

Blue Cross Blue Shield of North Dakota

Alternate EVV Town Hall
January 2025



Agenda

Introduction

Alternate EVV Registration Portals

- Overview and Workflow
 - Provider Registration
 - Vendor Registration and Testing

Alternate EVV Specification Review

- Alternate EVV Overview
- Alternate EVV Specifications and JSON
- Alternate EVV Common Issues
 - Integration Best Practices
 - Support Resources

Next Steps for Registrants

Resources





Welcome!

This is an overview of the Alternate EVV process for the Blue Cross Blue Shield of North Dakota Program. BCBSND Vendors and Providers are welcome, there is information useful to both parties.

Town Hall Presenters



Marney Ridout

Sandata
Jr. Project Manager



Jibreel Rice

Sandata
Technical Account Manager

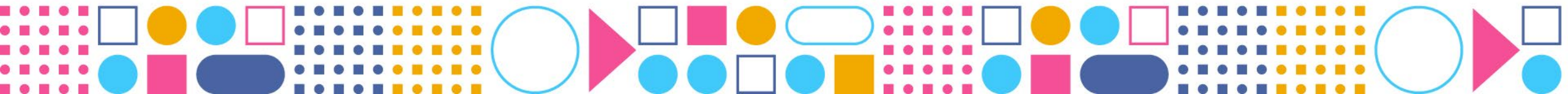


Fay Beaubien

Sandata
Product Management Director

Alternate EVV Provider Registration Overview


Fay Beaubien



Provider Registration and Alt EVV Selection

1. Go to Sandata on Demand and complete a webform via the following link:
https://sandata.zendesk.com/hc/en-us/requests/new?ticket_form_id=34424201260947
2. Select the "Alternative EVV System Registration and Support – North Dakota BCBS" Form
3. Enter your contact information and the Provider Agency Admin contact information
4. Select "Register an Alternate EVV Vendor for the first time"
5. Select Alt EVV Vendor from List or "Other"
6. If "Other", enter Alternative EVV Vendor Name and Contact Information

Submit a request

 Providing as much information as possible in your request will allow us to help you faster

This form is for providers who have chosen to use an alternate EVV system in North Dakota. This form allows providers to:

- Register an Alternate EVV Vendor for the first time
- Switch from one Alternate EVV Vendor to another Alternate EVV Vendor

Please note, if a provider will be using multiple Medicaid IDs, the provider will need to complete a separate form for each unique Medicaid ID number.

**Please complete all fields accurately. Any incorrect information will delay the arrival of your agency/vendor credentials.*

*For general Sandata Alternate EVV questions or assistance, [click here](#)
(this link will take the user to the Sandata General Alternate EVV Form)*

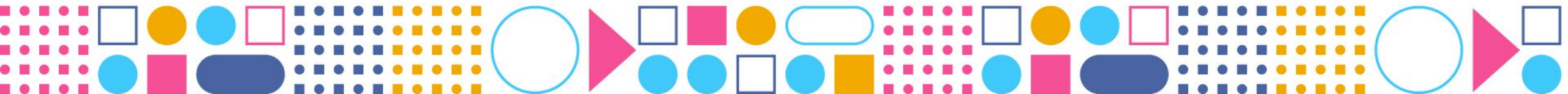
Please select the most appropriate form from the list below.

Alternate EVV System Registration and Support – North Dakota BCBS ▼

Your Email Address *

Alternate EVV Vendor Self-Registration Portal Overview

Fay Beaubien





Alt-EVV Vendor 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?

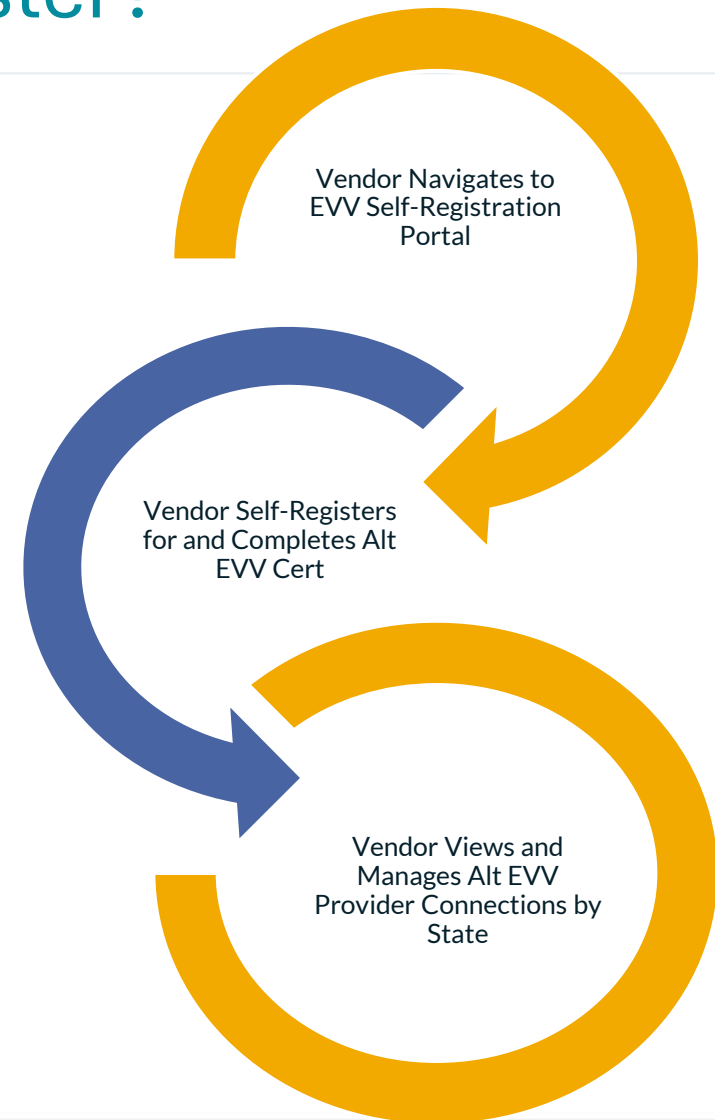
- Utilize the Sandata Vendor Registration Portal
- <https://evv-registration.sandata.com/>

