



Solution Spotlight: Managing EVV with Sandata



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About HEALTHCAREfirst

- 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*HOME CARE

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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

Ensuring the 5 Rights of Care

- RIGHT PATIENT
- RIGHT LOCATION
- RIGHT TIME
- RIGHT CAREGIVER
- RIGHT PLAN OF CARE

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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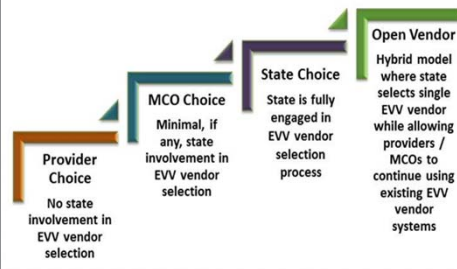
EVV Program Models – Pros/Cons

- 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**

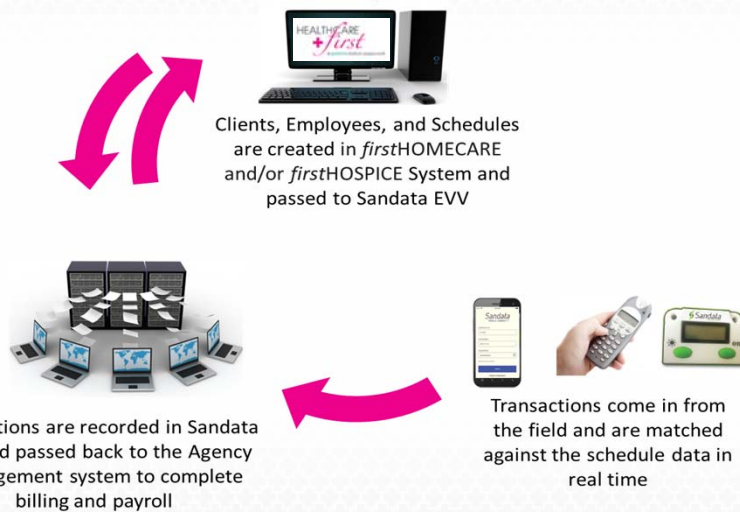
EVV Program Models




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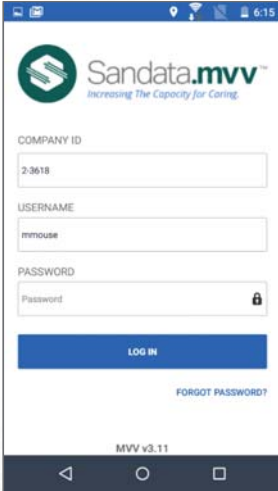
Integration Data Flow




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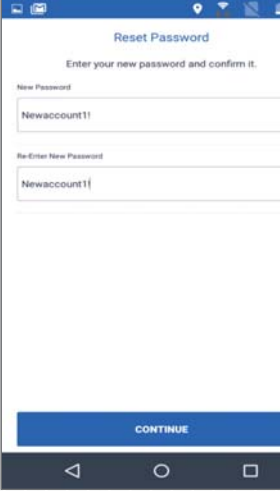
Sandata Mobile Connect: Initial Setup



SCREENSHOT 1: Login screen with fields for COMPANY ID (2-3618), USERNAME (mmouse), and PASSWORD. Includes LOG IN and FORGOT PASSWORD? buttons.




SCREENSHOT 2: Security Setup screen with five security questions: childhood home, parents' city, favorite movie, favorite sports team, and birth hospital. Includes CONTINUE button.




SCREENSHOT 3: Reset Password screen with fields for New Password and Re-Enter New Password. Includes CONTINUE button.

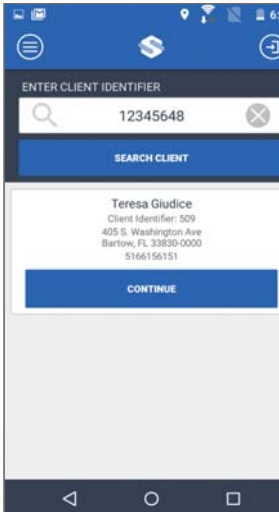
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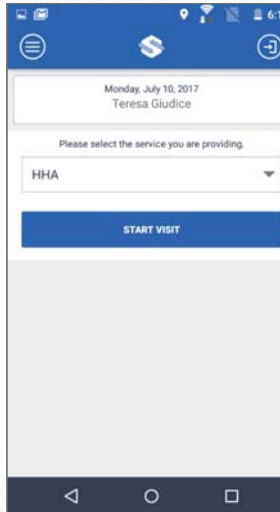
Login and Start Visit Screens



SCREENSHOT 4: Language selection screen with options: English, Spanish, Russian, Mandarin Chinese, Somali, Egyptian Arabic. Includes MVV v3.11 at the bottom.



