Sandata

We'll begin shortly!

AltEVV Provider Information Session

Massachusetts

6/11/2025

Sandata

Alt EVV Provider
Information Session

Massachusetts

2025

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Agenda

- Introduction to EVV
- EVV Roles & Responsibilities
- EVV Data Workflow & AltEVV Specs
- Managing Visit Import Rejections
- EVV Reporting - Aggregator
- Resources

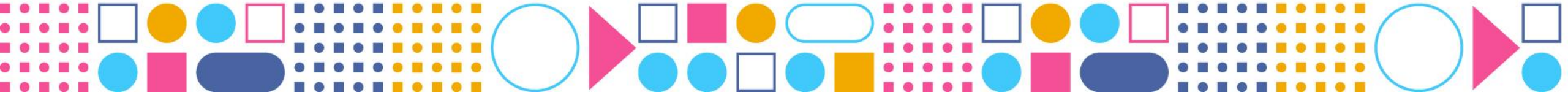
Utilize the Q&A box if you have any questions throughout today's presentation.

Only questions about today's presentation content will be answered.

If you have a specific question about your visits, please submit a support ticket.

Introduction to EVV

Electronic Visit Verification



Introduction to EVV

21st Century Cures Act

Passed by Congress in December 2016, the 21st Century Cures Act requires that providers of Personal Care Services confirm visits via Electronic Visit Verification (EVV) by January 1, 2021. The 6 data elements required: Type of service, individual receiving the service, date of service, location of service, individual providing the service, and time the service begins and ends.

Electronic Visit Verification (EVV):

Caregivers clock in and out of their visits using an electronic means (ex: Telephony or Mobile App). Six (6) key data elements are captured during clock in/out: Date of Visit, Time of Visit, Location of Visit, Client Receiving Services, Caregiver Providing Services, and Service Being Provided.

Who is EVV For?

Clients & Services are In Scope

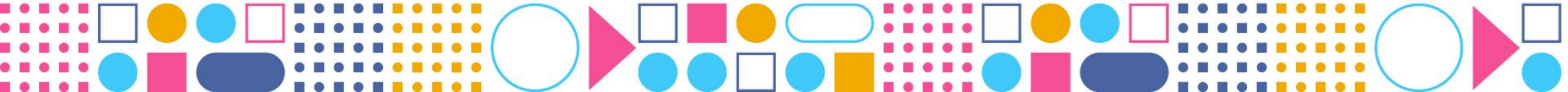
- Electronic Visit Verification (EVV) is a federal requirement for **Medicaid-funded personal care and home health services that require an in-home visit.**

- The Executive Office of Health and Human Services (EOHHS) administers the Massachusetts Medicaid program known as MassHealth. EOHHS oversees the implementation and operation of EVV in programs that provide certain home and community-based services.

- Both **EOHHS** and the **Executive Office of Aging and Independence (AGE)** have 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 are required to use EVV. **Please see the Massachusetts EVV website for the approved list of all service codes.**

- Please visit this link to see the full list of Payer and Program acronyms: MA EOHHS Program and Payer Acronyms – Sandata Technologies

Roles & Responsibilities



Open Model Solution

The EOHHS 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. EOHHS 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**

EVV Roles & Responsibilities

Massachusetts Executive Office of Health & Human Services (MA EOHHS)

- Establish EVV Policies and Procedures
- Monitor and Enforce EVV Compliance
- Policy Support & Technical Assistance

Sandata

- State Aggregator
- State-sponsored EVV solution
- Receives member and authorization data from MassHealth
- Technical Customer Care Support

Your Agency

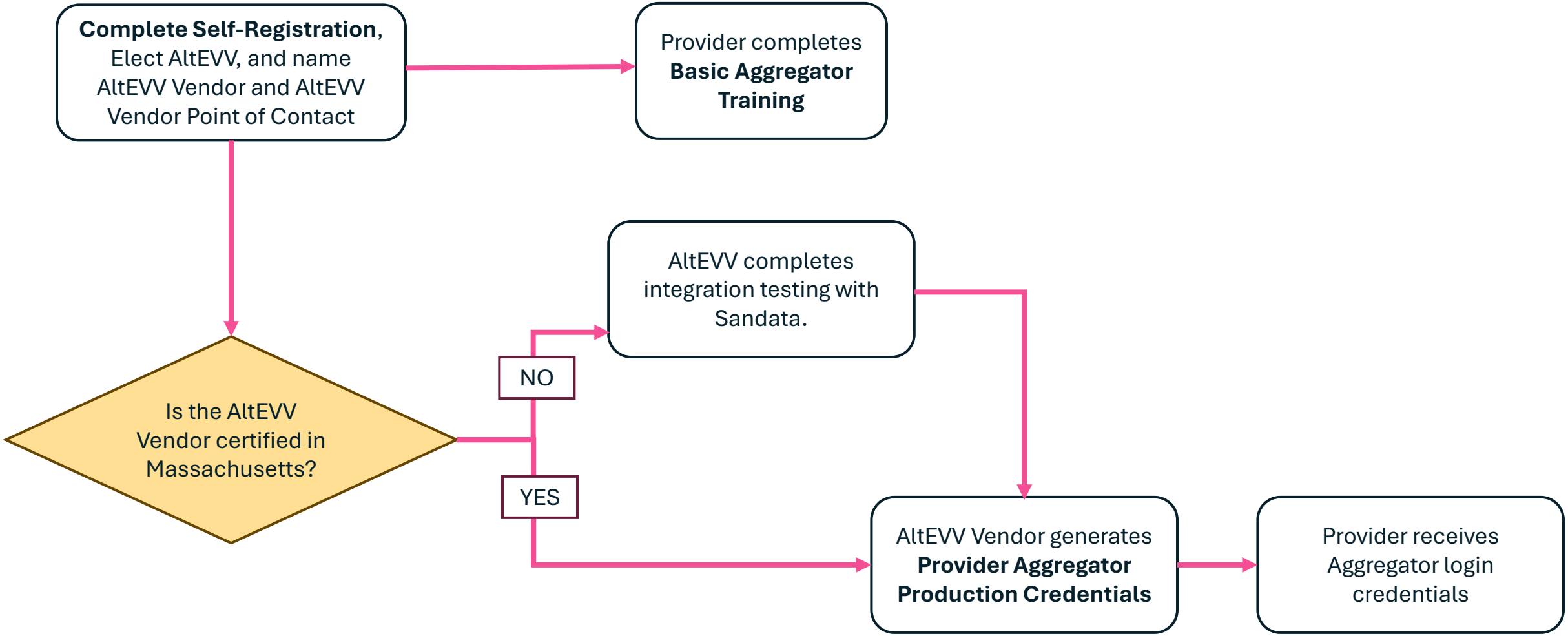
- Complete Self-Registration with Sandata (*Regardless of EVV Solution*)
- Capture EVV for required services
- Import EVV visit data to Sandata (State Aggregator)
- Review and manage visit import rejections
- Review and manage EVV Compliance