When can vendors register?

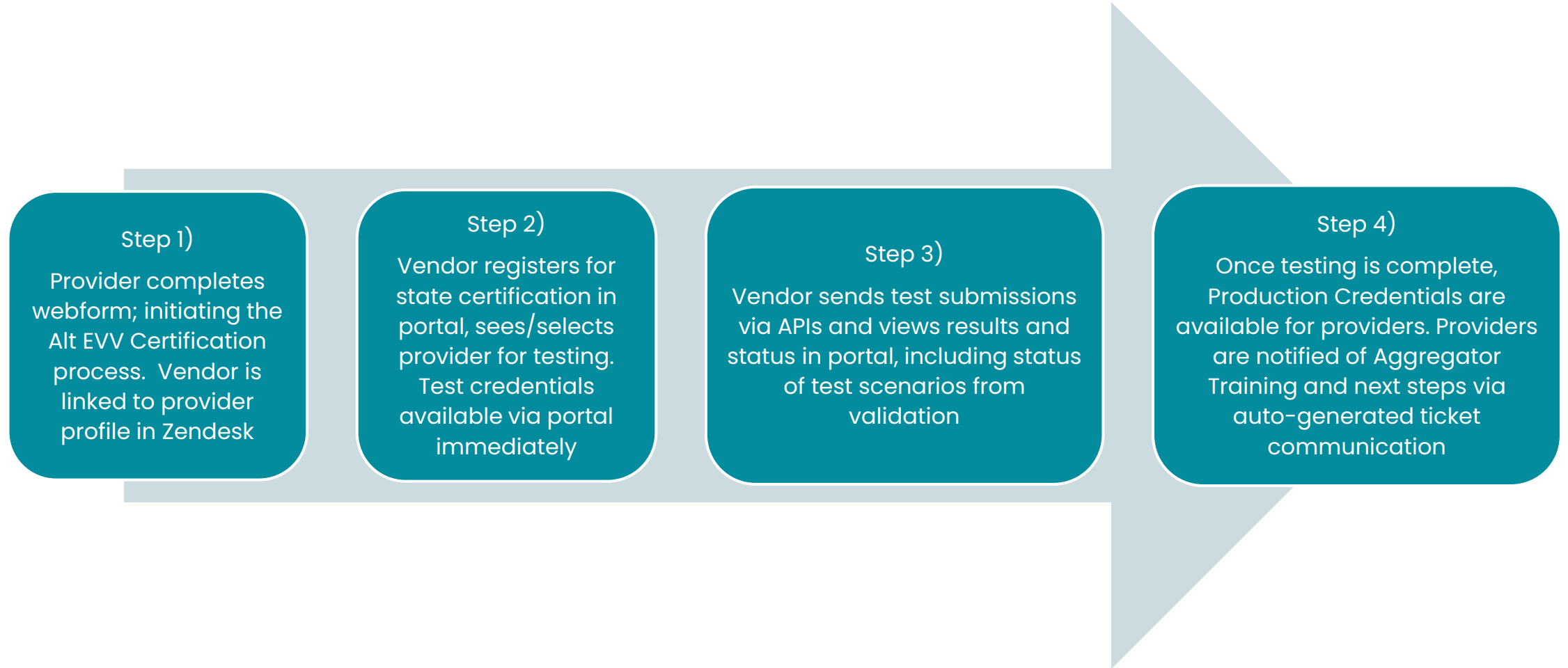
- The Sandata Vendor Registration Portal is now open

Why do Alt-EVV vendors need to register?

