



Arkansas EVV Sandata

Town Hall

Questions and Answers

Version 3.0

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Sandata EVV Functionality

1. **What if there is no mobile/cell phone service at the clients care location? If the device is not connected to a network and the staff log in time, how long does it take to have the information available to providers?**

Sandata Mobile Connect will work offline. Visit data will be uploaded to EVV once there is a signal.

Registration

1. **Will our employees need to call in or use the mobile application to check in and out of a patient visit?**

Yes. Employees will need to record visit information through Sandata Mobile Connect. Sandata also provides a Telephony Visit Verification system to capture visit data using the beneficiary's landline.

2. **How does registration work for agencies and for each individual clinician?**

Only the agency will register in the Sandata portal. The individual clinicians will enroll through Arkansas Medicaid as individual providers.

3. **For clarification, each clinician will need their own Arkansas Medicaid ID, rather than using the Agency ID, and their own login for the Sandata portal?**

This is correct. Each clinician will enroll with their own Arkansas Medicaid ID. They will have login credentials for Sandata Mobile Connect which will be created using their email address. Each clinician/employee will be required to have a unique email address, and not the agency email address.

4. **Do PTs and PTAs need to register with Arkansas Medicaid as an individual, and receive an NPI?**

PTs and PTAs that only work for a Home Health agency can enroll without an NPI as a provider type 95 with specialty NT. The ability to enroll as a non-traditional provider began 12/2/2024. If already enrolled with an NPI, there is no need to re-enroll as a Provider Type 95 with specialty NT.

However, each PT and PTA that works outside of a Home Health agency will need to have an NPI. This is required to enroll with Arkansas Medicaid. PTs and PTAs must 1) have an NPI, and 2) enroll with Arkansas Medicaid. For additional information, please refer to the Arkansas Medicaid Provider Manual. Specifically, Section 1 – 141.000, Provider Enrollment.

PTs and PTAs should enroll under provider type 21. Both physical therapists and physical therapy assistants should enroll with provider type 21 and the appropriate specialty, PT for therapists and PA for assistants.

5. When can we register to start training for the Sandata EVV system?

Training for the Providers who will be using Sandata EVV will be conducted just prior to go-live to ensure knowledge retention. Self-paced training will also be available on SandataLearn. The self-paced training will become available when the Provider Self-Registration Portal opens on January 15.

6. Is there any change to the provider's billing process?

There is no change to the billing process yet, but it will be a recommended best practice to include the rendering provider on your claims. Including the rendering provider will be required in the future. When claims are submitted, there will be a verification done for EVV visit data prior to payment. Claims that are submitted when EVV visit data is not captured will be denied.

Sandata Training and Learning Resources

1. Where can I sign up for Training?

Once training courses and sessions are available, provider administrators and their staff will need to sign up on Sandata Learn, Sandata's Learning Management System ("LMS"). Target: January 2025.

2. If we have 20 employees in our agency, does this mean each one of them will have to complete training, and will each one require individual login credentials?

Agency administrators are required to complete a self-paced course on Sandata Learn on system security. Agency office staff can register for virtual instructor-led training or self-paced courses in Sandata Learn. Caregivers, therapists, and similar employees will be trained on Sandata Mobile Connect and Telephone Visit Verification by agency trainers who have gone through Sandata's training. The Caregiver Library is available without logging in to Sandata On-Demand and is available 24/7.

3. Can more than one user administrator be set up?

Only 1 agency contact can be entered during registration. Once the program is live in Aggregator or Sandata EVV, the agency administrator is responsible for creating and managing other agency users.

Alternate EVV (Alt EVV) Questions

1. We are transitioning to EPIC Dorothy as our Home Health EHR next year. Do you already work with other agencies that use this EHR, and if so, how does that interface work and what steps need to be taken to prepare for that transition?

Each separate Alt EVV Vendor must complete the registration and testing process, to be certified to send data to production for that state. EPIC themselves is not a vendor. Each individual provider, using EPIC, must register in the Vendor Portal and complete the testing process. EPIC will need to follow the same steps as any other Alt EVV vendor. We prefer the new vendor's name to be the provider's name followed by Epic (i.e., Providence Home Health - EPIC).