SCREENSHOT 5: Client search screen with search bar (12345648), SEARCH CLIENT button, and client details for Teresa Giudice. Includes CONTINUE button.



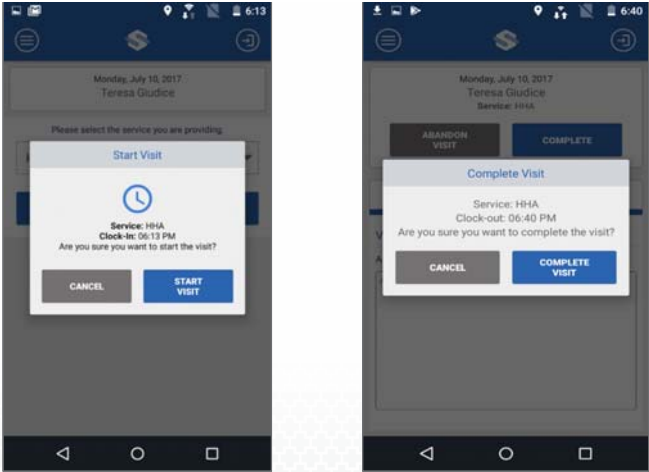
SCREENSHOT 6: Start visit screen showing date (Monday, July 10, 2017), client name (Teresa Giudice), service selection (HHA), and START VISIT button.

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Start and End Visit

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

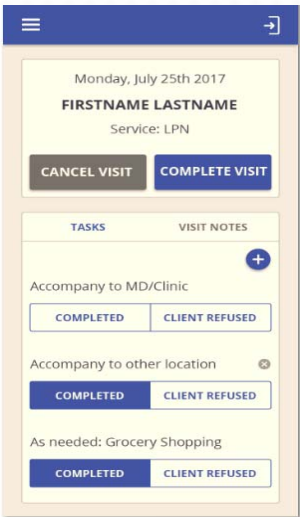


The first screenshot shows a 'Start Visit' dialog box with a clock icon, service details (HHA, 06:13 PM), and a confirmation question. The second screenshot shows a 'Complete Visit' dialog box with service details (HHA, 06:40 PM) and a confirmation question. Both screens have 'CANCEL' and 'START/COMPLETE VISIT' buttons.

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Optional Task Capture at Point of Service



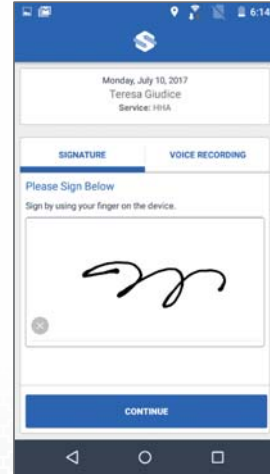
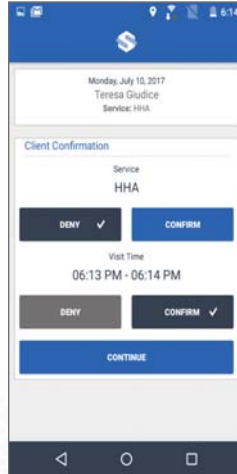
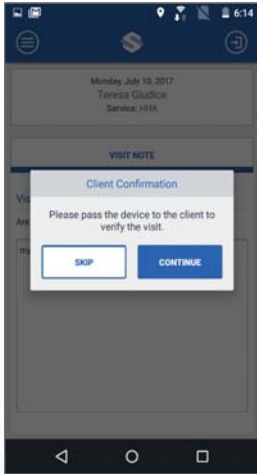
The screenshot displays a visit record for Monday, July 25th 2017, for a client with the name 'FIRSTNAME LASTNAME' and service 'LPN'. It includes 'CANCEL VISIT' and 'COMPLETE VISIT' buttons. Below, there are sections for 'TASKS' and 'VISIT NOTES'. The 'TASKS' section lists 'Accompany to MD/Clinic', 'Accompany to other location', and 'As needed: Grocery Shopping', each with 'COMPLETED' and 'CLIENT REFUSED' buttons. A plus sign icon is visible next to the 'VISIT NOTES' header.

