Solution Spotlight:
Managing EVV with Sandata

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About HEALTHCARE*first*

- Industry leader in Web-based EHR software, coding & billing services, CAHPS survey administration, and advanced analytics for home health and hospice:
  - Founded in 1992
  - Headquartered in Springfield, MO with additional office in Louisville, KY
  - One of the fastest growing providers of our kind
  - More than 4,000 home health and hospice agencies nationwide
- We enable our customers to:
  - Make timely and accurate decisions for excellent patient care
  - Adapt quickly to changing requirements and needs
  - Automate agency functions quickly and with high value.

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EHR Software and Beyond

SOFTWARE

- Web-based Agency Management Software for home health & hospice agencies
- DDE Connectivity
- All Payer Eligibility Verification
- Physician Portal
- OASIS Scrubber

SERVICES

- Coding
- OASIS Review
- Billing
- CMS Submission of Hospice Item Set Data

ADVANCED ANALYTICS

- Executive, Clinical and Financial KPIs
- Market insights to grow referrals
- Robust QAPI management & benchmarking
- Hospice CAHPS & Home Health CAHPS

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Partnering with Sandata

- HEALTHCARE*first* and Sandata partnership
- Simplify and automate the management of EVV
- Interface with *first*HOSPICE and *first*HOMECARE

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Agenda

- About Sandata
- What is Electronic Visit Verification?
- 21st Century Cures Act Overview/Four Models Deployed
- Sandata EVV Solution
- Benefits of Interface/Value Beyond Compliance

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About Sandata: Establishing EVV Credibility

EXPERIENCE
✓ Focused on homecare technology for 40 years
✓ Deployed EVV in 1994, held patent until 2010
✓ Experience with 9 state Medicaid Agencies and 6 MCOs
✓ Only vendor with experience with all 4 EVV models

SCALE
✓ 180+ employees dedicated to the Home Care market
✓ 150M Transactions/year

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Electronic Visit Verification (EVV): What Is It?

EVV is a technology solution that provides transparency into home based care delivery, while improving the member's quality of care.

- Visit Verification Module
  - When the caregiver arrives on site, they "check-in" using a variety of technologies (mobile, telephonic, device, etc)
  - The system accurately captures visit start, stop, duration, (optional - tasks performed) and client verification
- Aggregator
  - Standardizes data from all EVV vendors
- Scheduling Module
  - Scheduler contains data on client and caregiver
  - Missed or late scheduled visits create alerts to inform the provider that the member was not served according to the care plan

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EVV Data Capture Technology Review

- Mobile Visit Verification
  - Captures location using GPS (works in both connected and disconnected modes)
  - Multiple Deployment Models, i.e. BYOD, Member Centric, Provider Supplied

- Telephonic Visit Verification
  - Uses ANI to match caller's phone number to provider account and caregiver location

- Fixed Visit Verification Device
  - Electronic random number match device
  - Allows disconnected check in/out process

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21st Century Cures Act Overview

Electronic Visit Verification System Required for **Personal Care Services** and **Home Health Care Services** Under Medicaid

- Signed by President Obama in December 2016
- States that do not comply by the mandated dates will face an escalating penalty:
  - **UPDATE** Personal Care Services: January 1, 2020
  - Home Health Services: January 1, 2023
- The EVV system must verify the following:
  - Date of service
  - Location of service
  - Individual providing service
  - Type of service
  - Individual receiving service
  - Time the service begins and ends

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Additional Cures Act Information

- **H.R. 6042 signed into a law by President Trump 7/30/18**
  - On July 17th, the Senate passed H.R. 6042, Rep. Guthrie's EVV implementation delay bill by unanimous consent
  - Signed into law by President Trump on July 30th
  - Delays the effective date for the EVV mandate for PCS from January 1, 2019 to January 1, 2020
  - Eliminates FMAP penalty in 2019
  - Allows CMS to waive FMAP penalty in 2020 for good faith effort and technical problems
  - Provides a "Sense of the Congress" that CMS should convene at least one public meeting in 2018 for the purpose of soliciting ongoing feedback from Medicaid stakeholders on guidance issued by CMS on May 16, 2018 regarding electronic visit verification