2. If the provider is using AuthentiCare currently for EVV for Personal Care Services, is that an option for Home Health EVV as well?

Providers using the State-sponsored AuthentiCare EVV system for Personal Care services will not be able to use it for Home Health, unless they have a separate relationship with AuthentiCare as an Alt EVV vendor for their agency, specifically for Home Health.

3. For an Alt EVV vendor, when will testing credentials be provided?

Testing credentials will be available for testing and certification. Both the Provider Self-Registration and Vendor Registration portals will open in January 2025. Vendors being able to test is dependent upon the provider agency registering in the Provider Self-Registration portal. Once a provider has registered and associated their Alt EVV vendor, an email will be generated with the next steps so the Alt EVV vendor can proceed with registering in the Vendor portal.

4. Do you have a list of Alt EVV vendors that have already registered with you?

A list of Alt EVV vendors will be available for selection upon provider registration and will not be provided prior to registration. All Alt EVV vendors must go through a certification process for each new State implementation. This list will not be provided prior to registration because all Alt EVV vendors must go through a certification process for each new State implementation.

5. Is there a link available to the Alt EVV specifications for Arkansas?

Yes, a link to the Alt EVV tech specs can be found on the [AR-DHS EVV webpage](#) and [Sandata On-Demand](#).

6. Can Sandata provide clarification on the process for vendors who aggregate data on behalf of multiple provider agencies to manage credentialing / authentication with the removal of EntityGUIDs from the specifications / process. Will there be separate credentials for each provider, or will the Alt EVV Vendor be able to leverage a single credential without the use of an EntityGUID?

Yes. Each provider will have separate production credentials, for each solution. No vendor will be using an EntityGuid for Arkansas.

7. Will the PASSEs continue with the Alt EVV they use now such as CareBridge and HHAeXchange?

The PASSEs have indicated to us that they will continue to use their current EVV vendors for Home Health.

- 8. We will use Sandata initially because we are in the middle of a change in EHR systems. Will there be a process of moving to an Alt EVV vendor later?**

There is a standard process where you can change your EVV solution. Please submit Provider Registration using Sandata EVV. When ready to change to Alt EVV, please submit a ticket request, via Sandata on Demand at <https://sandata.zendesk.com/hc/en-us>. Please select the appropriate web form, to capture the provider agency and Alt EVV vendor details. After Sandata Support updates the provider profile, the Alt EVV vendor will use the Vendor Portal to generate production credentials, after they have completed testing. We will provide details of this in the FAQ document that will be uploaded after this town hall and posted to Sandata On-Demand.

General Questions

- 1. How accurate is GPS data? We have Location Services turned on for our clinician's iPads for visits and have found that the location indicated is not always showing the actual location of the clinician.**

Accuracy is 100% dependent on the device. The Distance Exception is set to 1/8th of a mile. It is recommended that the Call-in & Call-out happen outside of the members' door to have a clear view of the sky.

- 2. Is Arkansas requiring EVV for MCO payors?**

Yes, this is required for MCO (known as PASSEs in Arkansas).

- 3. Will this affect Private duty nursing, as well?**

Private Duty Nursing is not affected.

- 4. Will the slides for this presentation be available?**

Yes, these slides will be available and information on how to access the slides will be sent via email.

5. Will MCOs use Sandata as well or another Aggregator?

The MCOs (PASSEs) in Arkansas will use the EVV vendor they select. Currently, the PASSEs and their chosen vendors are as follows:

- Arkansas Total Care – HHAeXchange
- Empower – HHAeXchange
- Summit – CareBridge
- CareSource – CareBridge

Both HHAeXchange and CareBridge are considered Alt EVV vendors. The PASSEs will have to access Sandata's Aggregator to ensure that the information their vendor is capturing is being sent correctly.

6. Is there a "soft" go-live date and a "hard" go-live date for implementation?

Arkansas is targeting an early March 5, 2025 "soft" go-live. Providers will have at least 60 days to transition to EVV and comply with requirements. If the timeframe is adjusted, communication will be shared with providers and PASSEs.