Your Third-Party System

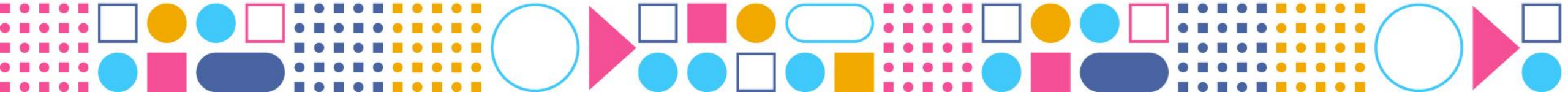
- Integrate with Sandata
- Support your Agency to import EVV visit data to Sandata (State Aggregator)
- Support your Agency in reviewing and managing visit import rejections

Integration with Sandata

Successful integration with Sandata requires responsiveness and engagement from your AltEVV Vendor

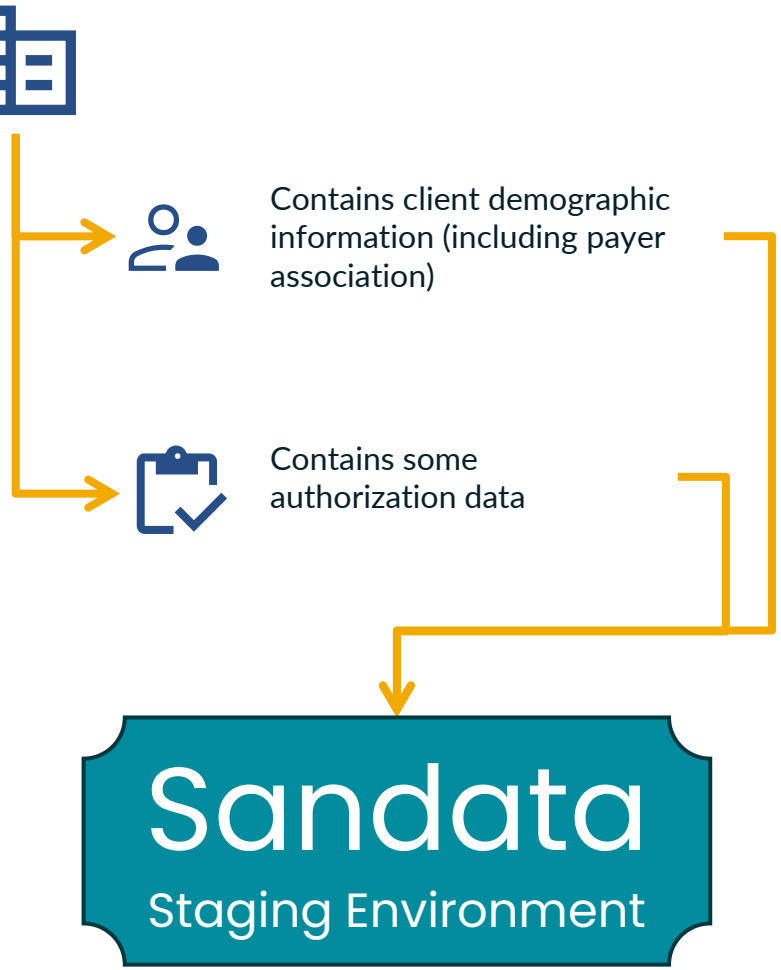


Data Workflow & AltEVV Specs



Data Exchange Workflow

MassHealth sends client demographic and authorization to Sandata staging environment 1



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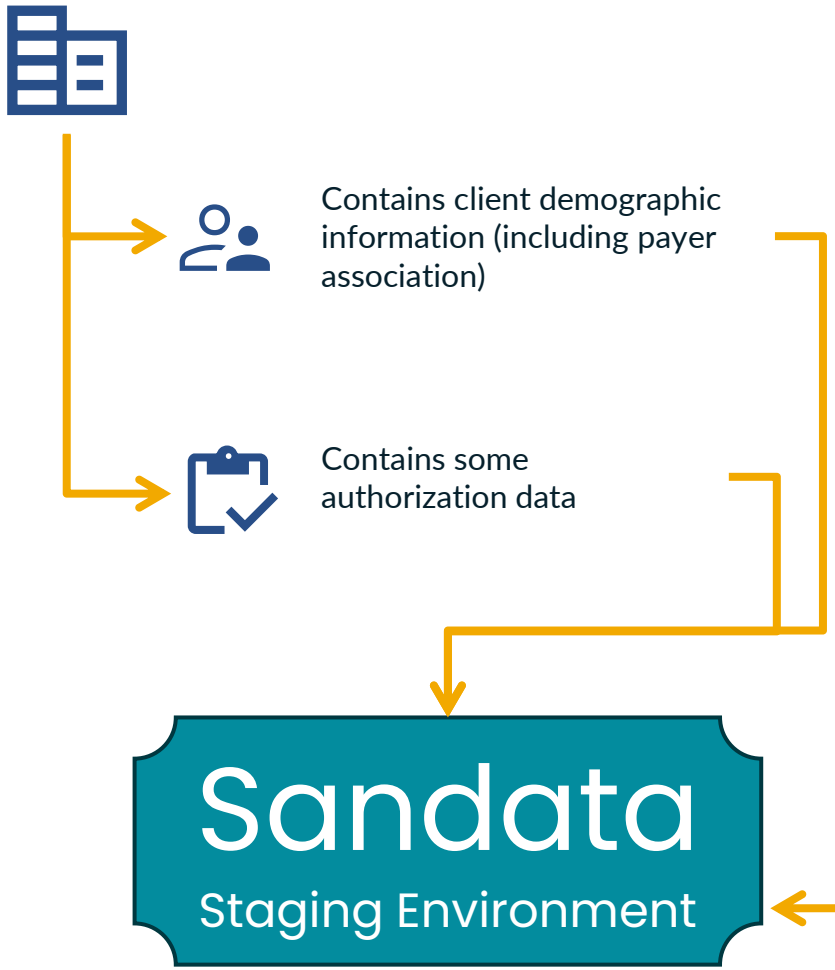

