



Device Recovery Policy

AHCCCS E.V.V. 
ELECTRONIC VISIT VERIFICATION

Date: July 28, 2020

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Revision History

Date	Author	Description
7/1/2020	Kelly Bergstrom	Initial Draft
11/20/2020	Kelly Bergstrom	Updates post group review #1. Added an additional section to call out Self Directed Devices.
11/25/2020	Kelly Bergstrom/Dara Johnson	Final review and orientation for provider consumption.
12/5/2020	Team	Additional notes/resources added for posting.

References	

Background

This document details the device management process/policies for both Sandata and Providers using the Sandata EVV System. As the state sponsored EVV supplier, Sandata will procure, configure and manage smart devices and fixed visit verification devices. As a condition of using state supplied devices at no cost, providers will be responsible for appropriately managing devices in accordance with the guidelines below.

Distribution

Smart Devices

Mobile Smart Devices are issued upon request to:

Provider Agencies (DCW) -> Provider Centric Device.

Provider Centric Smart Devices are issued to a provider for use by their Direct Care Workers (DCWs) in support of the Electronic Visit Verification program. These devices are assigned to the DCW vs. the member and the provider agency is responsible for managing device distribution and utilization. While any DCW working on behalf of an agency provider can utilize the device, it should not be given or shared with other DCWs unless directed by the provider agency. Device assignment tracking is detailed below.

Provider agencies can request devices for their use within the eTRAC inventory system: <https://az.etraonline.net/login>

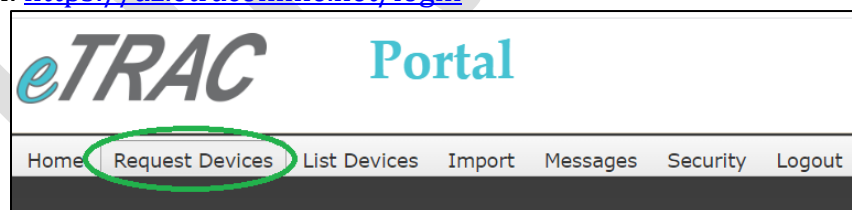


Figure 1: eTRAC Portal Request Devices

Requests are processed Monday through Friday with delivery to occur in 1-2 business days. Requests received after 4 pm Friday may be processed the next business day.