7. Is Sandata replacing AuthentiCare?

AuthentiCare is still the vendor for Personal Care Services, so Sandata is not "replacing" AuthentiCare. Sandata will be used for Home Health services. If an agency chooses to contract with AuthentiCare as their Alt EVV vendor for Home Health, they will be able to register and test with Sandata during provider registration.

8. Is Home Health like Personal Care, where each PASSE has their own Alt EVV vendor with whom they would send data to the aggregator?

That is correct. Each PASSE can choose which EVV vendor they use, and that vendor sends visit data to the Sandata aggregator. Currently, the PASSEs and their chosen vendors are as follows:

- Arkansas Total Care – HHAeXchange

- Empower – HHAExchange
- Summit – CareBridge
- CareSource – CareBridge

9. Will there be any webinars or other training material available that is specific to provider enrollment for EVV Home Health?

Yes, a webinar hosted by AFMC is tentatively scheduled for May 15, 2025, to review provider enrollment related to Home Health. A notification will be sent via email closer to that date.

Additionally, training material, resources, and general information can be found at the following locations:

- [EVV Home Health – Arkansas Department of Human Services](#)
 - Please refer specifically to this document: [How to submit a PT/PTA 95 application.](#)
- AFMC website, located here: [11192024 Electronic Visit Verification \(EVV\) Implementation for Home Health Services \(1\).pdf.](#)

10. Will a website for billing be available to agency billing managers?

Agency billing managers will continue to submit claims to MMIS in the same manner they do currently. Claims will not be created out of the EVV system.

11. Are claims where Medicaid is the secondary biller subject to EVV (e.g., the primary payer is Medicare, but the secondary payer is Medicaid)?

Arkansas Medicaid is required to collect EVV visit data on all Medicaid claims for Personal Care Services (PCS) and Home Health services. There is a process currently in place for EVV PCS that requires submission of a claim in the MMIS provider portal with the denial response EOMB from the secondary payer attached. This will very likely be the same process used for EVV Home Health. DHS will provide confirmation and any additional details ahead of the go-live date.

12. Is there a plan to bring PCS onto Sandata?

No, not currently.

- 13. Should the employers retain a copy of each individual approval letter with the 9-digit practitioner ID number, or will that be available on your website?**

Yes, employers should retain a copy of each individual approval letter. The information will be available on the portal, but it is best practice to keep all official correspondence from Arkansas Medicaid.

- 14. Will PASSE providers automatically be associated with an Alt EVV vendor, meaning providers for Summit and CareSource will be linked to CareBridge, and can CareBridge begin testing on 12/18 without provider action?**

Correct: The impacted Alt EVV vendors are CareBridge and HHAX. The Sandata team will coordinate with these vendors to complete testing, certification, and provider linkage.

- 15. NOTE: In October 2024, Sandata was acquired by HHAExchange. We are in the process of merging specific functions. Moving forward, registered providers using the Sandata EVV system will receive notification of training opportunities through HHAExchange's email platform. Look for emails from "Training at HHAExchange" customerexperience@hhaexchange.com. Providers should add this email to your contact list so it will not go to junk/spam.**

AR-DHS Policy Questions

- 1. Is there a "hard stop" regarding when an agency cannot provide Home Health services for a patient?**

The go-live date for EVV is targeted for March 2025. There will be, at a minimum, a 60-day period for agencies to transition to EVV and comply with requirements before potential impact to payment. There will not be a point at which agencies cannot provide Home Health services for a patient, but there will be a point—the EVV go-live date or, ideally, ahead of the go-live date—in which Home Health services must be provided using EVV.

2. What if I need more information?

For more EVV Home Health related information, please visit: [AR-DHS EVV webpage](#). Additional questions can be submitted to the Arkansas EVV team directly, at evvarkansas@dhs.arkansas.gov

3. If we previously did the attestation form, do we need to do a new one showing Sandata as one we are going with?

The State has not started accepting Attestation Forms for Home Health. You will have to complete an attestation for Home Health if you are using an Alt EVV Vendor. If your agency has submitted an attestation for Personal Care, you will still be required to submit an attestation for Home Health.