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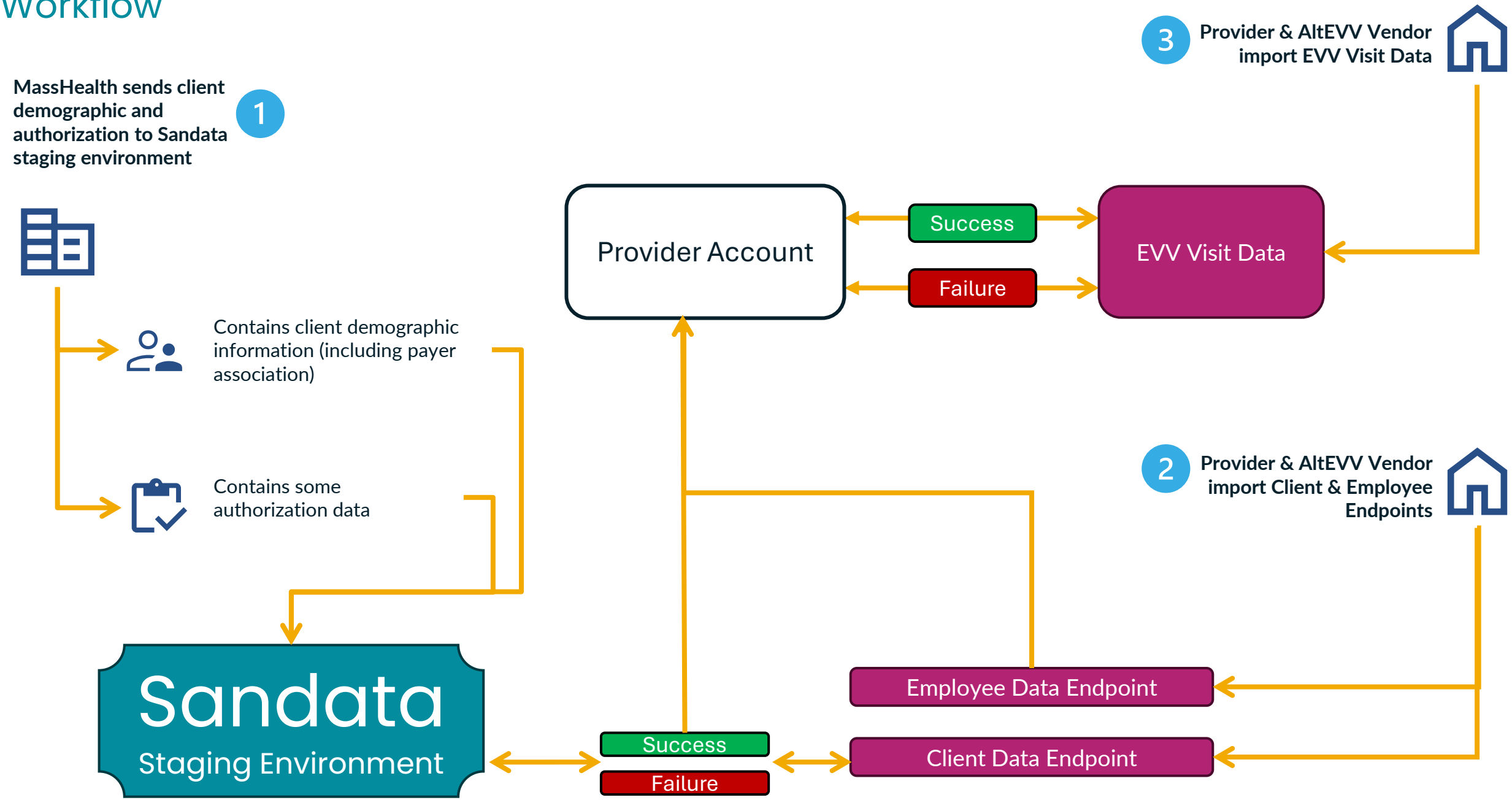

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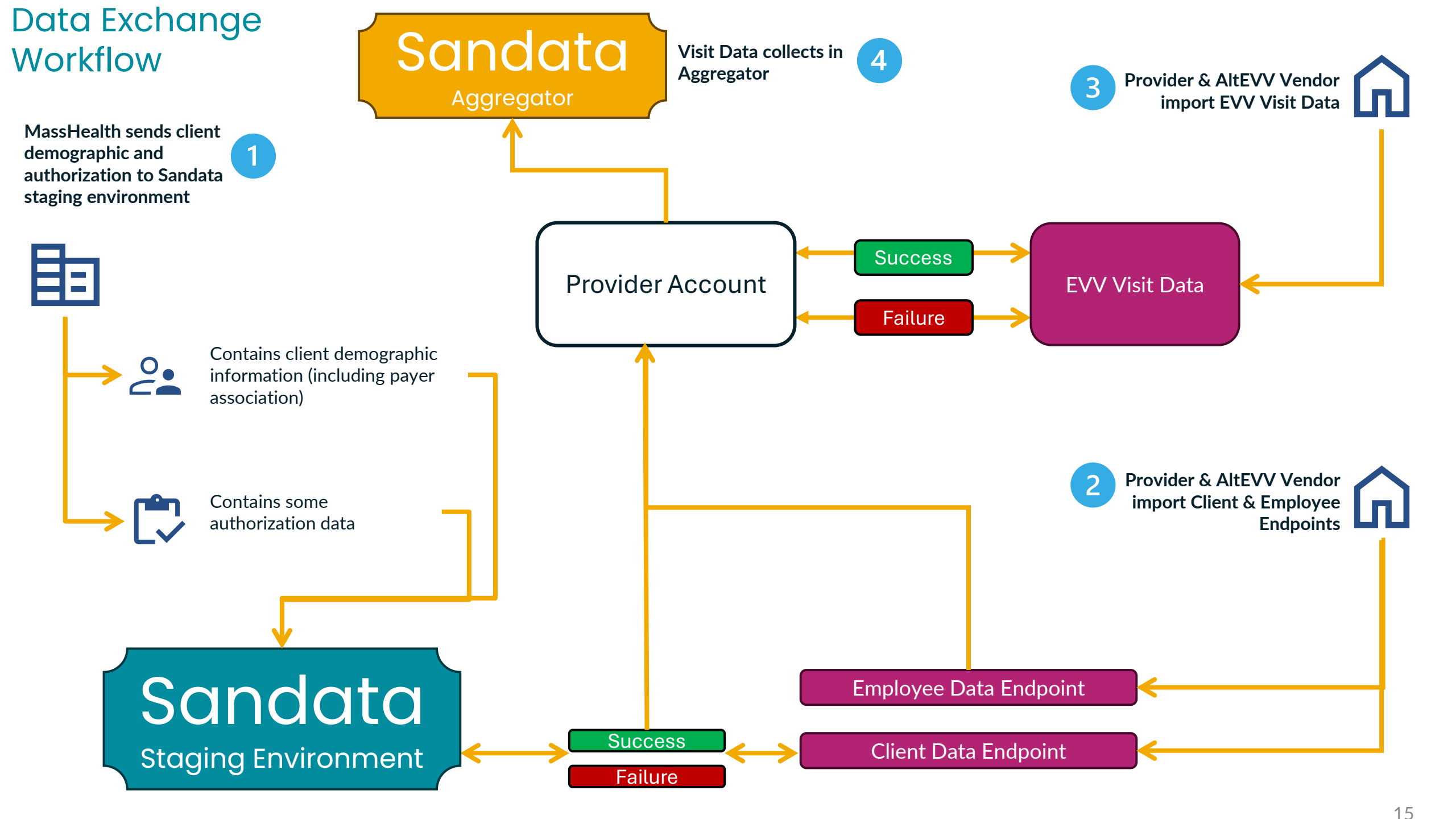

