follow” button
- Customer Support
  - <https://sandata.zendesk.com/hc/en-us>



## 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 Fuse training interface. On the left is a 'Table of Contents' sidebar with sections: INTRODUCTION, HOW TO CREATE A SCHEDULE, HOW TO CREATE A SCHEDULE TEMPLATE, and HOW TO EDIT A SCHEDULE. The 'Creating a Schedule: Practice' module is selected and highlighted. 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. This interface features a left navigation menu with options: Navigate Modules, Dashboard, Clients, Employees, Scheduling (highlighted with a green box and a 'Click' callout), Visit Maintenance, and Billing. The main area shows 'Filter Options' with a 'REFRESH EVERY' dropdown set to 5, a 'Minutes (2min - 30max)' input, and a 'SUPERVISORS' dropdown set to 'All'. There are two large empty boxes with the number '0' and a 'Click' callout. A 'Unknown Clients' section is partially visible. At the bottom, there is a 'PROGRESS' bar at 0%, a '< BACK' button, and a 'CONTINUE >' button.

Receive the Sandata  
Learn link from the  
agency administrator



Create an account in  
Sandata Learn

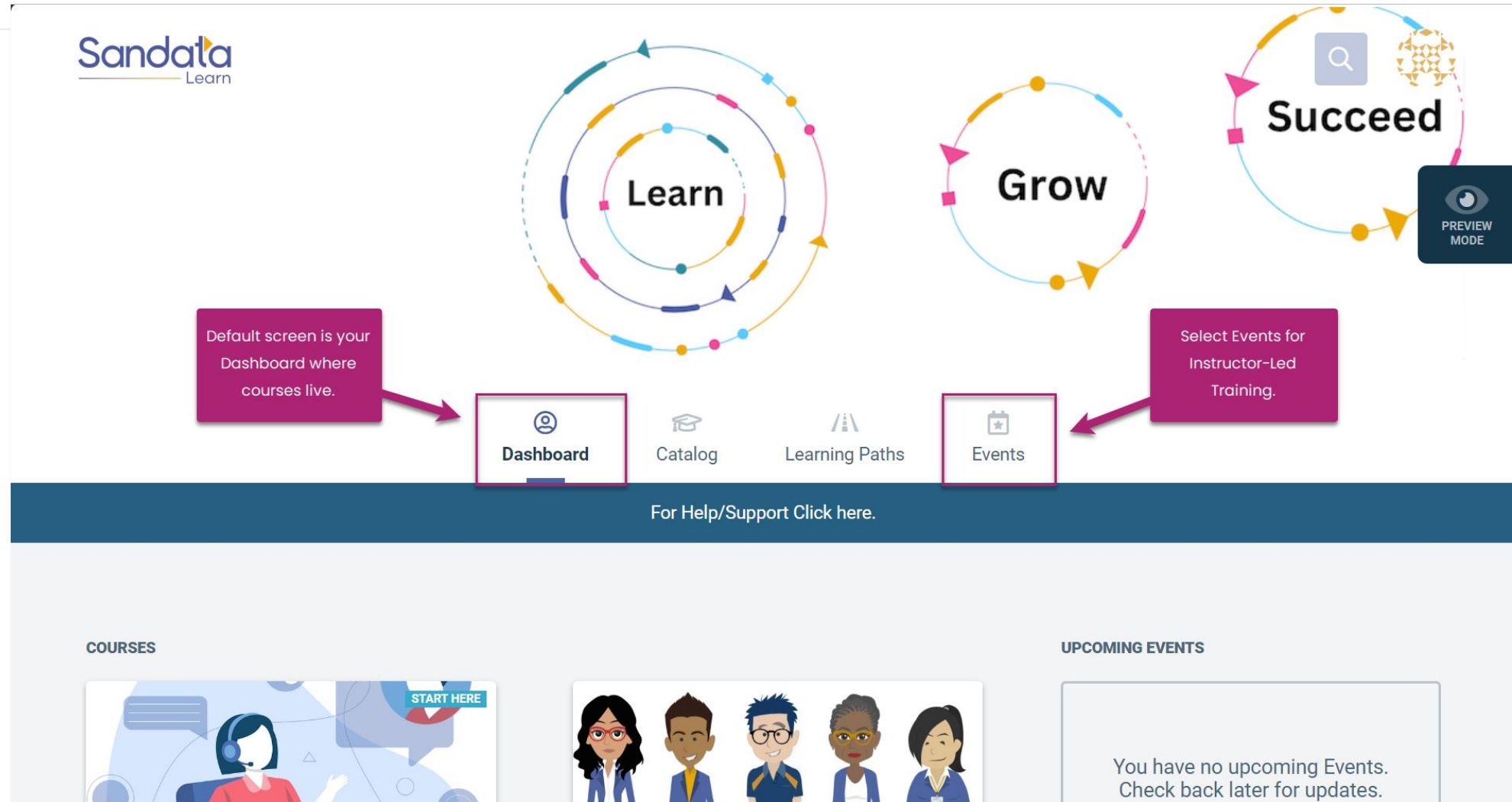


Enroll in training