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Client Verification Screens

Voice or E-signature



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Office View: Real-time EVV Portal

Sandata

AGENCY
STX10115

USERNAME
spellito@sandata.com

PASSWORD
Enter Password

REMEMBER ME

LOGIN

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Visit Maintenance

Sandata EVV

Account: 10115 - spellito@sandata.com **LOG OUT**

Select a Visit **CREATE CALL**

DATE RANGE MM/DD/YYYY
07/06/2018 to 07/06/2018

CLIENT: Enter Client
EMPLOYEE: Enter Employee

CATEGORY: Select Category
PAYER: Select Payer
VISIT STATUS: Select Visit Status
CLIENT MEDICAID ID: Enter Client Medicaid

FILTER VISITS BY: All Visits [Show advanced filter options](#)

SEARCH **CLEAR**

EXPORT

Shows 50 per page [Show Display Options](#)

Showing 1 to 10 of 10 entries

Client Name	Employee Name	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill
Palma, Rick	Pellito, Steve	SPHH Aide (G0156)	07/06/2018	11:48 AM	01:30 PM	01:42				01:42	Verified	<input type="checkbox"/>

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Original Details, Manual Adjustments, and Client Signature

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Palma, Rick	489886	123456789012	Pellito, Steve	476702

GENERAL	VISIT START DATE	VISIT END DATE	VISIT TIME ZONE	VISIT STATUS
	07/10/2018	07/10/2018	America/New_York	Verified
CLIENT	CALL IN	CALL OUT	CALL HOURS	UNITS
	07:09 AM	07:21 AM	00:12	None
EMPLOYEE	ADJUSTED IN DATE	ADJUSTED IN HH:MM AM/PM	ADJUSTED OUT DATE	ADJUSTED OUT HH:MM AM/PM
	07/10/2018	07:09 AM	07/10/2018	07:21 AM
CALL LOG	AGENCY ID	AGENCY NAME	BILL HOURS	
	10115	Demo Sales	00:12	
EXCEPTIONS	PAYER	PROGRAM	SERVICE	
	ODM	SPHH	SPHH Aide (G01)	
GPS	CLIENT VERIFIED TIME	CLIENT VERIFIED SERVICE	CLIENT SIGNATURE	
	Yes	Yes	Yes	
MEMO	VISIT SOURCE	<input type="checkbox"/> DO NOT BILL		
	SANDATA			

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Manage Exceptions

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
(516)848-7			Sparacino, Sal	123456

GENERAL SELECT ALL

CLIENT ● Unknown Clients This exception needs to be fixed

EMPLOYEE ● Client Signature Exception ACKNOWLEDGE THIS EXCEPTION

CALL LOG

EXCEPTIONS


GPS

MEMO

CLAIMS

HISTORY

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GPS Map View

Visit Details Visit Start Date: 07/10/2018

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Palma, Rick	489886	123456789012	Pellito, Steve	476702

GENERAL

CLIENT

EMPLOYEE

CALL LOG



EXCEPTIONS

GPS


MEMO

CLAIMS

HISTORY



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Free Text Memo Available for Office Staff

Visit Details
Visit Start Date: 06/12/2018 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Palma, Rick	489886	123456789012	Pellito, Steve	476702

- GENERAL
- CLIENT
- EMPLOYEE
- CALL LOG
- EXCEPTIONS
- GPS
- MEMO**
- CLAIMS
- HISTORY

MEMO

Free text area for branch staff to log a note about the visit


963 characters remaining.

SAVE

VISIT NOTE

Visit Note

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Audit Trail of Manual Edits Made

Visit Details
Visit Start Date: 06/12/2018 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Palma, Rick	489886	123456789012	Pellito, Steve	476702

- GENERAL
- CLIENT
- EMPLOYEE
- CALL LOG
- EXCEPTIONS
- GPS
- MEMO
- CLAIMS
- HISTORY**

REASON CODE	ITEM	DATE	CHANGED BY
21 - DCW/NAP Forgot to Call In	Visit - Update Adjusted Hours	6/26/2018 6:58:47 PM	SPELLITO@SANDATA.COM
	Visit - Update Memo	6/26/2018 6:56:27 PM	SPELLITO@SANDATA.COM

Showing 1 to 2 of 2 entries

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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 HEALTHCAREfirst 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!**

 www.healthcarefirst.com
 connect@healthcarefirst.com

Share your feedback!

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

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