

Arkansas DHS EVV Town Hall

Tuesday, March 18, 2025

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....
 - ▶ We will have Q&A included in each section to cover previously asked questions.
 - ▶ Please enter any new questions using the 'Q&A' feature at the bottom of your screen
 - ▶ NOTE: Any new unanswered questions will be addressed after the meeting once the recording has been stopped
 - ▶ All questions will be available on a Q&A document which will be developed after this meeting and will be accessible via the [AR-DHS EVV webpage](#) and [Sandata On-Demand](#)
 - ▶ You can also submit questions to AR-DHS directly at evvarkansas@dhs.arkansas.gov
- ▶ After today's town hall, your feedback is needed on today's presentation. Please take a few minutes to complete this so we can ensure you have the information needed.

Agenda

- Supporting Reference Links
- AR-DHS Program Recap
- Provider Portal Recap
- Provider Training
- Ready Set Go!
- Next Steps





Supporting Reference Links

Getting Started Links

- [AR-DHS Provider Self-Registration Portal](#)
- [Vendor Self-Registration Portal](#)
- [Sandata Learn](#)
- [Sandata Mobile Connect \(SMC\) from Google Play Store](#)
- [Sandata Mobile Connect \(SMC\) from Apple Store](#)

Resource Links

- [AR-DHS EVV Webpage](#) - Visit for EVV program details
- [Frequently Asked Questions](#)
- [Sandata On-Demand](#) to submit a ticket or call for Sandata EVV or Alt EVV Technical Support:
 - EVV Support Number: 844-618-7227
 - Alt EVV Support Number: 844-618-7277
- [Sandata On-Demand](#) – Visit for training resources
- [AR-DHS Medicaid EVV Helpdesk: \[evvarkansas@dhs.arkansas.gov\]\(mailto:evvarkansas@dhs.arkansas.gov\)](#) - Use to submit general EVV Program questions
- [Gainwell Provider Enrollment](#) - (501) 376-2211. Assist with PINs and PIN applications, Change of Ownership, agency contact and location information, and other related items.

NOTE

- Updated Alt EVV spec to require 'ClientStatus' and removed CallType 'Other' (Part of a change request.) A request was submitted to have it posted to Sandata On-Demand. Pending distribution.



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?

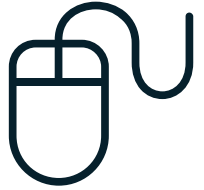
AR-DHS has identified certain services as required for EVV—these include services that are or related to personal care services and home health services. Providers of these services will be required to use EVV.

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



Training

- Self-paced training for all agency staff is available now.



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 started in January.



Program Go-Live

- Go-Live is slated for March 31, 2025.
- Providers will be fully live in the Sandata EVV System or aligned with an Alt EVV vendor.
- March 31, 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
Training LMS	Monday, March 17, 2025	Open
Town Hall #4 – Program Launch, Customer Support, Ready Set Go!	Tuesday, March 18, 2025	Today – In Progress
EVV Program Go Live	Monday, March 31, 2025	Upcoming
Training ILT	Wednesday, April 2	Upcoming



LPN, RN, Aide, PT, and PTA Enrollment

Next steps for Medicaid Enrollment

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

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



Rendering Provider

Is Rendering Provider required?

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



Rendering Provider

Claims Submitted Via Provider Portal

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

Paper Claim Submission

CMS-1450 (UB-04)

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

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

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



Rendering Provider

Electronic Claims/EDI Submission

Typical (NPI)

CLAIM

2310D – Rendering Provider Name

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

- ← rendering NM1 segment with NPI
- ← rendering secondary ID (Medicaid ID)

SERVICE LINE

If Rendering Different from 2310D

2420C – Rendering Provider Name

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

- ← rendering NM1 segment with NPI
- ← rendering secondary ID (Medicaid ID)



Alt-EVV Vendor Attestation Form Reminder

- Providers who have selected an Alt-EVV vendor must complete an [Attestation Form](#) and send to arthirdpartyevv@dhs.Arkanas.gov.
- Your vendor cannot begin testing until an Attestation Form is received and processed.
- To date, only six (6) Attestation Forms have been received, and forty (40) providers have registered as selecting an Alt-EVV system.

[ARHomeHlthAttest.pdf](#)



Policy Questions & Answers

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 March 31, 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 completed an Attestation Form for PCS, do we need to complete a new one?

Yes, you will have to complete an Attestation Form 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.

4. 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.