# 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



# Alternate EVV Aggregator Training



# What Alternate EVV Aggregator Training is available?

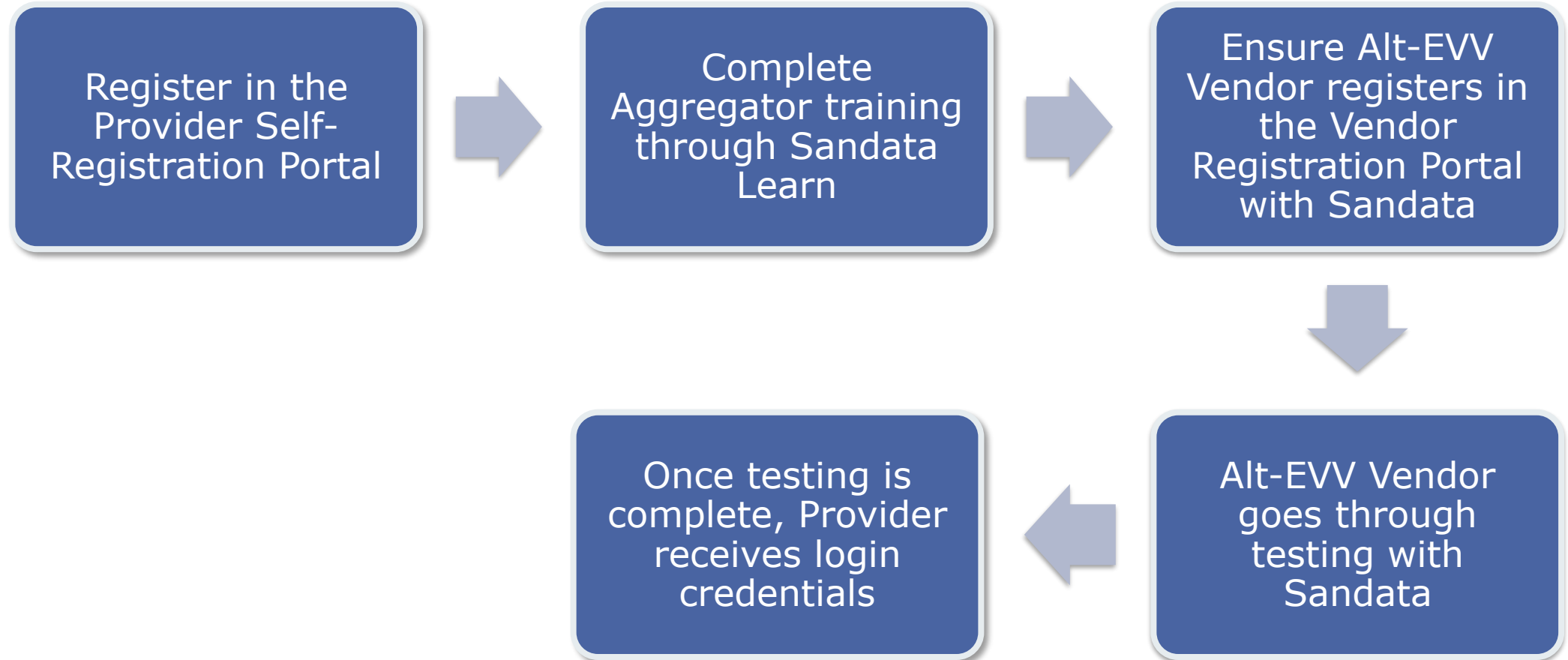
---

1. Online Course for Provider Agency users

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



# Alt-EVV Agency Administrator Roadmap





▶ **For Provider Agencies:**

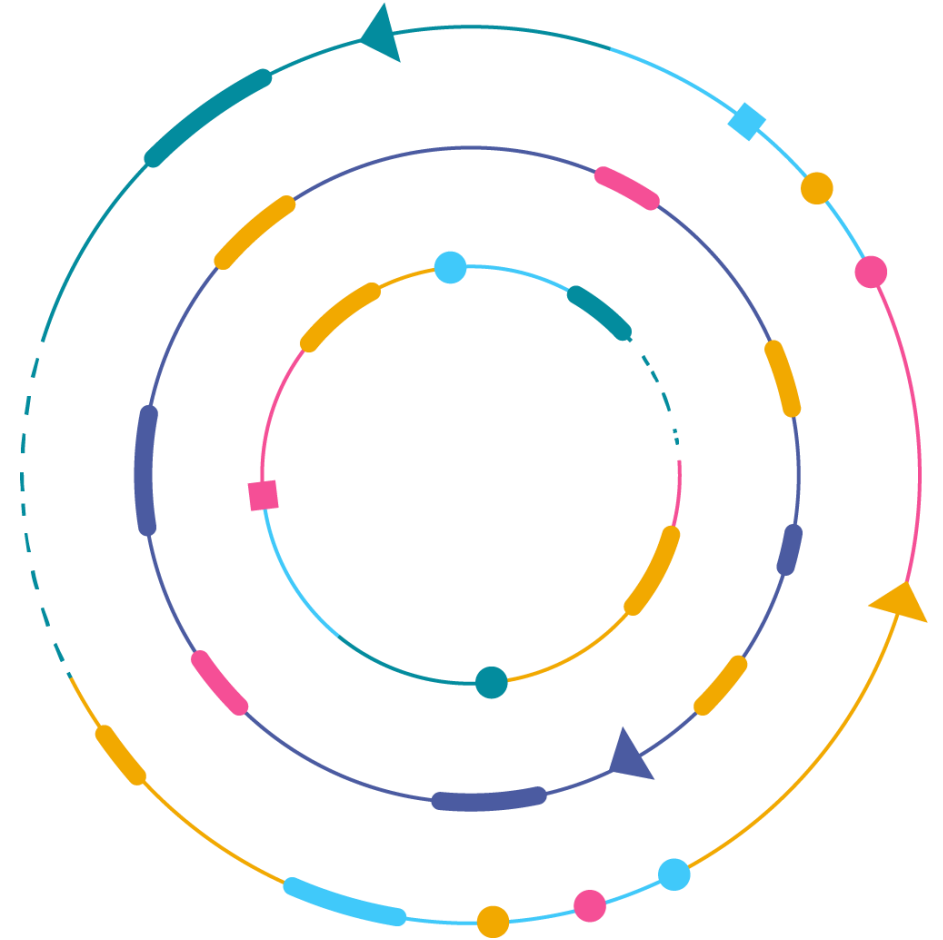
- ▶ The next section is geared to the Alt EVV vendor next steps so please feel free to drop from this call or stay on and listen
- ▶ Once you hang up, please complete the survey to share your feedback on today's presentation
- ▶ Reminder, the next Arkansas DHS Town Hall is **tentatively** scheduled for Thursday, December 12. Please save the date and look for formal communication from the State!
  - ▶ If you do not receive a notification, please contact: [evvarkansas@dhs.arkansas.gov](mailto:evvarkansas@dhs.arkansas.gov)

▶ **For Alternate EVV Vendors:**

- ▶ Please stay on the line to learn about:
  - How to use the Vendor Portal to register and complete vendor testing
  - Alternate EVV specifications specific for AR-DHS

## Part II – Vendor Technical Review

- EVV Vendor Self-Registration Portal & Certification Process
- Alternate EVV Specification Review