- ▶ 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 BCBSND program
- ▶ Once certified, vendors can request production credentials for providers

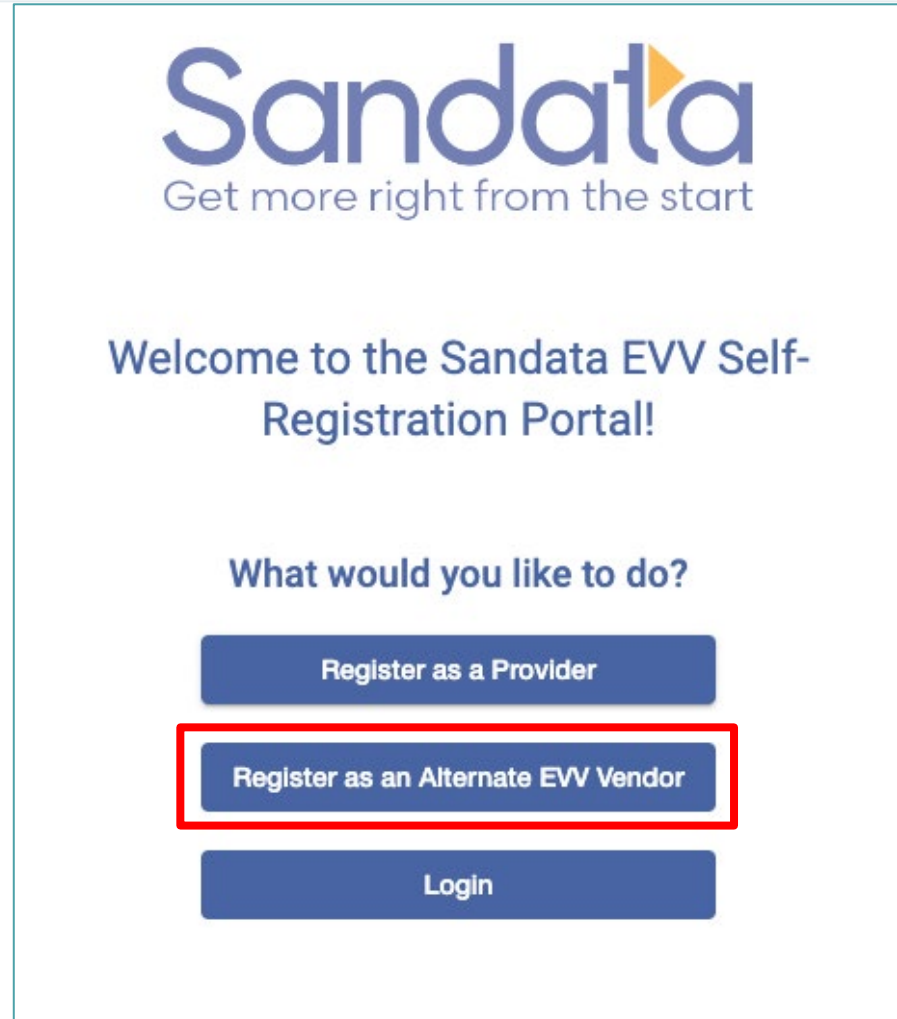


The EVV Self-Registration Process



Alternate EVV Self-Registration Portal Landing Page

- ▶ New vendors or new vendor contacts must register via Sandata on Demand (SoD) prior to accessing the vendor registration portal
- ▶ All vendors will go to the vendor portal and register one time as an alternate EVV vendor for the BCBS of North Dakota program
 - ▶ Vendor Portal: <https://evv-registration.sandata.com/>



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

Alt EVV Vendor Self-Registration Process

- ▶ Vendors will select their organization and enter their email address
- ▶ 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



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

Alt EVV Vendor Self-Registration Process | 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 followed by the tagline "Get more right from the start". Below this, the title "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 table with three rows of provider information is shown, with the first row highlighted in light blue. At the bottom of the table area 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."

Vendor Portal Home Page

- ▶ 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

Sandata <
EVV Self-Registration Portal

Home

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

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

Certification Process

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

Manage Payer Programs > [redacted] ABCSRCM - F Beaubien

[redacted] 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

Certification Process, cont'd

- ▶ 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

Test Creds

Conduct and Review Testing

Prod Creds

Program Resources

The [redacted] 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 "[redacted]" 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 [redacted] 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

Test Files and Results

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

Certification Process, cont'd

Manage Payer Programs > ABCSCRM - F Beaubien ▾

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
		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

Requesting Credentials for Other 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

Providers Available for Production Credentials i

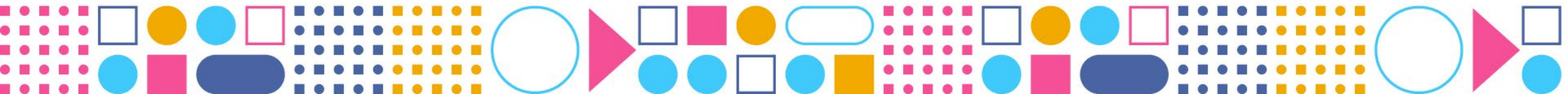
Provider Name and Provider ID	Select Provider for Prod Cred Creation
Tom K Smith 009 - 5698517014	<input type="checkbox"/>
Lull - 250309472	<input type="checkbox"/>

Get Prod Creds

Certification Completion: 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

Alternate EVV Specifications and JSON

Jibreel Rice



Provider Identification Qualifier

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	<u>ProviderQualifier</u>	Identifier sent as the unique identifier for the provider.	20	String	Yes	Literal Value: 'NPI'
2	<u>ProviderID</u>	Unique identifier for the agency. ID type must <u>match to</u> the <u>ProviderQualifier</u> value being passed for provider validation and lookup.	50	String	Yes	Provider's NPI

ProviderID must be the 10 digits NPI value.