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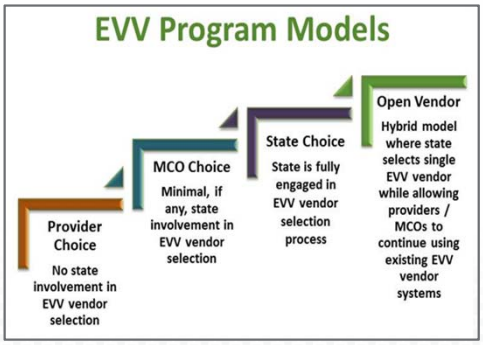
EVV Program Models – Pros/Cons

- State-level Electronic Visit Verification ("EVV") programs are a relatively new concept. As the early adopters have explored EVV, four major models have evolved in the market:

State Medicaid Directors Need To Choose an EVV Model

1. **Provider Choice Model**
2. **MCO Choice Model**
3. **State Choice Model**
4. ***Open Vendor Model***



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Integration Data Flow

Clients, Employees, and Schedules are created in *first*HOMECARE and/or *first*HOSPICE System and passed to Sandata EVV

Transactions are recorded in Sandata EVV and passed back to the Agency Management system to complete billing and payroll

Transactions come in from the field and are matched against the schedule data in real time

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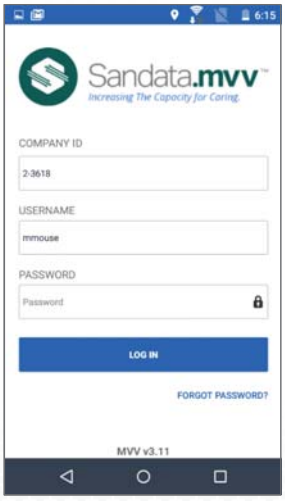
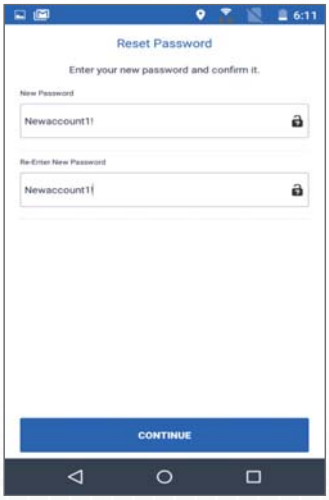
Sandata Mobile Connect: Initial Setup





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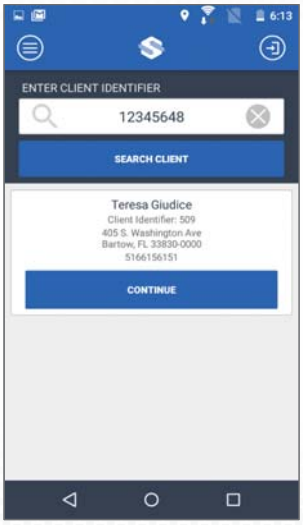
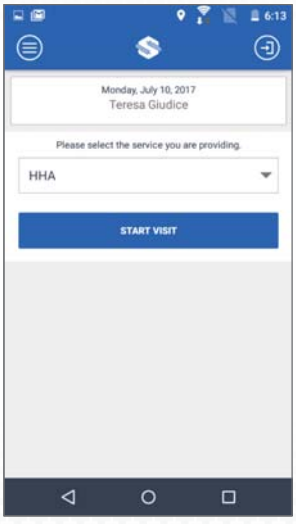
Login and Start Visit Screens





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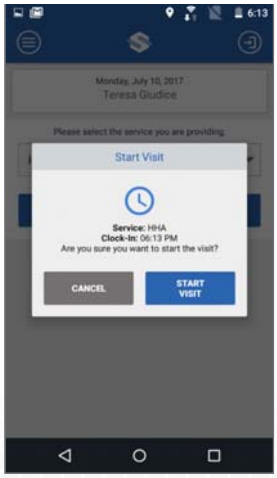
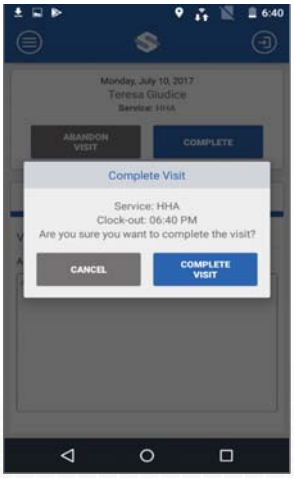
Start and End Visit