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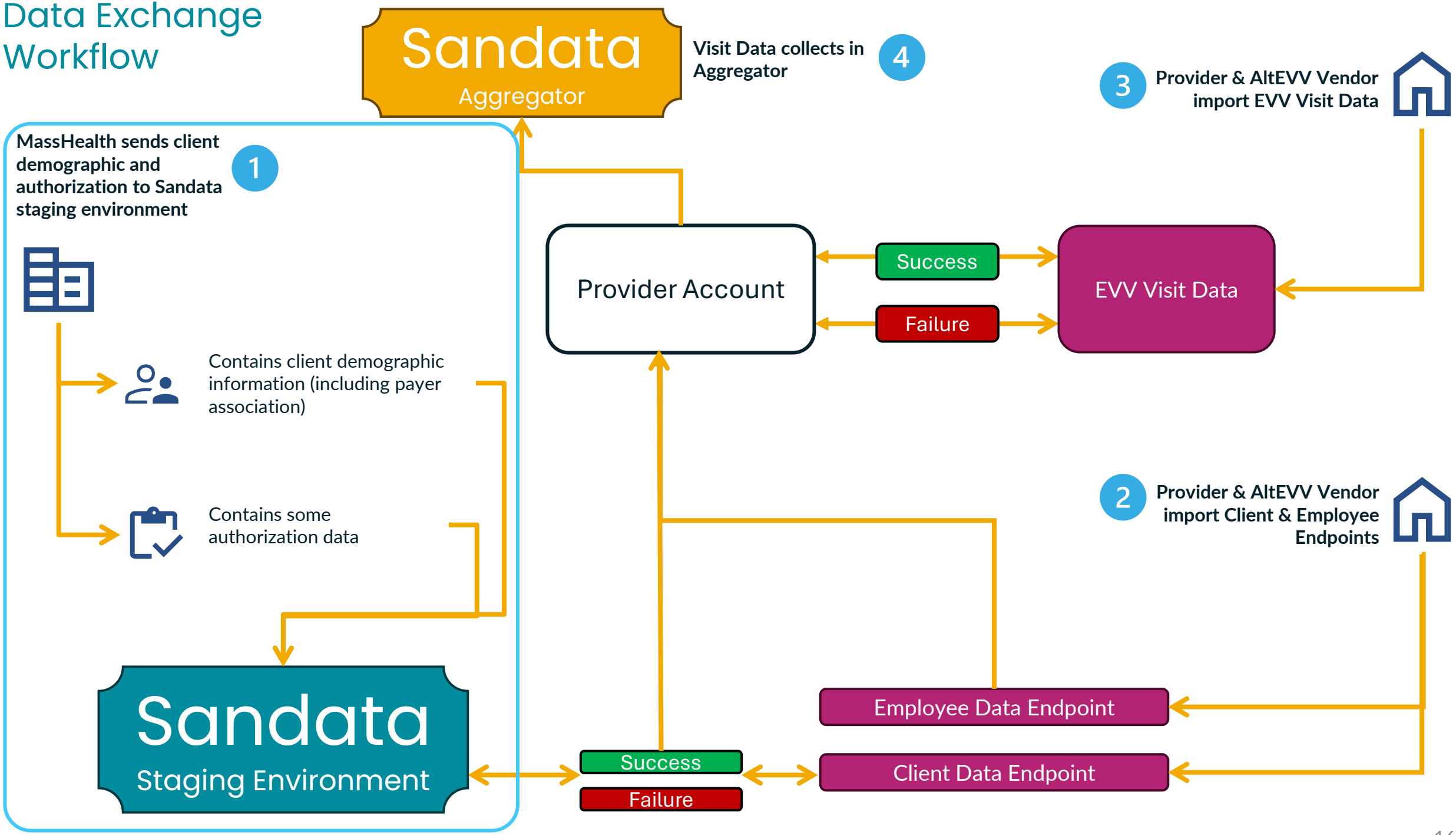

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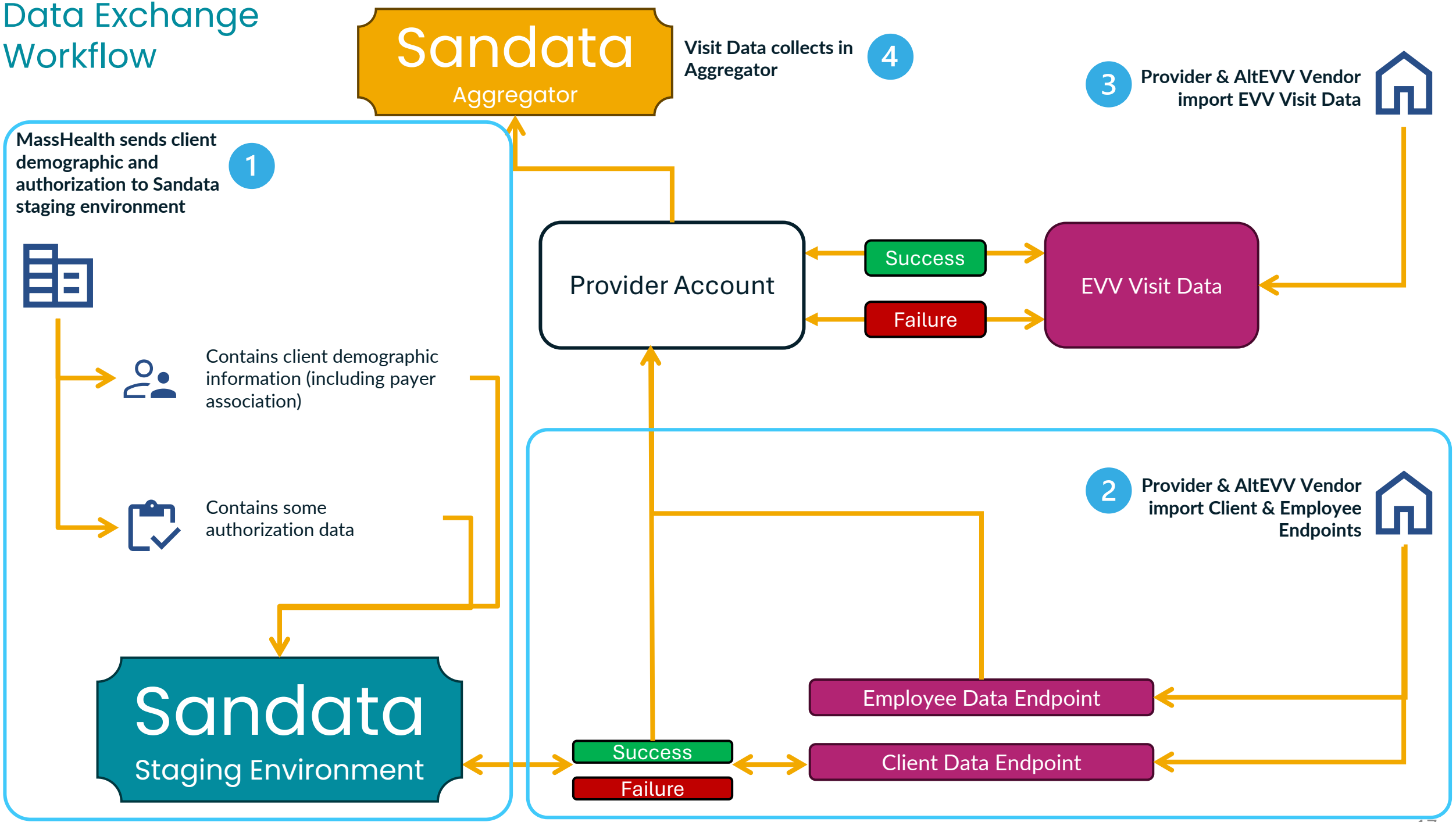