Client Overview: Specification

- ▶ Four Segments for client records
 - ▶ Client General – Required
 - ▶ Client Payer – Optional
 - ▶ Client Address – Required (At least one)
 - ▶ Client Phone – Conditional

- ▶ Identifiers are used for matching logic
 - ▶ ProviderID values:
 - ▶ “NPI”
 - ▶ ClientIdentifier:
 - ▶ 15-character BCBSND ID (UMI)

- Client Validation
 - ▶ Matching ProviderID
 - ▶ ClientIdentifier length
 - ▶ Required Segments
 - ▶ ClientCustomID & ClientBirthDate used for matching state member file

Client Overview: JSON (1)

ProviderIdentification - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	ProviderQualifier	Identifier sent as the unique identifier for the provider.	20	String	Yes	Literal Value: 'NPI'
2	ProviderID	Unique identifier for the agency. ID type must match the ProviderQualifier value being passed for provider validation and lookup.	50	String	Yes	Provider's NPI

Client General Information - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
5	<u>ClientQualifier</u>	Value sent to uniquely identify the client. This value should be the same as the value used by the payer in the payer provided client feed.	20	String	Yes	Option: 'ClientCustomID' This is the client's BCBSND UMI
6	<u>ClientMedicaidID</u>	Unique ID provided by the State Medicaid program to the client.	64	String	Optional	Client's 10-digit State Medicaid ID (must be 10-digits, left padded with 0s)
7	<u>ClientAltMedicaidID</u>	Alternate ID used for purposes of receiving Medicaid benefits	15	String		DO NOT PROVIDE
8	<u>ClientIdentifier</u>	Payer-assigned client identifier identified by <u>ClientQualifier</u> . If client and associated authorization information is received from the payer, this information will be used to link the received third-party EVV information with the payer information provided.	64	String	Yes	BCBSND ID (UMI) 15 Characters Alpha Numeric (always 15)

```
CLIENT
[{
  "ProviderIdentification":{
    "ProviderQualifier": "NPI",
    "ProviderID": "1234567890"
  },
  "ClientFirstName": "Tommy",
  "ClientLastName": "Two-Toes",
  "SequenceID": "20241119113000",
  "ClientQualifier": "ClientCustomID",
  "ClientMedicaidID": "9874577130",
  "ClientIdentifier": "YGD009874577130",
  "ClientCustomID": "YGD009874577130",
  "ClientOtherID": "YGD009874577130",
  "ClientBirthDate": "1977-05-09",
  "ClientTimezone": "US/Central",
  "ClientPayerInformation":[{
    "PayerID": "NDBC",
    "PayerProgram": "MSD",
    "ProcedureCode": "G0151",
    "ClientStatus": "02",
    "EffectiveStartDate": "2024-11-01"
  }],
  "ClientAddress":[{
    "ClientAddressType": "Home",
    "ClientAddressIsPrimary": "false",
    "ClientAddressLine1": "26 Main Street",
    "ClientAddressLine2": null,
    "ClientCity": "Bismark",
    "ClientState": "ND",
    "ClientZip": "58501000"
  }],
  "ClientPhone":[{
    "ClientPhoneType": "Home",
    "ClientPhone": 5551231234
  }]
}]
```

Client Overview: JSON (2)

ClientPayerInformation - Optional

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	<u>PayerID</u>	Sandata EVV assigned ID for the payer. Payer ID is determined during the implementation process.	64	String	Yes	See Appendix 7 for program values.
2	<u>PayerProgram</u>	If applicable, the program to which this visit belongs. Potential use and list of values to be determined during implementation. See the addendum for program specific values.	9	String	Yes	See Appendix 7 for program values.
3	<u>ProcedureCode</u>	This is the billable procedure code which would be mapped to the associated service. For most programs, it is the HCPCS number. See the addendum for program specific values.	5	String	Yes	See Appendix 7 for program values.