# Vendor EVV Self-Registration Portal



# Vendor EVV Self-Registration Portal Overview

## Who needs to register?

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

## Where does a vendor register?

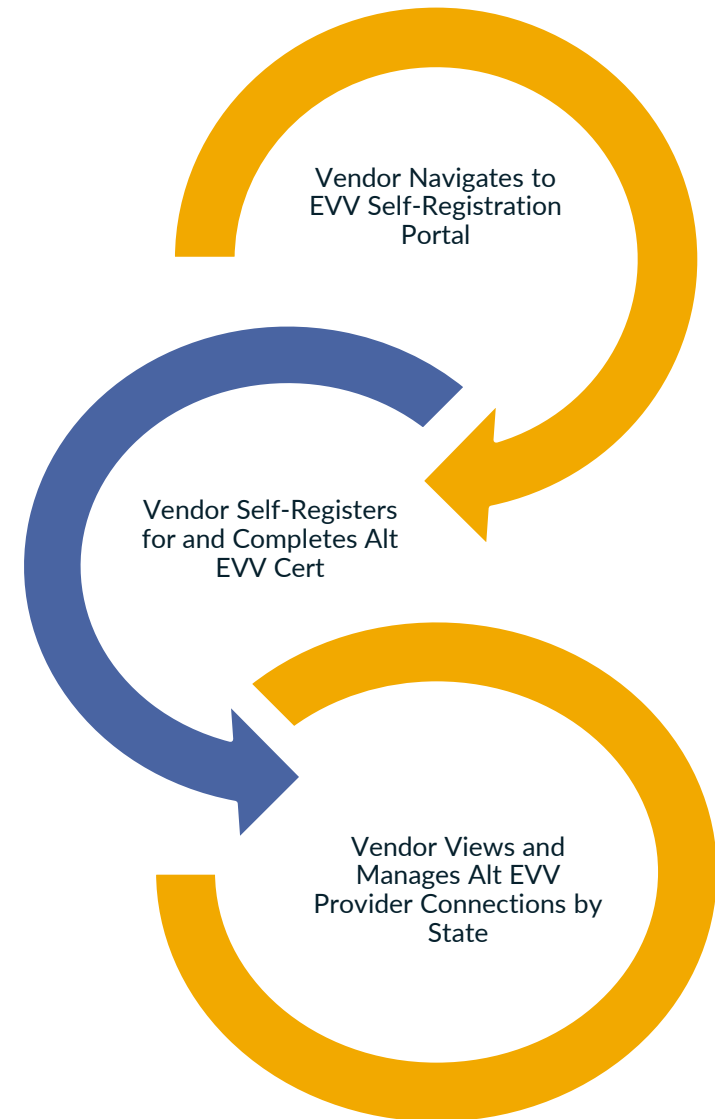
- Utilize the Sandata Vendor Registration Portal.

## When can vendors register?

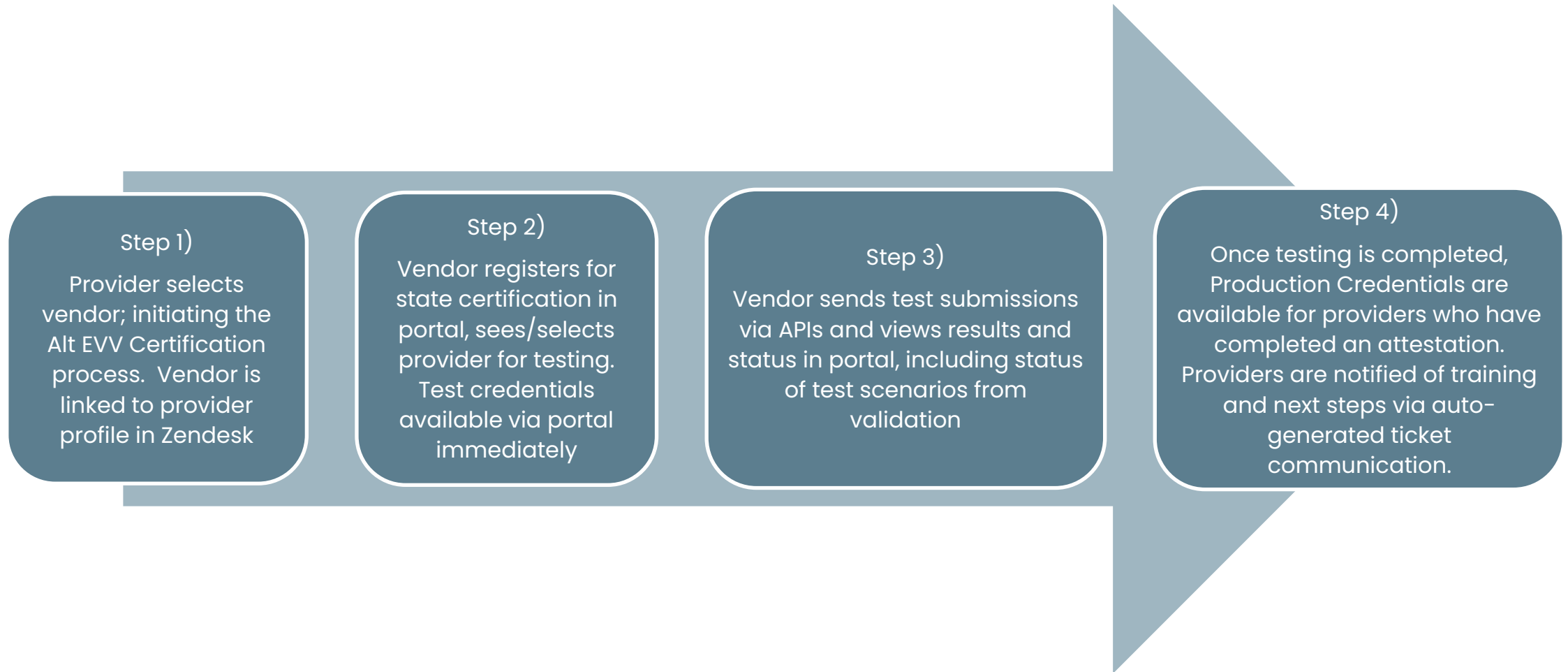
- The Sandata Vendor Registration Portal will be opening for vendors December 18, 2024.

# 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 Self-Registration Portal Demonstration



Get more right from the start


Welcome to the Sandata EVV Self-Registration Portal!

What would you like to do?