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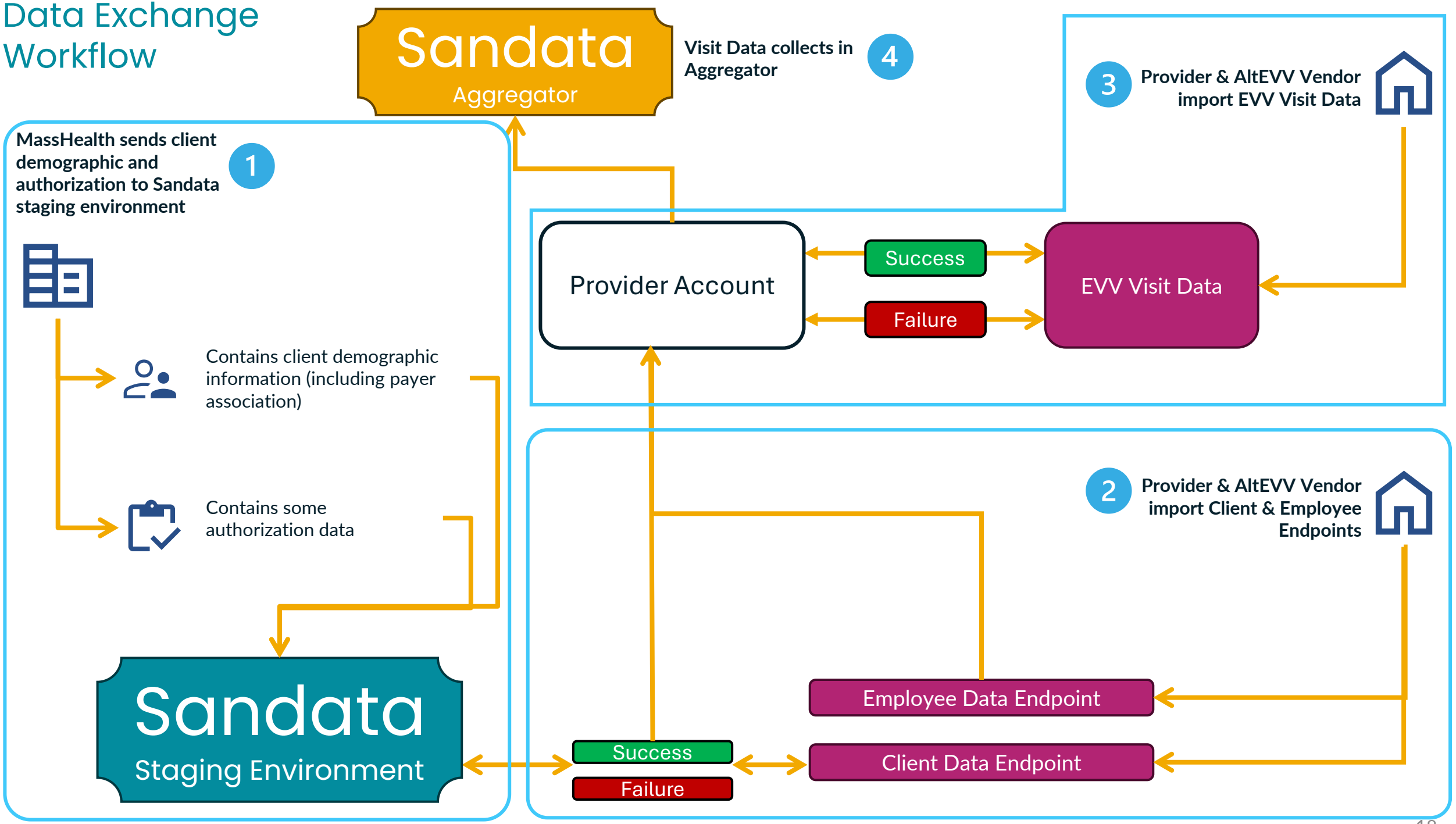

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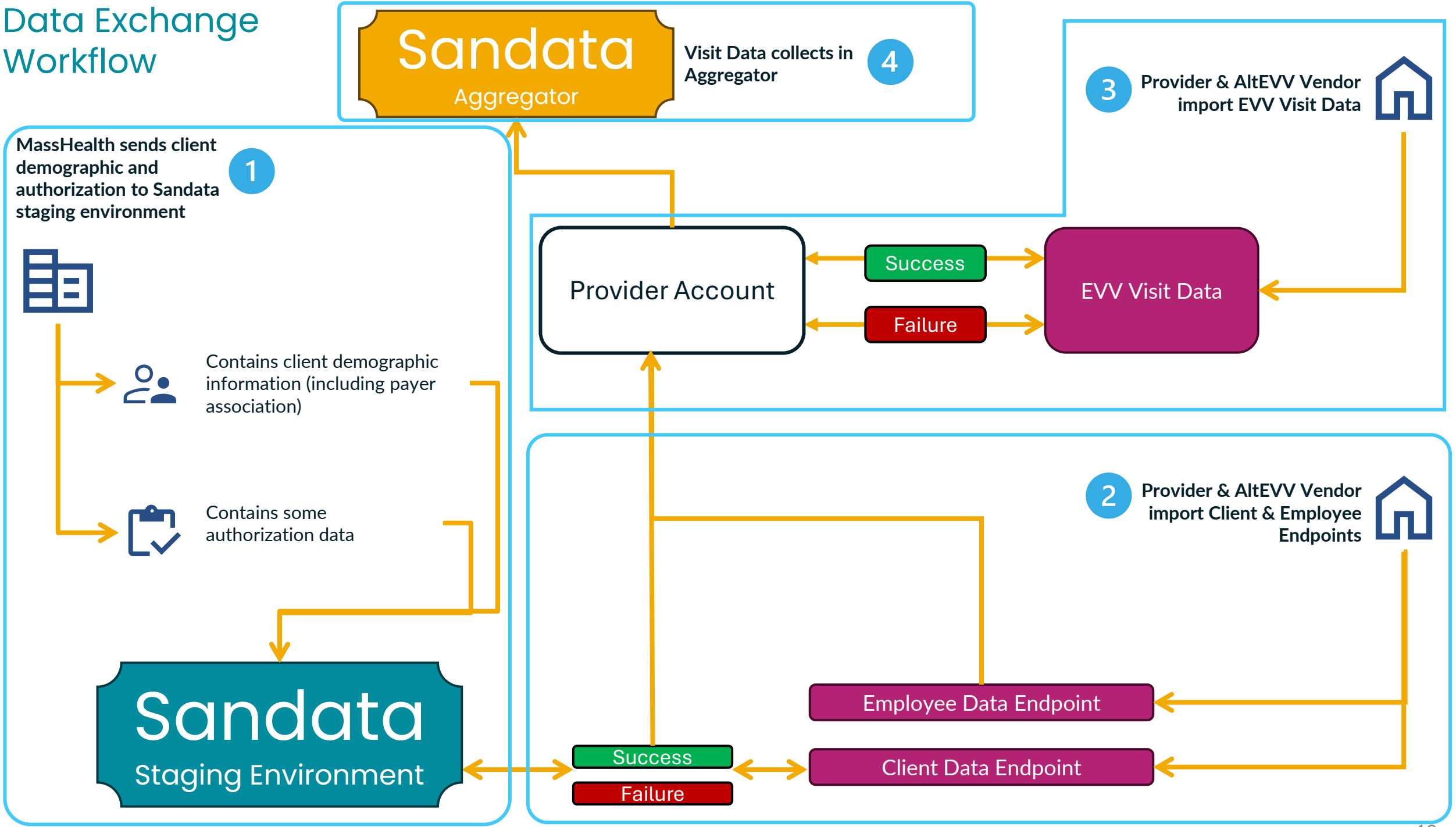