ClientAddress – At Least 1 Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	<u>ClientAddressType</u>	Values: Home, Business, Other. Note that multiple of the same type can be provided.	12	String	Yes	REQUIRED
2	<u>ClientAddressIsPrimary</u>	One address must be designated as primary Values: true/false	5	String	Yes	REQUIRED Value: 'false'. Primary address to be provided by BCBSND.
3	<u>ClientAddressLine1</u>	Street address line 1 associated with this address. A PO Box may not be acceptable for billing, and a PO box will not function correctly for MVV. Characters allowed: Alphanumeric _ ' - # , / space Truncate to 30-characters.	30	String	Yes	REQUIRED

```

CLIENT
[
  {
    "ProviderIdentification": {
      "ProviderQualifier": "NPI",
      "ProviderID": "1234567890"
    },
    "ClientFirstName": "Tommy",
    "ClientLastName": "Two-Toes",
    "SequenceID": "20241119113000",
    "ClientQualifier": "ClientCustomID",
    "ClientMedicaidID": "9874577130",
    "ClientIdentifier": "YGD009874577130",
    "ClientCustomID": "YGD009874577130",
    "ClientOtherID": "YGD009874577130",
    "ClientBirthDate": "1977-05-09",
    "ClientTimezone": "US/Central",
    "ClientPayerInformation": [
      {
        "PayerID": "NDBC",
        "PayerProgram": "MSD",
        "ProcedureCode": "G0151",
        "ClientStatus": "02",
        "EffectiveStartDate": "2024-11-01"
      }
    ],
    "ClientAddress": [
      {
        "ClientAddressType": "Home",
        "ClientAddressIsPrimary": "false",
        "ClientAddressLine1": "26 Main Street",
        "ClientAddressLine2": null,
        "ClientCity": "Bismark",
        "ClientState": "ND",
        "ClientZip": "58501000"
      }
    ],
    "ClientPhone": [
      {
        "ClientPhoneType": "Home",
        "ClientPhone": "5551231234"
      }
    ]
  }
]

```




Employee Overview

- ▶ One Required Segment for Employee (Caregiver, Care Workers)
 - ▶ Employee General
- ▶ Identifiers are used for matching logic
 - ▶ ProviderID values:
 - ▶ “NPI”
 - ▶ EmployeeQualifier
 - ▶ ‘EmployeeCustomID’
 - ▶ EmployeeIdentifier
 - ▶ Unique employee identifier in the external system. Please do **NOT** provide the full SSN.
- ▶ Employee Validation
 - ▶ Matching ProviderID
 - ▶ EmployeeIdentifier will be matched to existing records:
 - ▶ **No Match = Insert New Record**
 - ▶ **Yes Match = Update existing**

Employee Overview: JSON

ProviderIdentification - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	ProviderQualifier	Identifier sent as the unique identifier for the provider.	20	String	Yes	Literal Value: 'NPI'
2	ProviderID	Unique identifier for the agency. ID type must match the ProviderQualifier value being passed for provider validation and lookup.	50	String	Yes	Provider's NPI

```
EMPLOYEE
[ {
  "ProviderIdentification": {
    "ProviderQualifier": "NPI",
    "ProviderID": "1234567890"
  },
  "EmployeeQualifier": "EmployeeCustomID",
  "EmployeeIdentifier": "987654321",
  "EmployeeOtherID": "987654321",
  "SequenceID": 20241119113000,
  "EmployeeSSN": "000024244",
  "EmployeeFirstName": "John",
  "EmployeeLastName": "Doe",
  "EmployeeEmail": "john.doe@fakeemail.com"
} ]
```

Employee General - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	EmployeeQualifier	Value being sent to unique identify the employee.	20	String	Yes	Literal Value: 'EmployeeCustomID'
2	EmployeeIdentifier	Employee identifier identified by EmployeeQualifier	9	String	Yes	REQUIRED Unique employee identifier in the external system. Please do not provide the full SSN.
3	EmployeeOtherID	Unique employee identifier in the external system, if any.	64	String	Yes	REQUIRED This will be used to update the record. Please do not provide the full SSN.



Visit Overview (1)

- ▶ One Required Segments for Visit Records
 - ▶ Visit General
- ▶ Three Conditional Segments for Visit Records
 - ▶ Calls
 - ▶ Visit Exceptions Acknowledgement
 - ▶ VisitChanges
- ▶ Identifiers are used for matching logic
 - ▶ ProviderID values:
 - ▶ “NPI”
 - ▶ VisitOtherID values: ID from Vendor System
 - ▶ This value must be consistent for all submissions of an individual visit.
 - ▶ ClientIdentifier: 15 characters (UMI)
 - ▶ EmployeeIdentifier: See previous slide

Visit Overview (2)

Index	Element	Description	Max Length	Type	Required?	Expected Value
14	VisitLocationType	Self-Reported visit location REQUIRED for all call types.	25	String	Yes	1=Home, 2=Community

► Required Field for Calls Segment

- VisitLocationType – this specifies the place of service rendered by caregivers as Home or Community.
- Required for all CallTypes including “Mobile”, “Telephony”, “Manual”, “FVV”, and “Other”.