Register as a Provider

Register as an Alternate EVV Vendor

Login



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 \*

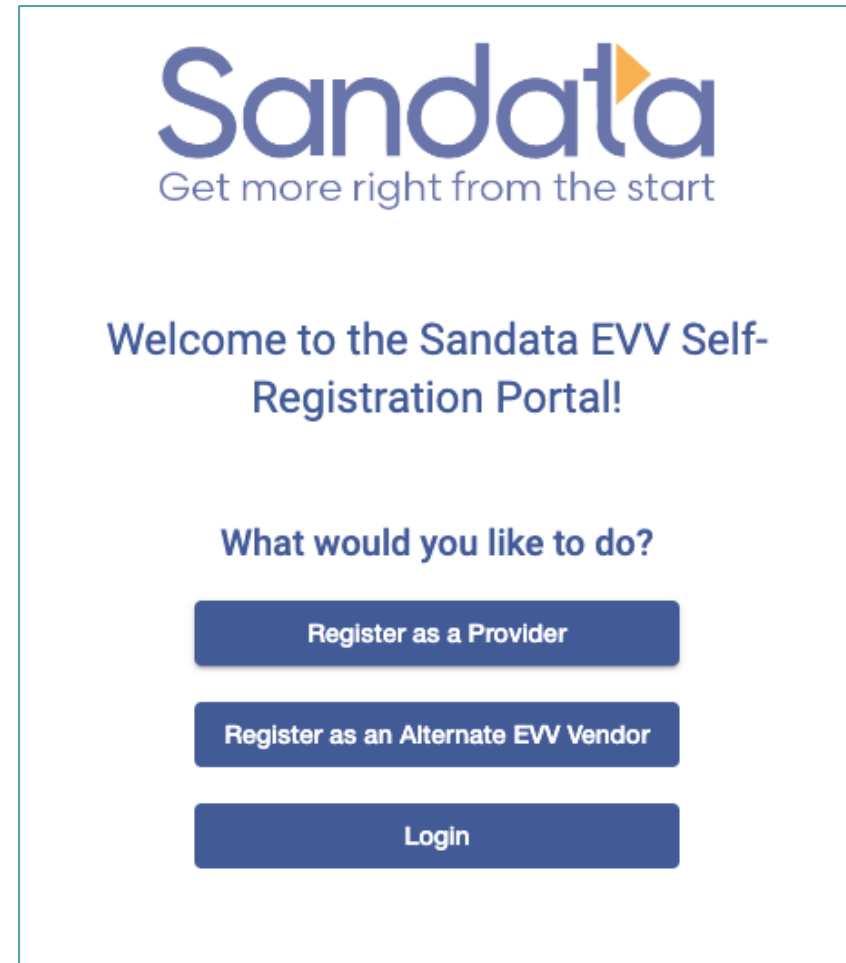
☐ My organization is not listed

Continue Registration



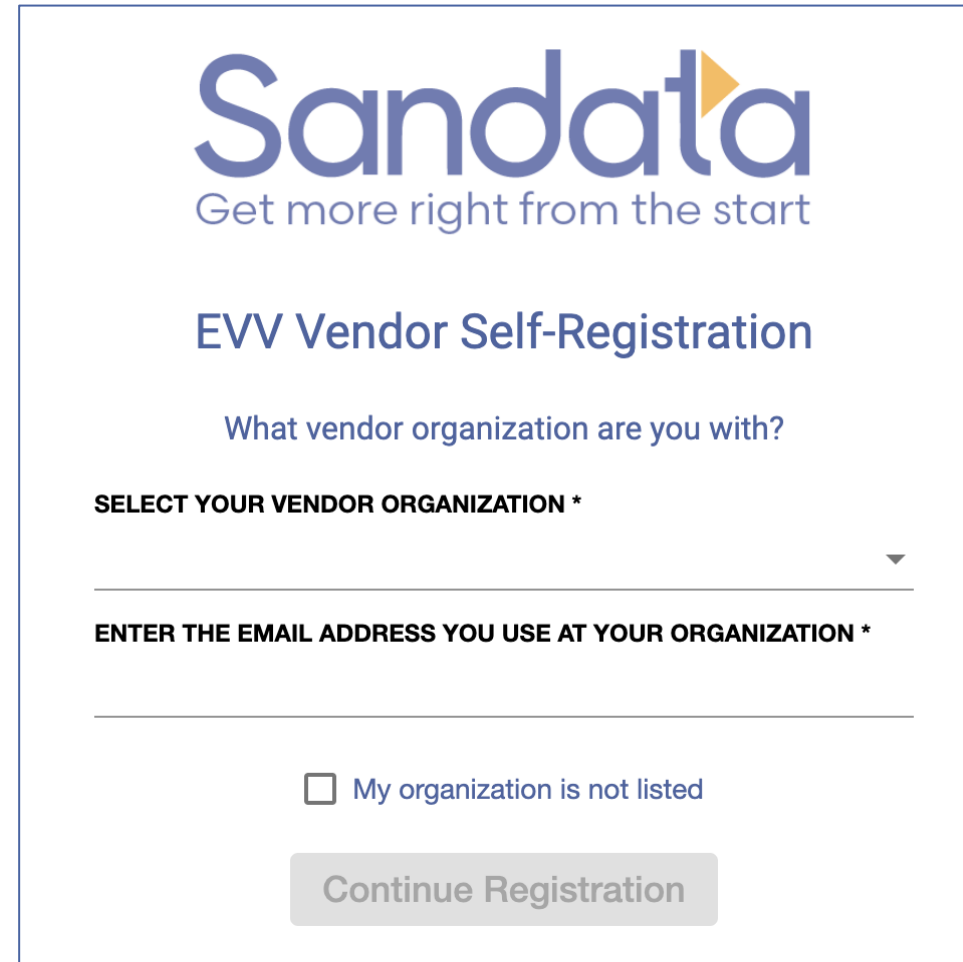
## EVV Vendor Landing Page

- ▶ Vendors will go to the portal link.
- ▶ If a vendor has never logged in before, they would need to Register as an Alternate EVV Vendor.
- ▶ If a vendor is a returning vendor, they would Login.



# EVV Vendor Self-Registration

- ▶ Vendors would select their organization and the email address to use.
- ▶ Vendor must already exist.
- ▶ The user email address must be associated with the vendor in our Zendesk system.
- ▶ At least one provider must have noted that vendor as their vendor of choice.



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

**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.
- ▶ Finish Registration.



Get more right from the start

### EVV Vendor Self-Registration

These providers have indicated that ABCSRCM will be their Alt EVV vendor. Please select a provider for certification:

<b>Zheng Fei - Medicaid ID 558749143B</b>
<b>Cards - 684567047 - Medicaid ID</b>

**Finish Registration**

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.

# Vendor Home Page

**Sandata** <  
EV Self-Registration Portal

Home

Manage Payer Programs ^

Arizona (AHCCCS)

BlueCare TN Home Health

California (CalEVV)

Colorado HCPF

Connecticut Dept. of Social Services

Delaware Health and Social Services

District of Columbia DHCF

Hawaii Med-QUEST

Idaho DHW

Illinois DHS

Indiana FSSA

Maine DHHS

Massachusetts EOHHS

Nevada Division of Health Care Financing and Policy (NV-DHCFP)

North Carolina DHHS

Home

**Payer Program Summary**

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

- ▶ Vendors will see all their status as a vendor.
- ▶ Navigation links can be expanded to see all 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.

# 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 test credentials.
- ▶ Vendors will receive testing credentials via email.
- ▶ Vendors can Conduct and Review Testing.