What to Consider:

1

MassHealth Client & Auth Import:

- MassHealth may not import a client or authorization that is in scope. This would result in a client endpoint failure
- MassHealth may import client or authorization data that is incorrect

2

Client and Employee Endpoints:

- Provider/AltEVV Vendor may follow specs incorrectly. This would result in a client and/or employee endpoint failure

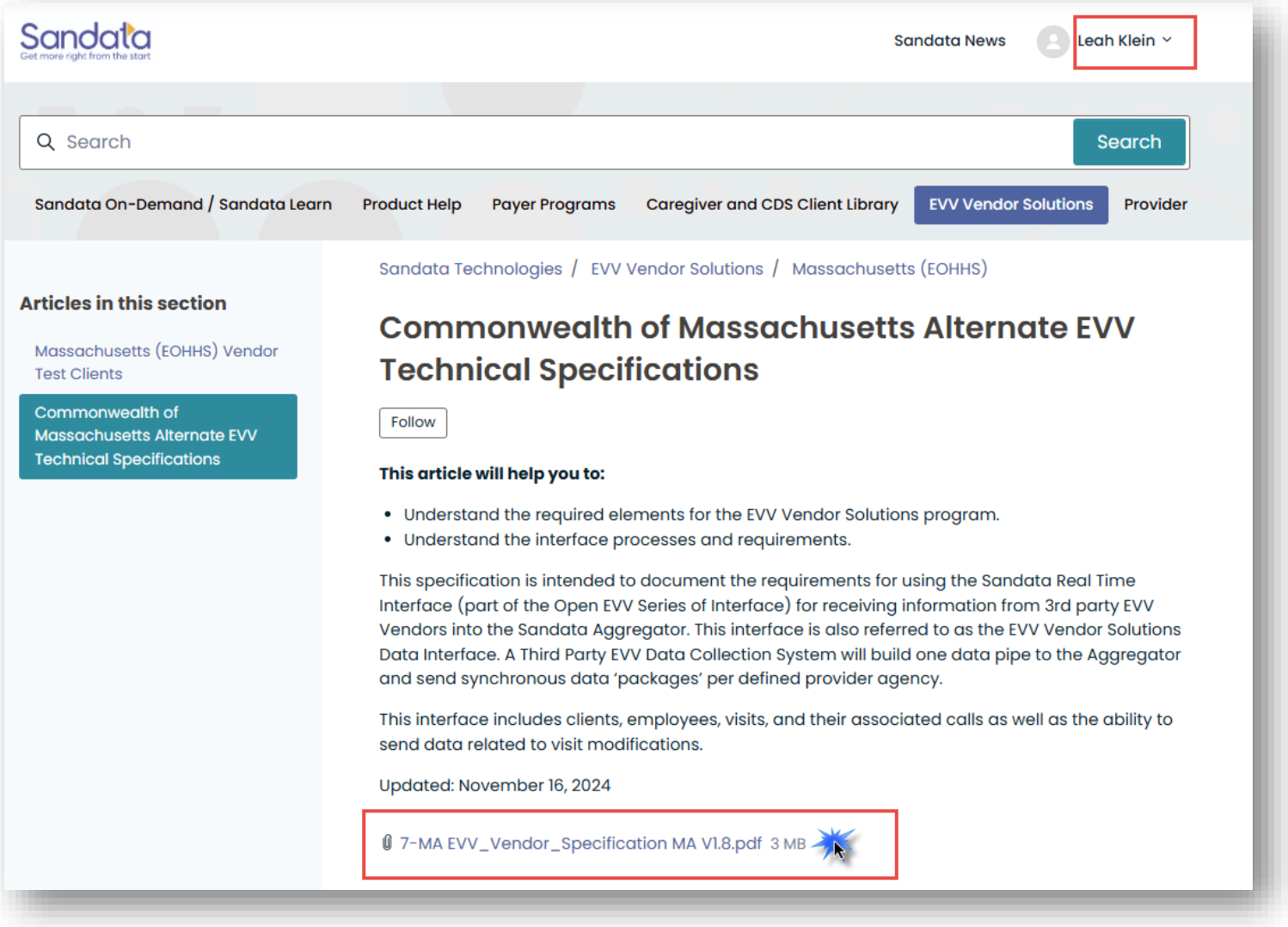
3

EVV Visit Import:

- Provider/AltEVV Vendor may follow specs incorrectly. This would result in a visit import error