Visit Overview (3)

- ▶ Procedure Code Validation
 - ▶ PayerID, PayerProgram and ProcedureCode must match to a valid record defined in specification
- ▶ ClientIdentifier must match to existing client record within the agencies account
- ▶ EmployeeIdentifier must match to existing employee record within the agencies account
- ▶ Conditional Segments are required based on the condition for the segment
 - Example: When a change is required for a visit previously sent to the State Aggregator, the updated visit will require the VisitChanges Segment

Visit Overview: JSON (1)

ProviderIdentification - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	ProviderQualifier	Identifier sent as the unique identifier for the provider.	20	String	Yes	Literal Value: 'NPI'
2	ProviderID	Unique identifier for the agency. ID type must match the ProviderQualifier value being passed for provider validation and lookup.	50	String	Yes	Provider's NPI

Visit General Information - Required

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	<u>VisitOtherID</u>	Visit identifier in the external system	50	String	Yes	REQUIRED
2	SequenceID	The third-party visit sequence ID to which the change applied. If TIMESTAMP is used: YYYYMMDDHHMMSS Numbers only; no other characters.	16	Integer	Yes	REQUIRED
3	<u>EmployeeQualifier</u>	Value sent to unique identify the employee. Values: <u>EmployeeSSN</u> , <u>EmployeeRegID</u> , <u>EmployeeCustomID</u> .	20	String	Yes	REQUIRED Literal Value: 'EmployeeCustomID'
4	EmployeeOtherID	Unique employee identifier in the external system, if any.	64	String	Yes	REQUIRED Unique employee identifier in the external system. Please do not provide the full SSN.

```
VISIT
[[
  {
    "ProviderIdentification": {
      "ProviderQualifier": "NPI",
      "ProviderID": "1234567890"
    },
    "VisitOtherID": "1234567890123456789",
    "SequenceID": "20241119113000",
    "EmployeeQualifier": "EmployeeCustomID",
    "EmployeeIdentifier": "987654321",
    "EmployeeOtherID": "987654321",
    "ClientIDQualifier": "ClientCustomID",
    "ClientID": "YGD009874577130",
    "ClientOtherID": "YGD009874577130",
    "VisitCancelledIndicator": false,
    "PayerID": "NDBC",
    "PayerProgram": "MSD",
    "ProcedureCode": "G0151",
    "VisitTimeZone": "US/Central",
    "AdiInDateTime": null,
    "AdiOutDateTime": null,
    "BillVisit": true,
    "Memo": null,
    "Calls": [
      {
        "CallExternalID": "987654321",
        "CallDateTime": "2024-11-19T14:00:00Z",
        "CallAssignment": "Time In",
        "CallType": "Manual",
        "ProcedureCode": "G0151",
        "ClientIdentifierOnCall": "9874577130",
        "CallLatitude": null,
        "CallLongitude": null,
        "MobileLogin": null,
        "TelephonyPIN": null,
        "OriginatingPhoneNumber": null,
        "VisitLocationType": "1"
      },
      {
        "CallExternalID": "987654321",
        "CallDateTime": "2024-11-19T15:30:00Z",
        "CallAssignment": "Time Out",
        "CallType": "Telephony",
        "ProcedureCode": "G0151",
        "ClientIdentifierOnCall": "9874577130",
        "CallLatitude": null,
        "CallLongitude": null,
        "MobileLogin": null,
        "TelephonyPIN": 1234,
        "OriginatingPhoneNumber": "5559991234",
        "VisitLocationType": "1"
      }
    ],
    "VisitExceptionAcknowledgement": [],
    "VisitChanges": [
      {
        "SequenceID": "20241119113000",
        "ChangeMadeBy": "agencyuser@fakeemail.com",
        "ChangeDateTime": "2024-11-19T15:19:54Z",
        "ReasonCode": "210",
        "ChangeReasonMemo": null,
        "ResolutionCode": "WDM"
      }
    ]
  }
]
```

Visit Overview: JSON (2)