Provider Registration



Recap: Provider Registration Portal Is Open

- ▶ The provider registration portal opened on January 15th.
- ▶ Providers should register if they have not done so.
 - Home Health (FFS) – providers should register via the provider registration portal
 - PASSE (Managed Care) – providers were auto-registered
- ▶ Providers should complete an attestation form and submit to AR-DHS.
- ▶ Contact support if you encounter any issues.
 - ▶ [Sandata On-Demand](#) to submit a ticket or call for Sandata EVV or Alt EVV Technical Support:
 - ▶ EVV Support Number: 844-618-7227
 - ▶ Alt EVV Support Number: 844-618-7277

Provider Self-Registration Portal Guidelines

	As a provider, will you be using the Sandata EVV system to collect EVV visit data? 'YES' Sandata EVV Provider	As a provider, will you be using the Sandata EVV system to collect EVV visit data? 'NO' Alt EVV Provider (Single Vendor)	As a provider, will you be using the Sandata EVV system to collect EVV visit data? 'NO' Alt EVV Provider (Multiple Vendors)
One Medicaid ID	Register your agency one time for your single Medicaid ID.	Register your agency one time for your single Medicaid ID and indicate your Alt EVV Vendor.	Contact Sandata Support for assistance with Portal Registration.
Multiple Medicaid IDs	Register each Medicaid ID separately. <i>e.g. For three Medicaid IDs, complete three registrations using a unique email for each.</i>	Register each Medicaid ID separately. <i>e.g. For three Medicaid IDs, complete three registrations each with same vendor using a unique email for each.</i>	Register each Medicaid ID + Vendor separately. <i>e.g. For three Medicaid IDs & Vendor combos, complete three registrations using a unique email for each.</i>



Provider Request for Access Groups and Account Linkage

What is an Access Group?

- Providers with multiple Medicaid IDs can request to link their accounts using an access group.
- This allows you to log in once and access all associated accounts.

What do I need to do prior to requesting an Access Group?

- Complete your [self-registration](#)

How do I request an Access Group?

- To request an access group, email armedicaidpe@gainwelltechnologies.com

Make sure your email includes:

Access Group Name

- If you have one, include the name.
- If you don't, specify the name you'd like to use.

Account Information

- Account name(s)
- STX number(s) from your Sandata email
- NPI (National Provider Identifier)
- 9-digit Medicaid ID

Account User Information

- First and Last Name
- Email Address





Provider Portal Questions

(Post to Q&A feature, will respond at the end of the webinar)



Provider Agency Training



What provider agency training is available?

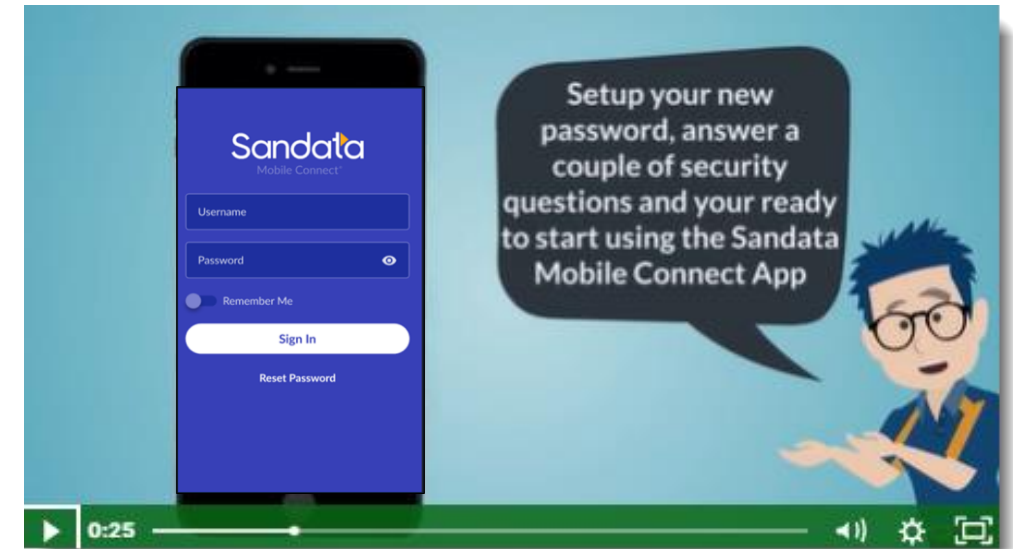
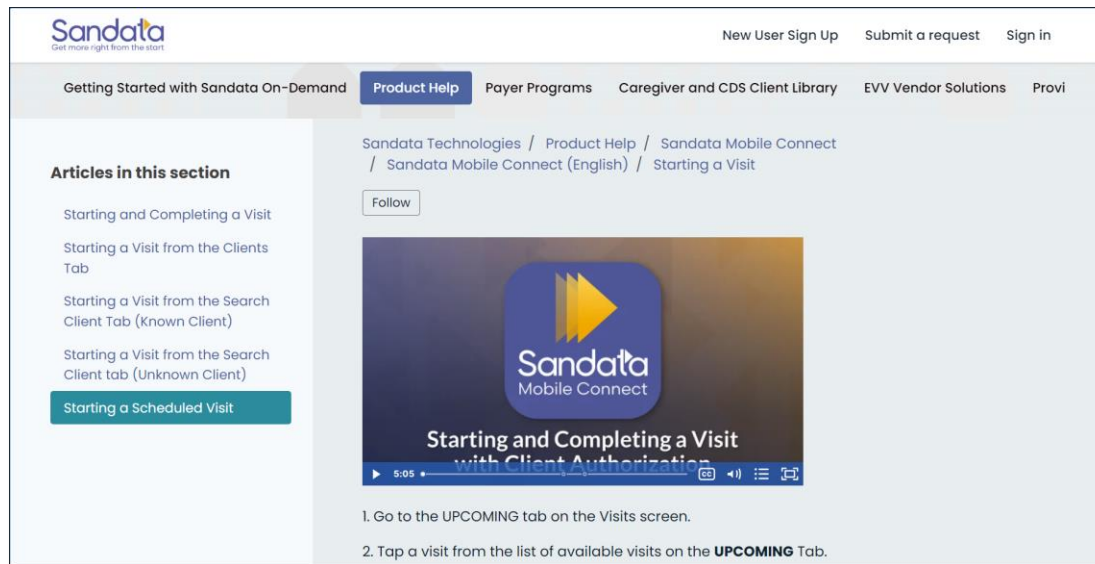
1. Online Course for Provider Agency Administrators (Self-Paced)
2. Online Courses for Provider Agency Admins and Staff (Self-Paced)
3. Virtual Instructor-Led Training Sessions
4. Access to Video Library and Guides in Sandata On-Demand