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

## Certification Process, cont'd

The screenshot displays a web application interface for the Ohio (OH ODM) EVV program. At the top, there are four tabs: 'Test Creds' (with a green checkmark), 'Conduct and Review Testing' (with a green checkmark and highlighted with a blue underline), 'Prod Creds' (with a green checkmark), and 'Program Resources'. The main content area under the 'Conduct and Review Testing' tab contains the following text:

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>

Below these links are two more URLs:

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

There is a blue button labeled 'Refresh Test Files'.

Below the button is a section titled 'Test Files and Results' which includes a search bar with a magnifying glass icon and the text 'Search'. Below the search bar is a table with the following headers: 'File UUID', 'POST API Response', 'Status API Response', and 'Status'. The table is currently empty, and the text 'No records found' is displayed at the bottom.

- ▶ 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)

ABCRCM - F Beaubien

Ohio (OH ODM)

Certified In Prod

Test Creds

Conduct and Review Testing

Prod Creds

Program Resources

Production Credentials by Provider

Search

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 on your behalf, and their production credentials have been issued. The EVV account for your organization will appear in the Aggregator as USAAUVEIS - 234483.

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.

## Next Steps

### 1. Get Your MassHealth ID

If you have not yet gotten a MassHealth ID, submit a User Request Form on the Mass.gov website. You will need a MassHealth ID to log in to the Sandata Aggregator.

NOTE: You must use the same email for your MassHealth ID that you used to register in the Sandata Self-Registration Provider Portal. If those emails do not match up, please [contact](#) Sandata Customer Support.

### 2. Complete Training

Training is free and easy. Register in [Sandata Learn](#) take the Aggregator training.

### 3. Log in to the Sandata Aggregator

Once you have taken training, access the Sandata Aggregator from the Mass.gov Virtual Gateway.

1. Sign in with your MassHealth ID
2. Select the **Sandata EVV** button

Once on the Aggregator login page, select **Forgot Password** 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:

[Use the email associated with your MassHealth ID and Sandata provider accounts.](#)

PASSWORD: Enter your new password.

Once you are signed in, you will see your EVV account (STX) number in the upper righthand corner of the screen. It is important to document the STX number, especially if you provide or manage services under more than one account as an agency staff member or if you record visits both as an independent provider and as an agency employee.

If you have any questions regarding this process or need help, please [Submit a Request](#) via Sandata On-Demand.

Sincerely,

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

**Providers Available for Production Credentials** ⓘ

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

# Alternate EVV Specification Review with Vendors



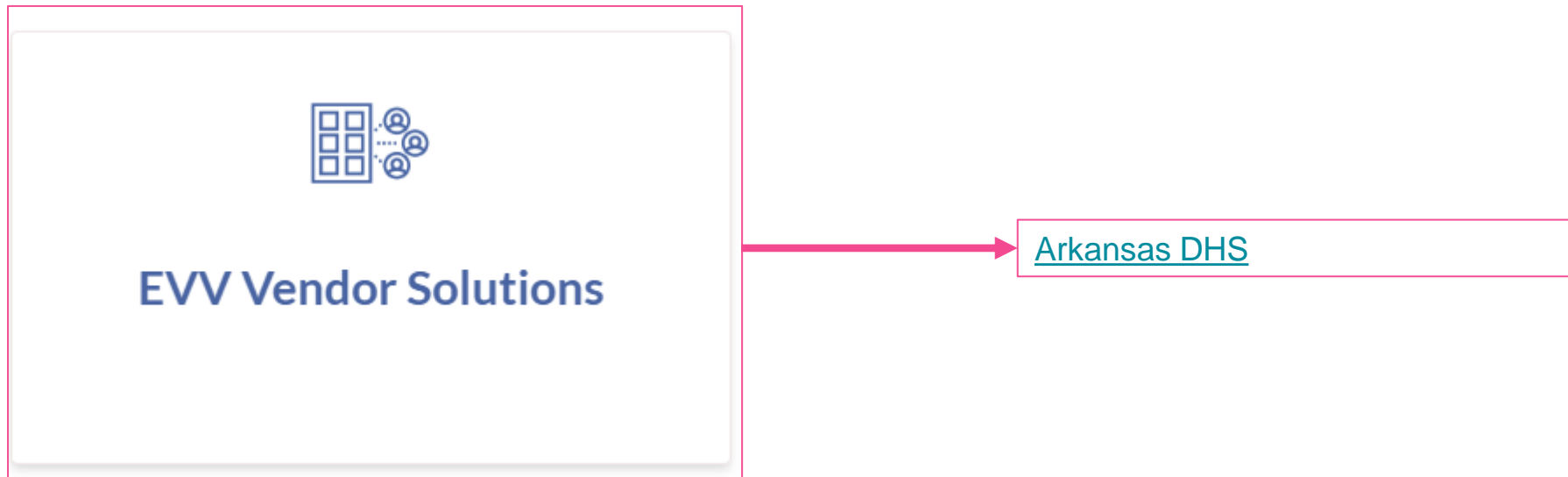
# Alternate EVV Vendor Specifications

When you access Sandata On-Demand, you will see a tile for EVV Vendor Solutions

After clicking on that tile, you will see tiles for each state.

Choose the Arkansas (DHS) tile to get content/information relevant to this program.

Current alternate EVV vendor specifications will be found here.



# Alt EVV Overview

---

- Vendors must send data via Web Service API using JSON to Sandata, following specified endpoints
- Each vendor needs to submit three separate JSON files
  - Client
  - Employee
  - Visit
- Client and employee records must be sent and received successfully before sending visit data
- Data sent to Sandata will be visible in the Aggregator.



## Arkansas Specific Rules

Payer	Program	Sandata Service Code	HCPCS Code	Modifier 1	Service Description (Portal and SMC)
Any Passe	MNGD CARE	S9131_02	S9131	UB	PTA Home Health
Any Passe	MNGD CARE	S9131	S9131		PT Home Health
Any Passe	MNGD CARE	T1021_03	T1021	TD	RN Home Health
Any Passe	MNGD CARE	T1021_04	T1021	TE	LPN Home Health
Any Passe	MNGD CARE	T1021	T1021		Aide Home Health

# Client Overview

---

- Four Segments for client records
  - Client General – Required
  - Client Payer – Conditional
  - Client Address – Required (At least one)
  - Client Phone – Conditional
- Identifiers are used for matching logic
  - ProviderID values:
    - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
  - ClientIdentifier: 10-Digit (MedicaidID)
- Client Validation
  - Matching ProviderID
  - ClientIdentifier length
  - Required Segments