Calls - Conditional

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	<u>CallExternalID</u>	Call identifier in the external system	16	String	Yes	REQUIRED
2	<u>CallDateTime</u>	Event date time. Must be at least to the second.	20	<u>DateTime</u>	Yes	REQUIRED Call Date Time Format: YYYY-MM-DDTHH:MM:SSZ
3	<u>CallAssignment</u>	Values: Time In, Time Out, Other	10	String	Yes	REQUIRED Literal: 'Time In' 'Time Out' 'Other'

```

VISIT
[
  {
    "ProviderIdentification": {
      "ProviderQualifier": "NPI",
      "ProviderID": "1234567890"
    },
    "VisitOtherID": "1234567890123456789",
    "SequenceID": "20241119113000",
    "EmployeeQualifier": "EmployeeCustomID",
    "EmployeeIdentifier": "987654321",
    "EmployeeOtherID": "987654321",
    "ClientIDQualifier": "ClientCustomID",
    "ClientID": "YGD009874577130",
    "ClientOtherID": "YGD009874577130",
    "VisitCancelledIndicator": false,
    "PayerID": "NDBC",
    "PayerProgram": "MSD",
    "ProcedureCode": "G0151",
    "VisitTimeZone": "US/Central",
    "AdiInDateTime": null,
    "AdiOutDateTime": null,
    "BillVisit": true,
    "Memo": null,
    "Calls": [
      {
        "CallExternalID": "987654321",
        "CallDateTime": "2024-11-19T14:00:00Z",
        "CallAssignment": "Time In",
        "CallType": "Manual",
        "ProcedureCode": "G0151",
        "ClientIdentifierOnCall": "9874577130",
        "CallLatitude": null,
        "CallLongitude": null,
        "MobileLogin": null,
        "TelephonyPIN": null,
        "OriginatingPhoneNumber": null,
        "VisitLocationType": "1"
      },
      {
        "CallExternalID": "987654321",
        "CallDateTime": "2024-11-19T15:30:00Z",
        "CallAssignment": "Time Out",
        "CallType": "Telephony",
        "ProcedureCode": "G0151",
        "ClientIdentifierOnCall": "9874577130",
        "CallLatitude": null,
        "CallLongitude": null,
        "MobileLogin": null,
        "TelephonyPIN": 1234,
        "OriginatingPhoneNumber": "5559991234",
        "VisitLocationType": "1"
      }
    ],
    "VisitExceptionAcknowledgement": [],
    "VisitChanges": [
      {
        "SequenceID": "20241119113000",
        "ChangeMadeBy": "agencyuser@fakeemail.com",
        "ChangeDateTime": "2024-11-19T15:19:54Z",
        "ReasonCode": "210",
        "ChangeReasonMemo": null,
        "ResolutionCode": "WDM"
      }
    ]
  }
]

```

VisitChanges - Conditional

Index	Element	Description	Sandata Max Length	Type	Required	BCBSND
1	SequenceID	The third-party visit sequence ID to which the change applied. If TIMESTAMP is used: YYYYMMDDHHMMSS Numbers only; no other characters.	16	Integer	Yes	REQUIRED
2	<u>ChangeMadeBy</u>	The unique identifier of the user, system or process that made the change. This could be a system identifier for the user or an email. Could also be a system process, in which case it should be identified.	64	String	Yes	REQUIRED Unique Identifier of the Change Agent Username or User Identifier who completed the change to the visit information (Required for Audit purposes)

Services

PayerID	PayerProgram	HCPCS Code	Description	Units of Measure
NDBC	MSD	G0151	Services performed by a qualified PT, 15 minutes	RULE 1
NDBC	MSD	G0152	Services performed by a qualified OT, each 15 minutes	RULE 1
NDBC	MSD	G0153	Services performed by a SLP, each 15 min	RULE 1
NDBC	MSD	G0155	Services of clinical social worker, each 15 minutes	RULE 1
NDBC	MSD	G0156	Services of home health/hospice aide, each 15 minutes	RULE 1
NDBC	MSD	G0157	Services performed by a qualified PT assistant, each 15 minutes	RULE 1
NDBC	MSD	G0158	Services performed by a qualified OT assistant, each 15 minutes	RULE 1
NDBC	MSD	G0159	Services performed by a PT for maintenance program, each 15 min	RULE 1
NDBC	MSD	G0160	Services performed by OT for maintenance program, each 15 min	RULE 1
NDBC	MSD	G0162	Services by a RN for management of plan of care, each 15 min	RULE 1
NDBC	MSD	G0299	Direct skilled nursing services of a RN, each 15 minutes	RULE 1
NDBC	MSD	G0300	Direct skilled nursing services of a LPN, each 15 minutes	RULE 1
NDBC	MSD	G0490	HH visit by a RHC or FQHC; (RN or LPN only)	RULE 3
NDBC	MSD	G0493	Services of a RN for assessment, each 15 min	RULE 1
NDBC	MSD	G0494	Services of a LPN for assessment, each 15 min	RULE 1
NDBC	MSD	G0495	RN service, training of a patient/family member, each 15 min	RULE 1
NDBC	MSD	G0496	LPN service, training of a patient/family member, each 15 min	RULE 1
NDBC	MSD	G2168	Services by a PT assistant for maintenance program, each 15 min	RULE 1

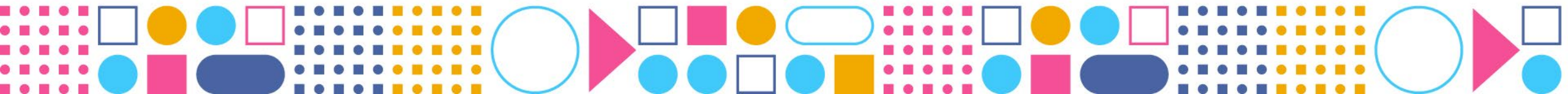
Visit Exceptions

- ▶ Exceptions ensure data align to program definition for the BCBSND program
- ▶ BCBSND exceptions target Cures required data for compliance
- ▶ Missing Location exception must be acknowledged when VisitLocationType is not 1 = Home or 2 = Community