Works in **Connected** and **Disconnected** modes





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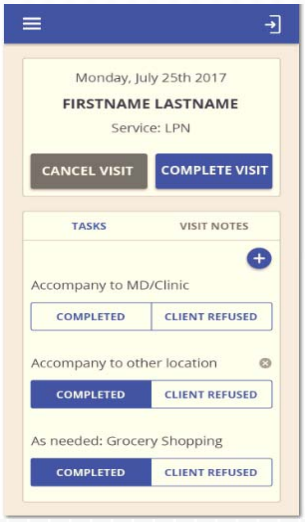
Optional Task Capture at Point of Service



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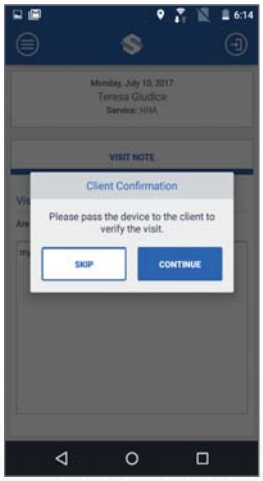
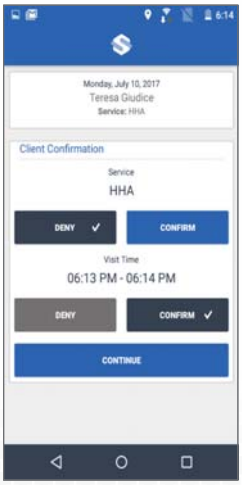
Client Verification Screens

Voice or E-signature





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Office View: Real-time EVV Portal

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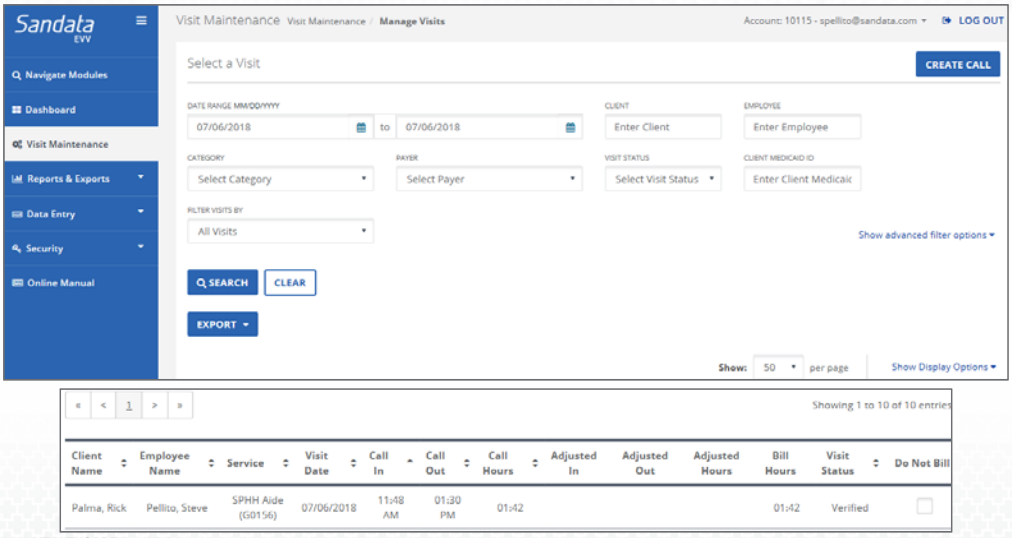
Visit Maintenance



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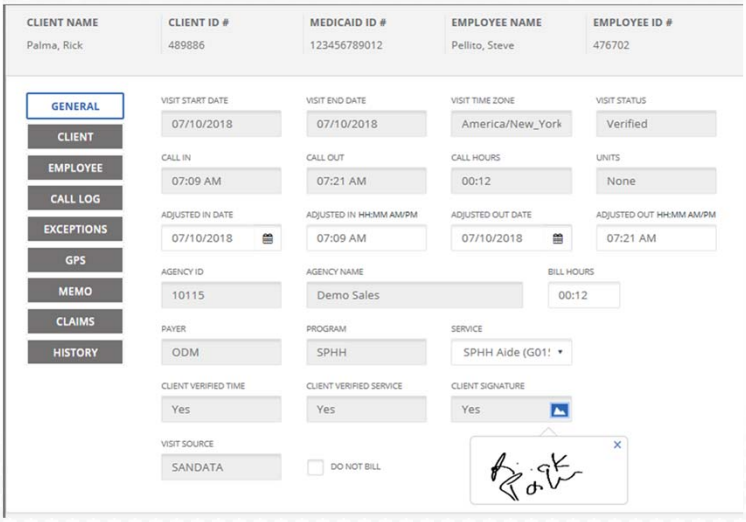
Original Details, Manual Adjustments, and Client Signature