# Client Overview: JSON

Index	Element	Description	Max Length	Type	Required?	Expected Value
<b>Segment - ProviderIdentification – Required for the Client and Visit Endpoints</b>						
1	ProviderQualifier	Identifier sent as the unique identifier for the provider.	20	String	Yes	REQUIRED This is the provider Medicaid ID.  Literal Value 'MedicaidID'
2	ProviderID	Unique identifier for the agency. ID type must match to the ProviderQualifier value being passed for provider validation and lookup.	50	String	Yes	REQUIRED 9-character identifier for the provider.
<b>ClientGeneralInformation – Required</b>						
1	ClientFirstName	Client's First Name. Characters allowed: A-Z' . – space. Truncate if greater than 30 characters.	30	String	Yes	REQUIRED
2	ClientMiddleInitial	Client's Middle Initial. May be required if needed for billing. 1 character only.	1	String		OPTIONAL – RECOMMENDED
3	ClientLastName	Characters allowed: A-Z' . – space. Truncate if greater than 30 characters.	30	String	Yes	REQUIRED
4	MedicaidID	The client's Medicaid ID number	64	String	Yes	REQUIRED Medicaid ID - 10 digits - always 10, 0 padded at the left.
15	ClientOtherID	Additional Client User-Defined ID	24	String	Yes	REQUIRED Medicaid ID - 10 digits - always 10, 0 padded at the left. Resend the same Medicaid ID as in #6 above.

```
{
  "ProviderIdentification": {
    "ProviderQualifier": "MedicaidID",
    "ProviderID": "100746421"
  },
  "Client Qualifier": "ClientCustomID",
  "ClientIdentifier": "0028185262",
  "ClientFirstName": "Sixteen",
  "ClientLastName": "AR",
  "ClientMedicaidID": "0028185262",
  "SequenceID": "2021010116",
  "ClientOtherID": "0028185262",
  "ClientTimezone": "US/Central",
  "ClientCustomID": "0028185262",
  "ClientPayerInformation": [
    {
    }
  ]
},
```



# Employee Overview

---

- One Required Segment for Employee (Caregiver, Care Workers)
  - Employee General
- Identifiers are used for matching logic
  - ProviderID values:
    - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
  - EmployeeIdentifier
    - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
- Employee Validation
  - EmployeeIdentifier length check
  - EmployeeIdentifier will be matched to existing records:
    - **No Match = Insert New Record**
    - **Yes Match = Update existing**

# Employee Overview: JSON

Index	Element	Description	Max Length	Type	Required?	Expected Value
ClientGeneralInformation – Required						
1	EmployeeQualifier	A value sent to uniquely identify the employee.	20	String	Yes	REQUIRED Literal Value 'EmployeeCustomID'
2	EmployeeID	An employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received third-party EVV information with the payer information provided and should be defined as the same value.	64	String	Yes	REQUIRED Medicaid ID / Provider ID value.  Always 9-characters.  Will be used, together with Last Name to allow Providers to link their employees.
3	EmployeeLastName	Employee's last name  A-Z ' ' – space Truncate to 30 characters.	30	String	Yes	REQUIRED
4	EmployeeFirstName	Employee's first name.  Characters A-Z ' ' – space Truncate to 30 Characters.	30	String	Yes	REQUIRED
5	EmployeeMiddleInitial	Employee's middle initial.  Characters A-Z	1	String		OPTIONAL / RECOMMENDED
6	EmployeeSSN	Employee's Social Security Number. Format determined during implementation.	9	String	Yes	REQUIRED  Last 4-Digits of the Employees SSN.

```
[{
  "EmployeeQualifier": "SandataID",
  "EmployeeID": "98754321",
  "EmployeeLastName": "Doe",
  "EmployeeFirstName": "John",
  "EmployeeMiddleInitial": "C",
  "EmployeeSSN": "4321",
  "AccountAccessReqd": False,
  "SMCAccessReqd": True,
  "EmployeeEmailAddress": "jdoe@sandata.com",
  "Action": "C",
}]
```

# Visit Overview

---

- One Required Segments for Visit Records
  - Visit General
- Three Conditional Segments for Visit Records
  - Calls
  - Visit Exceptions Acknowledgement
  - Visit Changes
- Identifiers are used for matching logic
  - ProviderID values:
    - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
  - VisitOtherID values: ID from Vendor System
    - This value must be consistent for all submissions of an individual visit.
  - ClientIdentifier: 10-Digit (MedicaidID)
  - EmployeeIdentifier: See previous slide



# Visit Overview: JSON

Index	Element	Description	Max Length	Type	Required?	Expected Value
<b>Segment - ProviderIdentification – Required for the Client and Visit Endpoints</b>						
1	ProviderQualifier	Identifier sent as the unique identifier for the provider.	20	String	Yes	REQUIRED This is the provider Medicaid ID.  Literal Value 'MedicaidID'
2	ProviderID	Unique identifier for the agency. ID type must match to the ProviderQualifier value being passed for provider validation and lookup.	50	String	Yes	REQUIRED This is the provider's Medicaid ID. 9-character identifier for the provider. This would be the billing provider.
<b>ClientGeneralInformation – Required</b>						
1	PatientQualifier	Defines what ID is being sent for the Client. Exact value to be determined during Implementation	10	String	Yes	REQUIRED  Literal Value 'MedicaidID'
2	PatientID	Exact value to be determined during implementation. Identifier sent must be paired with the PatientQualifier.	15	String	Yes	REQUIRED 10-character State Assigned Medicaid ID.
3	ServiceStartDate	The date when the services started.	10	Date	Yes	REQUIRED
4	ServiceEndDate	If there is a range of dates that are being requested, the last start date of the service and must be greater than the 'ServiceStartDate'. If the ServiceEndDate is PRIOR to the ServiceStartDate, then we will REJECT the record.	10	Date	Yes	Required
15	ProcedureCode	Service Identifier. HCPCS Code or another identifier determined during implementation. Payer specific values and mapping to be provided. Code used for billing the procedure.	5	String	Yes	REQUIRED Values: S9131 or T1021 based on program configuration

```
[
{
  "ProviderIdentification": {
    "ProviderID": "123456789",
    "ProviderQualifier": "Other"
  },
  "PatientID": "0123456789",
  "SequenceID": 1,
  "VisitOtherID": "156DF5698HKJM48",
  "EmployeeQualifier": "EmployeeCustomID",
  "EmployeeOtherID": "999999999",
  "EmployeeIdentifier": "999999999",
  "ClientIDQualifier": "ClientMedicaidID",
  "ClientID": "0123456789",
  "ClientOtherID": "0123456789",
  "VisitCancelledIndicator": false,
  "PayerID": "ARCS",
  "PayerProgram": "MNGD CARE",

  "ProcedureCode": "T1021",
  "Modifier1": null,
  "Modifier2": null,
  "Modifier3": null,
  "Modifier4": null,
  "VisitTimeZone": "US/Central",
}
]
```

# Visit Exceptions

- Exceptions ensure data align to program definition for the AR-DHS EVV program.
- AR-DHS exceptions target Cures required data for compliance.
- Most AR-DHS exceptions will cause visit rejections; therefore, are not “acknowledgeable” via the API.
  - For example: An Invalid Service provided on a Visit transmission for the AR-DHS EVV program will require correction before the visit will be accepted. Please see the Error Handling Guide for more information.
- Unmatched Client ID, Visits without In-Calls, and Visits without Out-Calls will need to be fixed in the source system and resubmitted to the AR-DHS EVV Aggregator as an update to the existing visit.