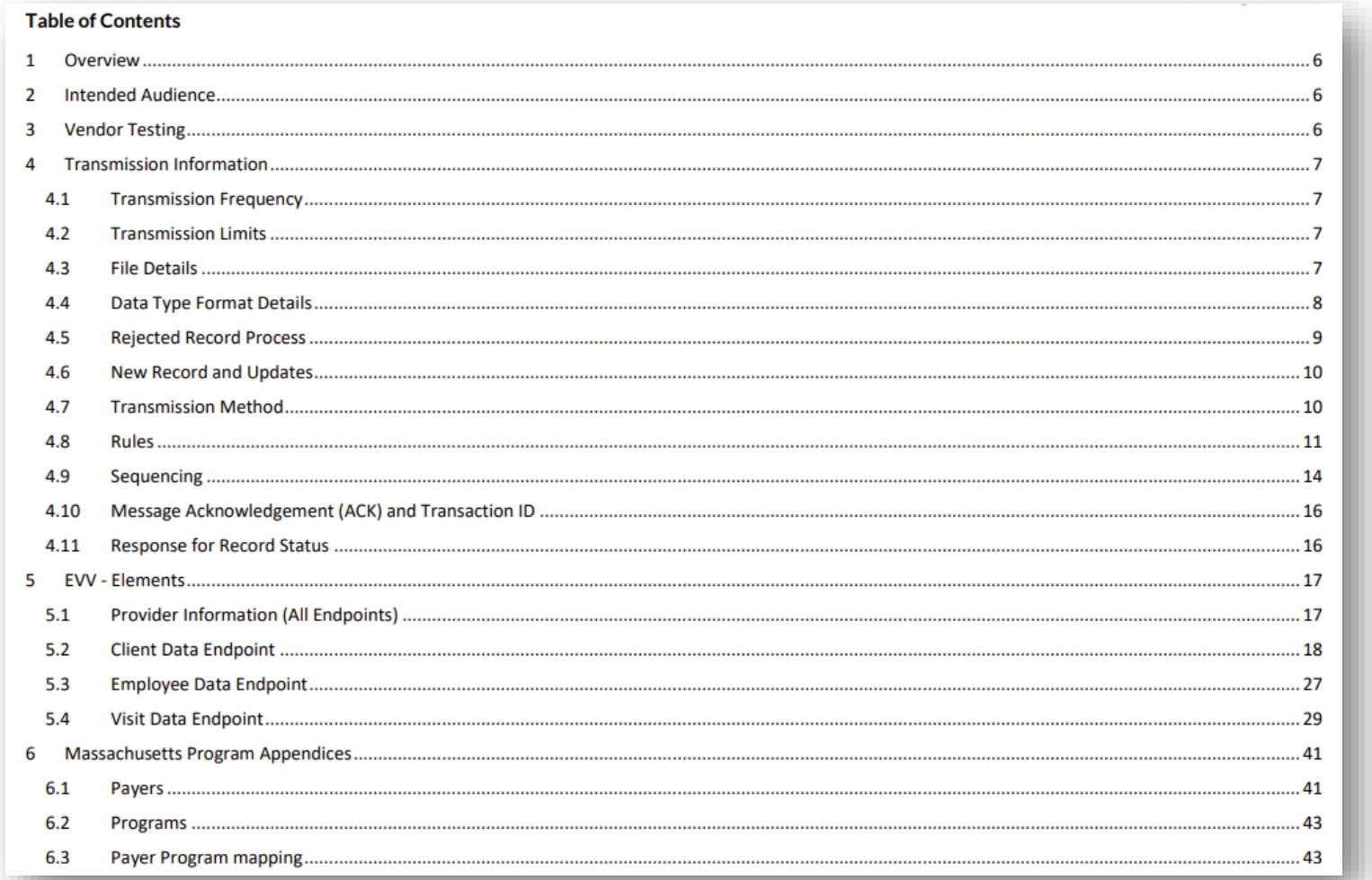
AltEVV Specs

- **Where to find the most up to date MA AltEVV Technical Specifications (Specs)**
  - Visit Sandata on Demand
  - Search Massachusetts
  - Select: **Commonwealth of Massachusetts Alternate EVV Technical Specifications**



AltEVV Specs

- **What's Included in the Specs?**
  - Overview of the Specs
  - Who the Specs are for
  - File formatting
  - Required Data
  - And more!



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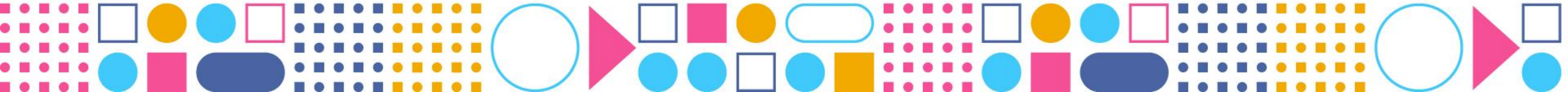
AltEVV Specs

- **What to watch for:**
  - Max character length
  - Is the data element required (Yes or No) or Conditional.
    - If Conditional, please read the Specs carefully to know when that data element is required
  - Expected Values & Rules
    - Is there a specific value that's needed?
    - Are special characters acceptable? If so, which ones?

Example:

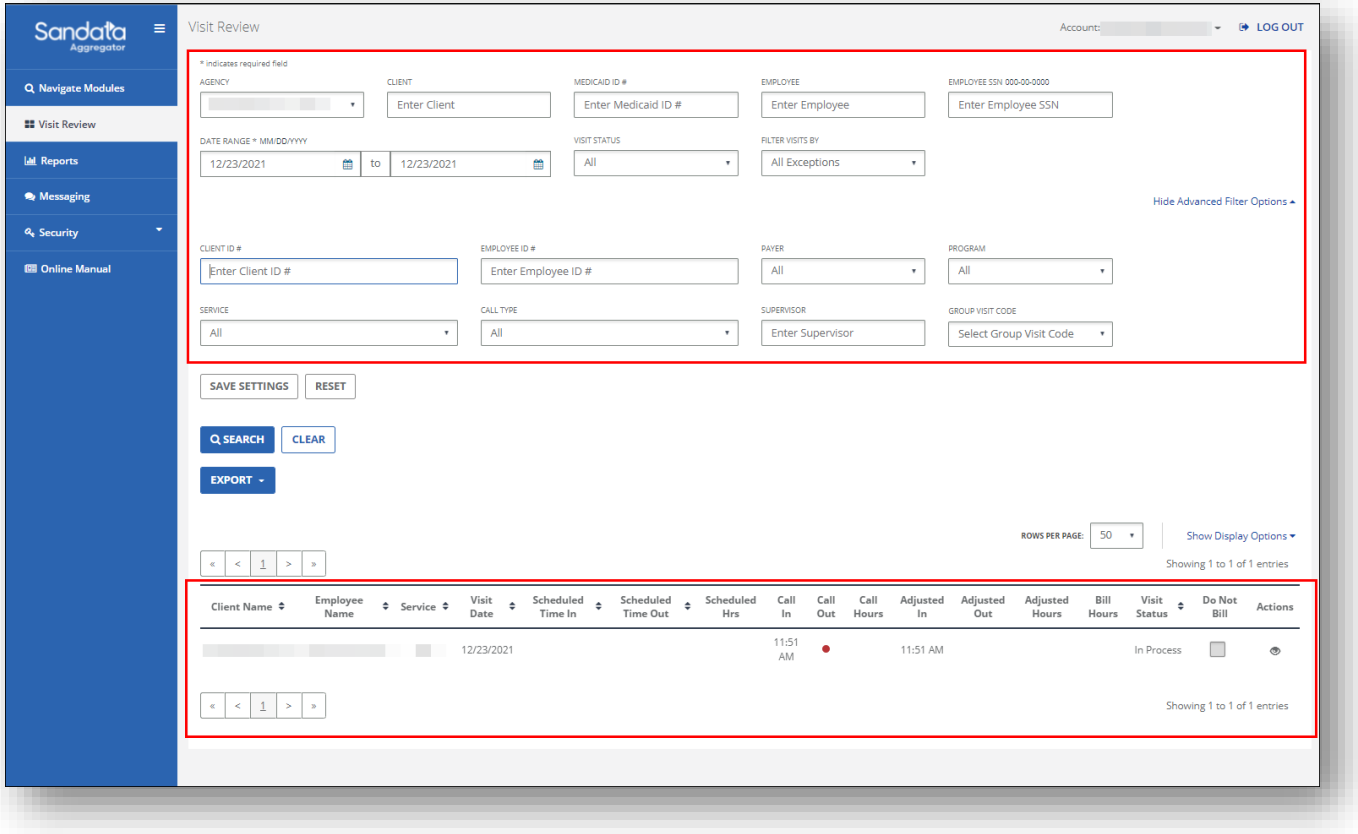
#	Element	Description	Max Length	Type	Required?	Expected Value and Rules
5	ClientLastName	Client's Last Name.	30	String	Yes	Only the following special character will be accepted: Alpha Letters Hyphens Periods Apostrophe All other special characters will be rejected.
6	ClientMedicaidID	Unique ID provided by the State Medicaid program to the client.	64	String	Conditional	MID 12 digits when client has Medicaid ID. If client does not have a Medicaid ID, must be null. Do not use EOEA ID or Consumer ID in this field. – **Conditional - Required unless there is no MID. Do not provide if sending "ClientCustomID".**