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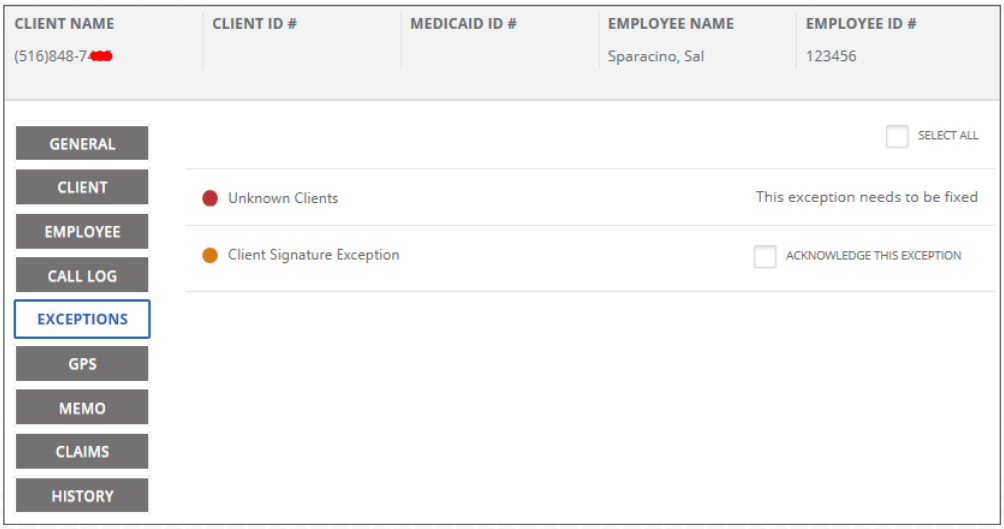
Manage Exceptions



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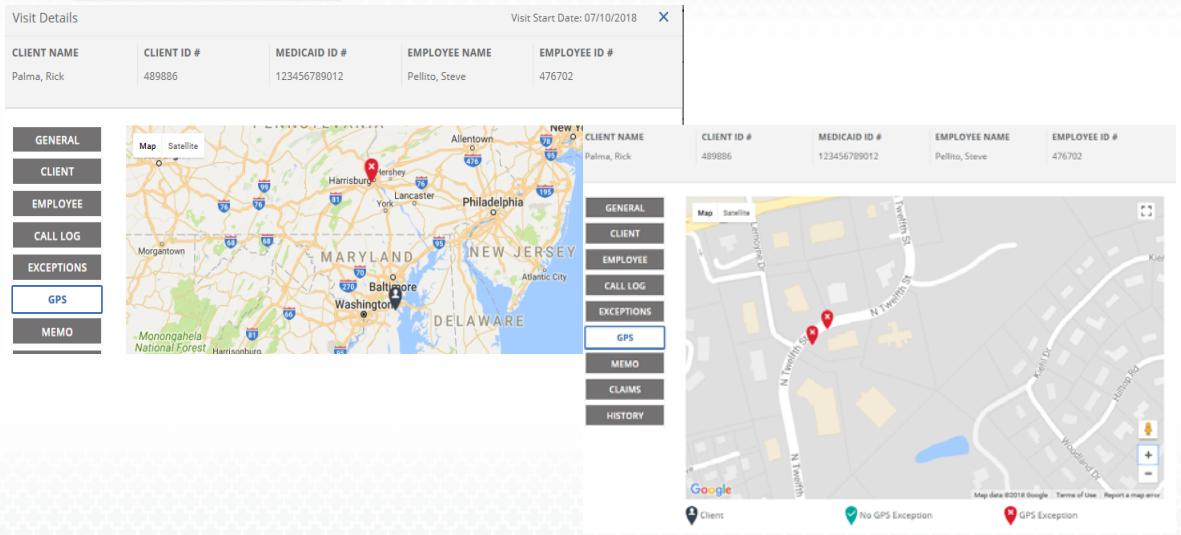
GPS Map View