Exception Code	Acknowledge/Fix	Exception Name
0	Fix: Resubmit visit	Unknown Client
1	Fix: Resubmit visit	Unknown Employee
3	Fix: Resubmit visit	Visits Without In-Calls
4	Fix: Resubmit visit	Visits Without Out-Calls
15	Acknowledge: submit VisitExceptionAcknowledgement segment	Unmatched Client ID / Phone
23	Fix: Resubmit visit	Missing Service

**Location to Error Handling Doc on AR-DHS Website:**  
Link to be added once provided to Sandata from AR

# AR-DHS EVV Program Exceptions

Exception Code	Exception Name	Description	Acknowledge / Fix
0	Unknown Client	Exception for a visit that was performed for a client that is not yet entered or not found in the EVV system.	Fix: Resubmit visit. Visit will be rejected without a Client.
1	Unknown Employee	Exception for a visit that was performed by an employee that is not yet entered or not found in the EVV system.	Fix: Resubmit visit. Visit will be rejected without an Employee.
23	Missing Service	Exception when the service provided during a visit is not recorded or present in the system.	Fix: Resubmit corrected visit with a service.
42	Missing Location	A value of Home/Community has not been applied to the visit	Acknowledge: this exception must be acknowledged using the VisitExceptionAcknowledgement segment.
2	Visits Without Any Calls	Exception thrown when a visit is recorded without an "in" call and without an "out" call for the visit.	Fix: The user(s) must provide adjusted times for the visit assuming the visit was completed before the visit was sent.
3	Visits Without In-Call	Exception thrown when a visit is recorded without an "in" call that began the visit.	Fix: The user(s) must provide adjusted times for the visit assuming the visit was completed before the visit was sent.
4	Visits Without Out Call	Exception thrown when a visit is recorded without an "out" call that completed the visit.	Fix: The user(s) must provide adjusted times for the visit assuming the visit was completed before the visit was sent.

# AR-DHS EVV Program Exceptions

Exception Code	Exception Name	Description	Acknowledge / Fix
15	Unmatched Client ID / Phone	(Telephony only) Exception when the visit was recorded from a phone number that was not matched to a recipient of care in the EVV system.	Informational: No action required.
40	Service Verification	Exception occurs when the program has the 'client verification of the visit' enabled, and is triggered when the client indicates that the SERVICE RECORDED in the EVV visit does not reflect the actual activity performed during that visit.	Informational: No action required.
28	Visit Verification	Exception occurs when the program has the 'client verification of the visit' enabled, and is triggered when the client indicates that the DURATION of the EVV visit does not reflect the amount of time that care was actually provided for.	Informational: No action required.
39	Client Signature Exception	Exception occurs when the program has the 'client verification of the visit' enabled, and is triggered when the visit does not have a signature or client voice recording captured at the time of service.	Informational: No action required.
25	GPS Distance Exception	(Mobile only) Exception that occurs when the GPS coordinates recorded for a visit are outside the parameterized tolerance (in feet) from a known address for the member / recipient in the EVV system.	Informational: No action required.
21	No Show	(Scheduling only) This exception occurs when a visit has been scheduled, but no calls have been received for that visit.	Informational: No action required.



# Next Steps



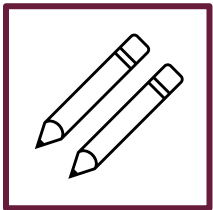


# Next Steps for EVV Engagement



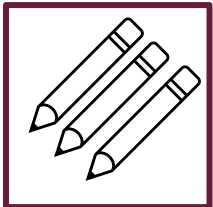
## ENGAGE:

- Look for upcoming EVV communications from AR-DHS.



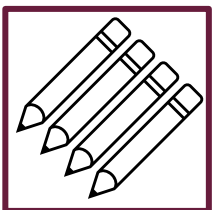
## LEARN:

- 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](mailto:evvarkansas@dhs.arkansas.gov)

## Additional Town Hall Sessions Scheduled

Sandata will host 2 additional Town Halls designed for providers, Alternate EVV vendors, health plans, and other stakeholders. Each event will include content from previous sessions and additional information.

**Town Hall #3**  
**(TENTATIVE DATE)**  
**Thursday, December 12\*\***  
**10:30 – 12:00pm CST**

- Provider and Vendor Portal Recap
- Training Opportunity Deep Dive
- Provider Agency Onboarding
- Customer Support
- Q&A

**Final Town Hall**  
**~February 2025**

- Provider Training
- Program Go-Live details
- Customer Support



# EVV Implementation Key Dates

Key Activities	Scheduled Date*	Status
Town Hall #2 – Provider Registration, Alt EVV Specs & Vendor Registration & Testing	Tuesday, November 12, 2024	Today – In Progress
Town Hall #3 – Program Review, Provider & Vendor Portals, Launch updates & Provider Onboarding	Thursday, December 12, 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