Exception Code	Acknowledge/Fix	Exception
00	Fix	Unknown Client
01	Fix	Unknown Employee
02	Fix	Visits Without Any Calls
03	Fix	Visits Without In-Call
04	Fix	Visits Without Out-Call
23	Fix	Missing Service
42	ACK	Missing Location

Alternate EVV Common Support Issues

Jibreel Rice



Common Support Issues

▶ Invalid Credentials

- ▶ **Error Message:** "Request contains the following providers that are not authorized for the given Account & Credentials: [ProviderID]"
- ▶ **Root Cause:**
 - ▶ Some element of credentials are not valid
 - ▶ Wrong endpoint
- ▶ **What can we do to troubleshoot?**
 - ▶ Confirm correct ProviderQualifier and ProviderIdentifier
 - ▶ Confirm Account Number in the header
 - ▶ Confirm correct username and password in basic authorization
 - ▶ Confirm correct endpoints



Common Support Issues

▶ Client Not Found (Client Record)

- ▶ **Error Message:** "Client not Found. Client must be previously received from payer"
- ▶ **Root Cause:**
 - ▶ ClientCustomID and ClientBirthDate do not match the state payer member record
- ▶ **What can we do to troubleshoot?**
 - ▶ Confirm the BCBSND (UMI) 15 characters matches the state payer member record
 - ▶ Confirm ClientBirthDate matches the state payer member record.
 - ▶ Resend corrected client record.



Common Support Issues

▶ Client Not Found – Error Code -1021 (Visit Record)

- ▶ **Error Message:** “Client Not Found”
- ▶ **Root Cause:**
 - ▶ Client doesn’t exist in Agency Account.
 - ▶ Client JSON did not process successfully
 - ▶ Transmission of visit data with incorrect ClientID
- ▶ **What can we do to troubleshoot?**
 - ▶ Send the client record and confirm a successful GET status response.
 - ▶ Check the BCBSND "Alternate EVV Technical Specifications" for the format and ensure the correct value in the correct field.
 - ▶ Ensure Visit ClientID match ClientIdentifier on client record.



Common Support Issues

▶ Worker Not Found – Error Code -1031 (Visit Record)

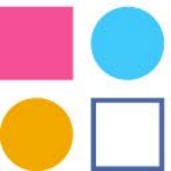
- ▶ **Error Message:** “Worker Not Found”
- ▶ **Root Cause:**
 - ▶ Employee does not exist in an agency account
 - ▶ Employee JSON did not process successfully
 - ▶ Transmission of visit data with incorrect EmployeeIdentifier
- ▶ **What can we do to troubleshoot?**
 - ▶ Send the employee record and confirm a successful GET status response.
 - ▶ Check the BCBSND "Alternate EVV Technical Specifications" for the format and ensure the correct value in the correct field.
 - ▶ Ensure Visit EmployeeIdentifier match EmployeeIdentifier on employee record.



Common Support Issues

▶ Service ID – Error Code -553 (Visit Record)

- ▶ **Error Message:** “Error during retrieving service service_id entered”
- ▶ **Root Cause(s):**
 - ▶ Service is not valid in the specifications in Services appendix
 - ▶ The service combination (PayerID, PayerProgram, ProcedureCode) are case sensitive. All values must be exactly as shown in the specifications
 - ▶ Visit is missing in and out times
- ▶ **What can we do to troubleshoot?**
 - ▶ Check the BCBSND "Alternate EVV Technical Specifications" documentation for the valid service to ensure the Provider has the correctly formatted values in the correct fields



Integration Best Practices

1. Send Clients Records **First**
 - ▶ Send all Clients as soon as possible
 - ▶ Check status to ensure Clients loaded successfully
2. Send Employee (Caregiver) Records **Second**
 - ▶ Send all Caregivers as soon as possible
 - ▶ Check status to ensure Caregiver loaded successfully
3. Send Visits only after Clients and Employees have loaded
4. Continue to send visits on your defined scheduled (daily preferred)
5. Send new clients as they are created, or an existing record is updated
6. Send new employees as they are created, or an existing record is updated





Resources

Support Resources

- ▶ Sandata On Demand
<https://sandata.zendesk.com/hc/en-us/articles/34880215657363-BCBS-of-North-Dakota-Alternate-EVV-Technical-Specifications-v7-18>
- ▶ Alt-EVV Tech Specifications
Alternate EVV Technical Specification v7.18.06
- ▶ Learning Management System
BCBS Training at: [Sandata Learn](#)

Provider and Vendor Portal Links

- ▶ Provider Registration Webform:
https://sandata.zendesk.com/hc/en-us/requests/new?ticket_form_id=34424201260947
- ▶ Vendor Self-Registration Portal:
<https://evv-registration.sandata.com/>

Next Steps

1. Providers to Complete Provider Web Form
2. Vendors to Register in Vendor Portal
3. Vendors to Complete Sandata Certification



Sandata

Get more right from the start