Managing Visit Import Rejections



Reminders

- It is the Provider's responsibility to monitor and manage visit import rejections
- Make sure you have access to the Sandata Aggregator
- Work with your AltEVV Vendor to review visit rejections before submitting a Sandata Support Ticket for assistance
  - Review JSON data and compare it to the AltEVV Specs to ensure required fields are included in the correct format and expected values



Common Visit Import Rejections

Client not Found

- Ensure the Client Data Endpoint
- Use only **MassHealth (Medicaid ID) or AGE Consumer ID** as client identifier
  - MassHealth (Medicaid ID) will **always start with "100…"**
  - AGE Consumer ID will **always start with "13…"**
- MassHealth (Medicaid ID) and AGE Consumer ID go in different fields within the specs

7	ClientIDQualifier	Describes what type of identifier is being sent to identify the client.	20	String	Yes	Either "ClientMedicaidID" or "ClientCustomID"
8	ClientID	Unique client identifier used by the state to reference the member data across all Medicaid activities.	64	String	Yes	"ClientMedicaidID" when client has a Medicaid ID. "ClientCustomID" when client does not have a Medicaid ID.
9	ClientMedicaidID "100…"	Unique ID provided by the State Medicaid program to the client.	64	String	Conditional	MID 12 Character Numeric Always 12 (no trimming of leading anything) Do not use EOEA ID or Consumer ID in this field. – **Conditional - Required unless there is no MID. Do not provide if sending "ClientCustomID".**
10	ClientCustomID "13…"	Alternate ID used for purposes of receiving Medicaid benefits	64	String	Conditional	If a client does not have a Medicaid ID, must be EOEA (Consumer ID) 10-12 digits. If client does have a Medicaid ID, this must be null. **Conditional – Required if Client does not have a Medicaid ID but does have a Consumer ID from EOEA. Do not provide if sending "MedicaidID".**

Common Visit Import Rejections

Sandata does not support the procedure code you provided

- The procedure code you are using may not be valid for the Payer + Program combination
- The procedure code you are using may not be in scope for EVV in Massachusetts
- Please reference the Massachusetts Service Code Listing for a full list of in-scope service codes

Massachusetts EVV Services Code Listing

HCPCS Code	Service Description	Modifiers
Acquired Brain Injury / Moving Forward Plan (ABI / MFP) Waivers		
G0156	Home Health Aide	U4 or U8
G0299	Skilled Nursing - RN	U4, U5, U8, or U9
G0300	Skilled Nursing - LPN	U4, U5, U8, or U9
S9128	Speech Therapy (in home setting)	U4, U5, U8, or U9 U1 or U2
S9129	Occupational Therapy (in home setting)	U4, U5, U8, or U9 U1 or U2

#	Element	Description	Max Length	Type	Required?	Expected Value and Rules
6	ProcedureCode	This is the billable procedure code which would be mapped to the associated service. Provide if captured as part of the transaction.	5	String	Conditional	ProcedureCode is the HCPCS code assigned. See Appendix 6.3 for ProcedureCodes. Note that the ProcedureCode must be valid for the Payer and Program.

Submitting a Support Ticket

- **First, work with your AltEVV Vendor to investigate and resolve visit import rejections**

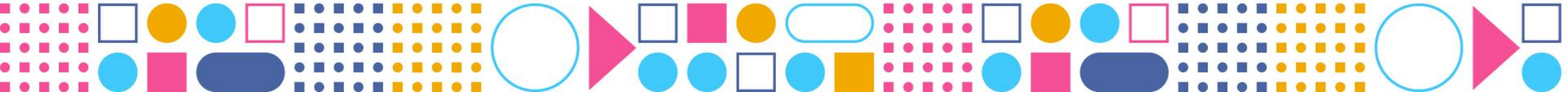
- **In the Sandta Support Ticket, be as descriptive as possible about the issue you are experiencing**

- **What to include in your ticket:**
  - The issue you are experiencing:
    - What's the issue?
    - How often is it occurring?
    - Who is your AltEVV Vendor?
    - JSON data for the visit you are experiencing rejections

Example JSON


```
],
"ClientPayerInformation": [
  {
    "ProcedureCode": "S5130",
    "Modifier1": "UB",
    "EffectiveStartDate": "2021-11-19",
    "PayerID": "MAAAS",
    "Modifier2": null,
    "PayerProgram": "HCBW",
    "ClientStatus": "02"
  }
],
"ClientCustomID": null,
"ClientMedicaidID": "100111111111",
"ClientQualifier": "ClientMedicaidID",
"ProviderIdentification": {
  "ProviderQualifier": "Other",
  "ProviderID": "111111111"
},
"ClientPhone": [
  {
    "ClientPhone": "0000000000",
    "ClientPhoneType": "Mobile"
  }
```

EVV Reporting - Aggregator



EVV Reporting – Aggregator

- **To ensure your visits are importing correctly and to review your visit's verification status, please refer to the Reports made available to you in the Sandata Aggregator**

- **Visit Verification Activity Details:** This report displays information for the visits in a given date range including all call in and call out information if applicable.

- **Auto-Verification Detail:** This reports displays information for visits in a given date range and notes whether the visit was manually or automatically verified.

Resources

Resources

- MassHealth's Electronic Visit Verification (EVV) Website
- Sandata On Demand: Aggregator Product Help
- Sandata On Demand: Aggregator Reports
- Sandata On Demand: Aggregator Visit Review
- Sandata On Demand: Massachusetts AltEVV Technical Specifications

Sandata

Thank you!

6/11/2025