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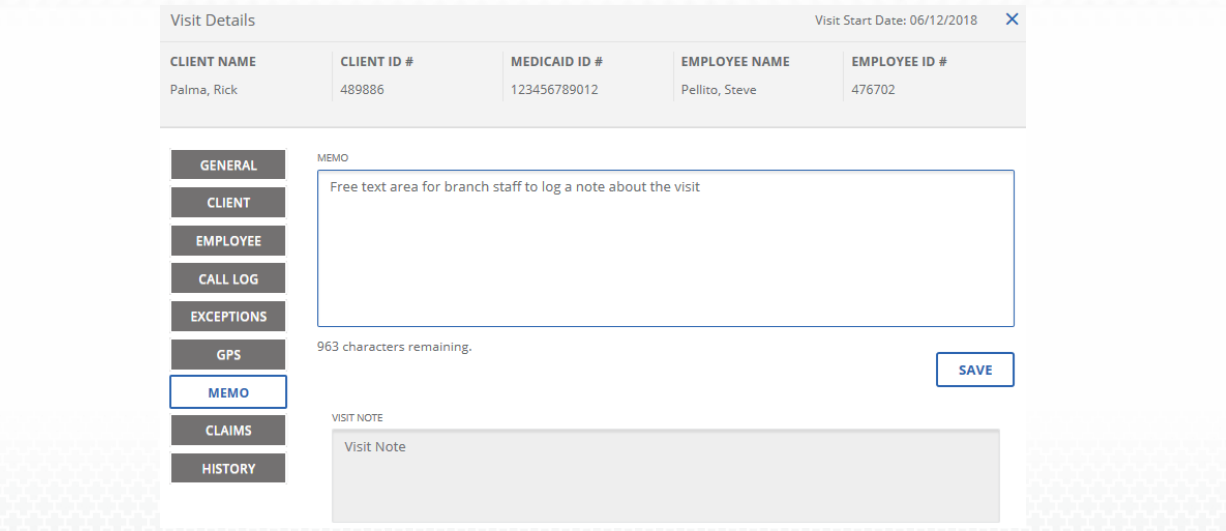
Free Text Memo Available for Office Staff



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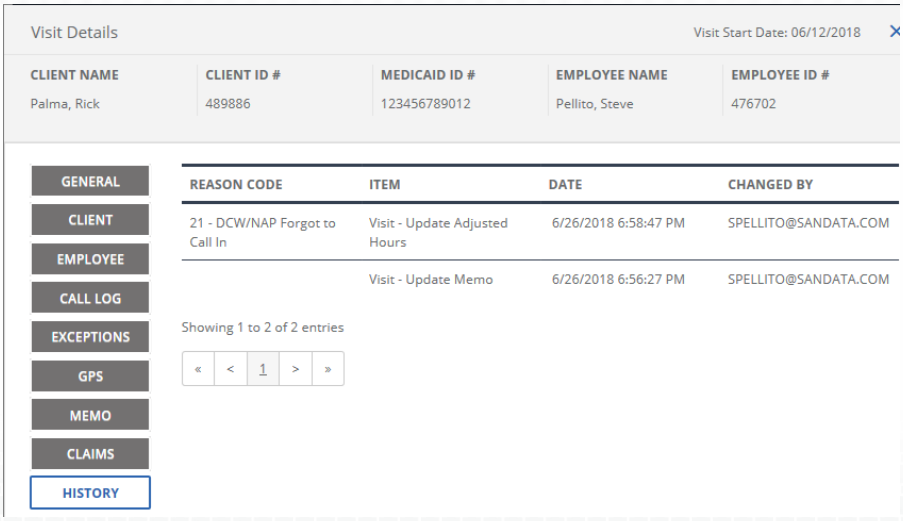
Audit Trail of Manual Edits Made



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Benefits of Interface

- Cost reduction/elimination (for covered visits) where Sandata is chosen as the state's EVV vendor
- Eliminate duplicate data entry of clients and employees in the EVV system
- Patient data is pushed to the EVV device, eliminating look-up by Client or Medicaid ID numbers
- Automated visit verification reduces manual effort spent processing payroll
- Reduce/eliminate costs associated with paper time and duty sheets (where approved)
- Accelerate billing with completed visit data pushed back into the HEALTHCARE*first* EHR for faster claims processing
- Valuable real time alerting of late/missed visits
- Ensure compliance with automatic sending of visit data to your state Aggregator
- Use of EVV can be expanded to provide a universal process for all business lines
- On-demand analytics to better understand your business
- Lower risk and cost of audits

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Thank You!

Ready to schedule a demo or have more questions?
Let us know!

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Share your feedback!

Please respond to our survey at the end of the webinar.

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