Sandata On-Demand

Self-serve access to state-specific resources

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



Caregiver Library for Provider Agency Employees

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

Sandata On-Demand Sign Up

Sandata
Get more right from the start

[Sandata News](#) [New User Sign Up](#) [Submit a request](#) [Sign in](#)

Please sign in to see more content

New Sandata Learn platform is live!

Sandata Learn

How can we help?

Start by typing key words or choose from popular searches below

Training Communications

- 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
- Please add this email to your contact list so it will not go to junk/spam.



Example email



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

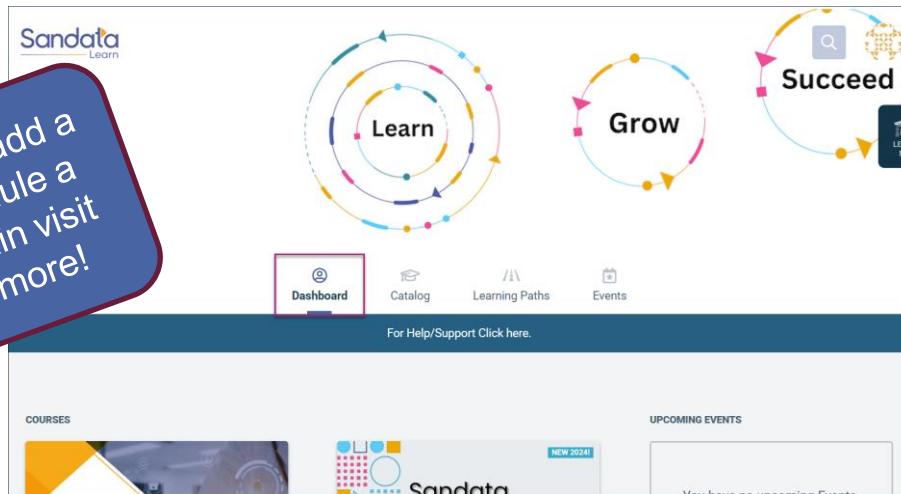


Training Next Steps

Virtual Instructor-Led Training for Sandata EVV Users

- April 2nd
- April 9th
- April 23rd
- April 30th

Training is available NOW on [Sandata Learn!](#)



Learn how to add a client, schedule a visit, maintain visit data and more!

Select below to register for the first session or scan the QR code.

[Signup for the first webinar here!](#)





Training Questions & Answers

1. 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.



Ready, Set, Go!

Implementation Checklist



Ready-Set-Go!



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

This checklist is for:

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





Questions & Answers



Next Steps

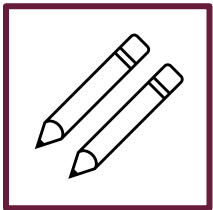


Next Steps for EVV Engagement



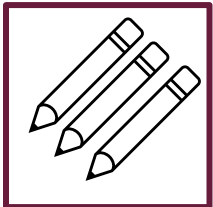
ENGAGE:

- Look for upcoming EVV communications from AR-DHS and Sandata/HHAeXchange (for registered providers).



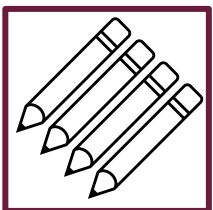
LEARN:

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



ATTEND:

- Instructor Led Training



REACH OUT:

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



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Thank you for joining today's Town Hall!