\*\* = Tentatively scheduled

---

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

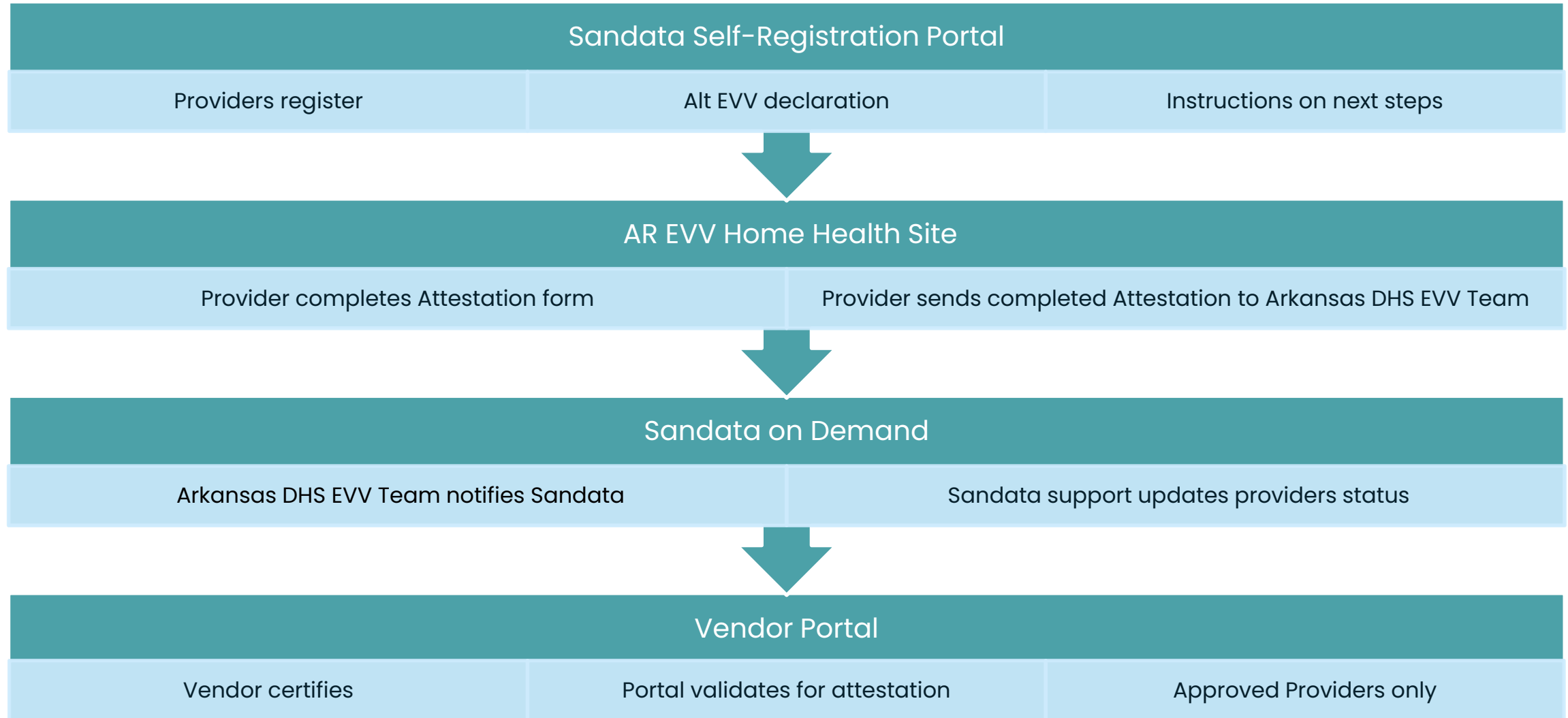




# Why do providers need to register?

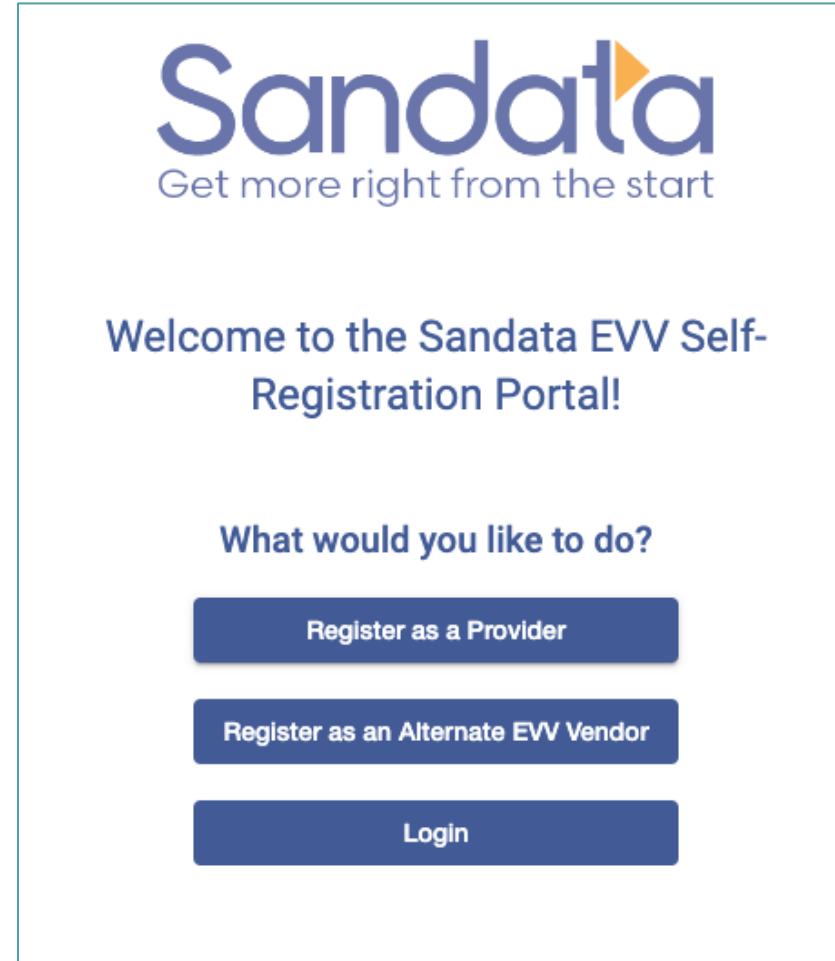
- ▶ Ensures providers who are required to use EVV when providing services for AR-DHS members have accounts, which results in more accurate program reporting
- ▶ Captures up-to-date contact information for providers
- ▶ Creates one place for providers to both register for the EVV program and indicate 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 Self-Registration Portal Landing Page

Select Register as a Provider



The screenshot shows the Sandata EVV Self-Registration Portal landing page. At the top is the Sandata logo with the tagline "Get more right from the start". Below this is a welcome message: "Welcome to the Sandata EVV Self-Registration Portal!". A question "What would you like to do?" is followed by three blue buttons: "Register as a Provider", "Register as an Alternate EVV Vendor", and "Login".

**Sandata**  
Get more right from the start

Welcome to the Sandata EVV Self-Registration Portal!

What would you like to do?

Register as a Provider

Register as an Alternate EVV Vendor

Login

# 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

- ▶ 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)

**Contact Information** ^

Address

ADDRESS LINE 1 \*

ADDRESS LINE 2

CITY \*

STATE \*

▼

ZIP CODE \*

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

COUNTY

PROVIDER PHONE NUMBER \*

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

Provider User Contact Information

PROVIDER USER FIRST NAME \*

Provider User First Name

PROVIDER USER LAST NAME \*

Provider User Last Name

PROVIDER USER EMAIL \*

JDoe@example.com

CONFIRM PROVIDER USER EMAIL \*

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 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!