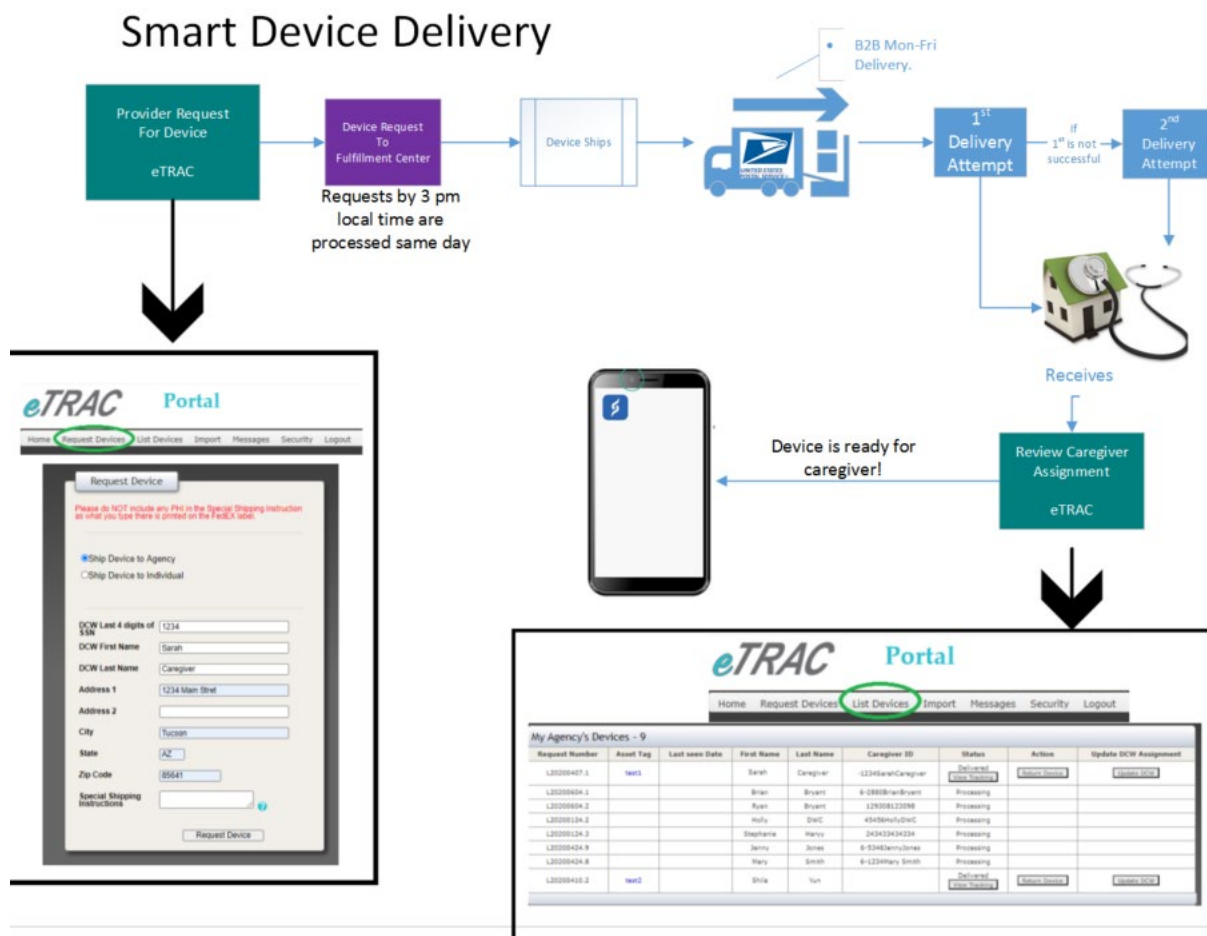


Figure 2: Smart Device Delivery Process

Fixed Visit Verification Devices

Fixed Visit Verification Devices are issued upon request to:

Program Recipients (clients/members/individuals)

The device can be used by any DCW providing services to that member for the **assigned agency**. This device cannot be used by a worker from another agency. Each agency must have a separate FVV Device. Fixed Visit Verification devices can be requested for their use within Sandata EVV System -> Clients -> Request Device button. These devices are registered to the member within the requesting agency system. The device must stay fixed in the member's home to document the location of the service delivery.

Requests are processed Monday through Friday with delivery to occur in 1-2 business days. Requests received after 4 pm Friday may be processed the next business day.

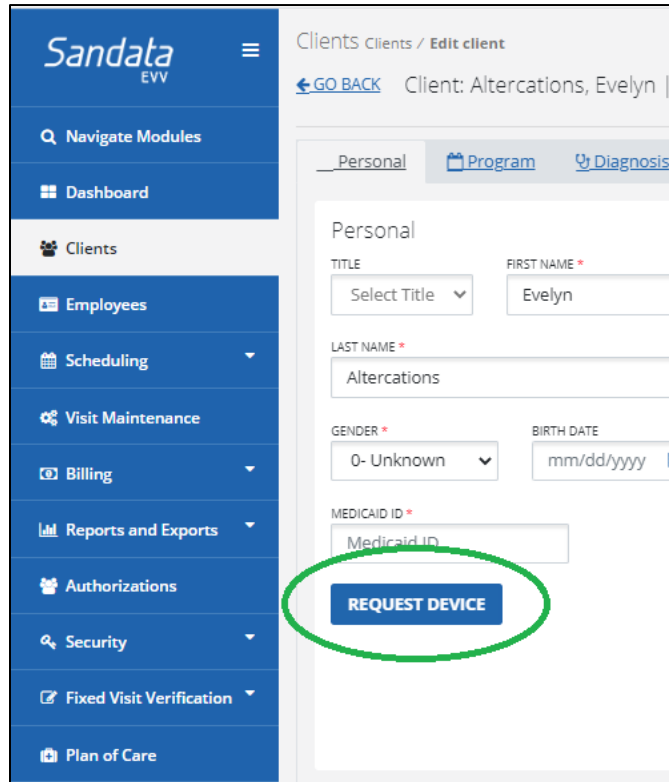


Figure 3: Sandata EVV System Request Device



Figure 4: Select Device Type FVV Device

Devices are labeled with the Agency ID and client ID they are used for:



Figure 5: FVV Device

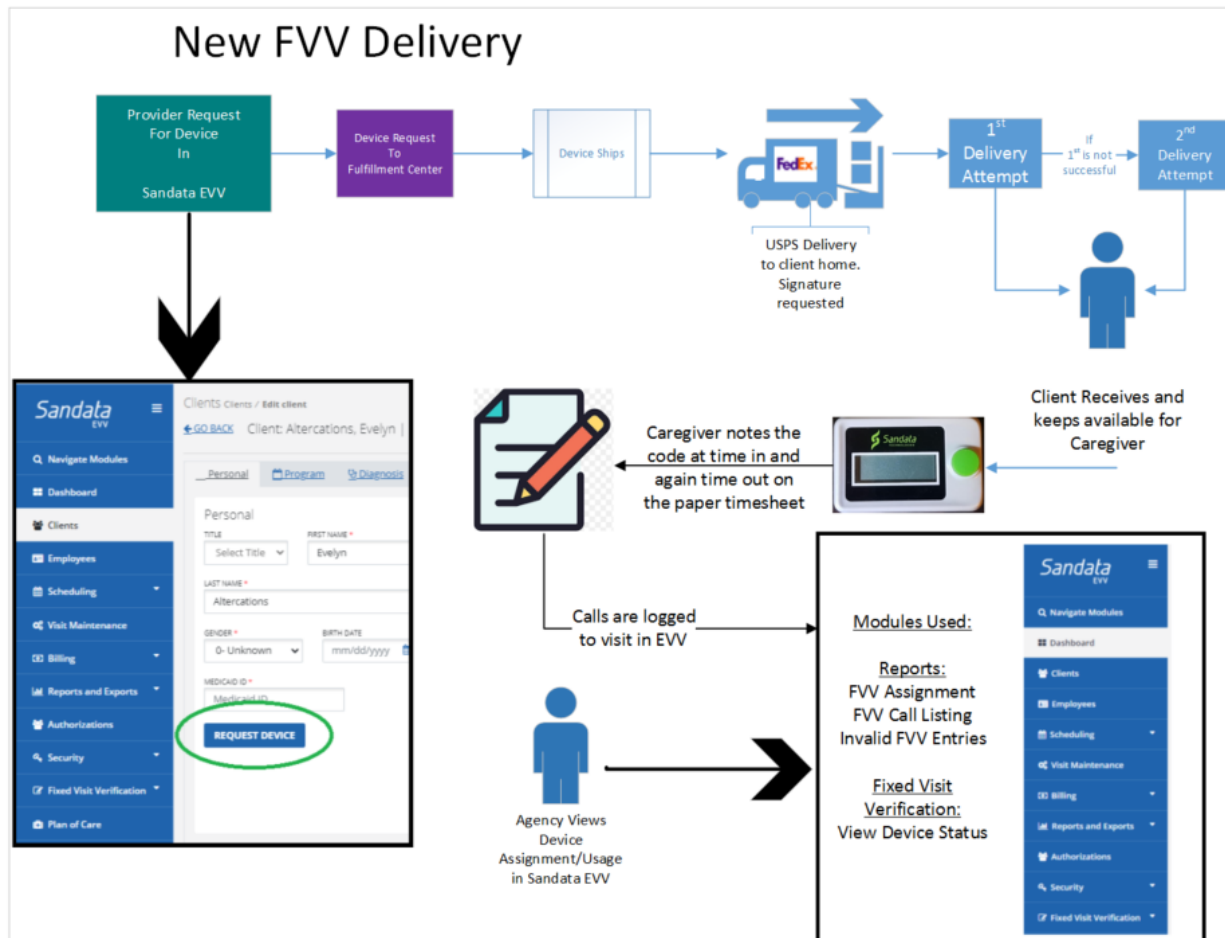


Figure 6: FVV Device Delivery Process

Tracking

Mobile Device Tracking

All inventory and accessories managed by Sandata have a complete device register tracking all relevant information regarding the device including but not limited to:

- Program Assignment
- Serial Number
- IMEI (International Mobile Equipment Identity)
- SIM (Subscriber Identity Module)
- Phone Number
- Make/Model
- Device Status
- Device Recipient

When a mobile device is requested for use, the device register is updated to reflect issuance of a device with any necessary associated data such as requested by, shipping tracking information and proof of delivery. This information is located in the eTRAC portal under the List Devices Menu Option.

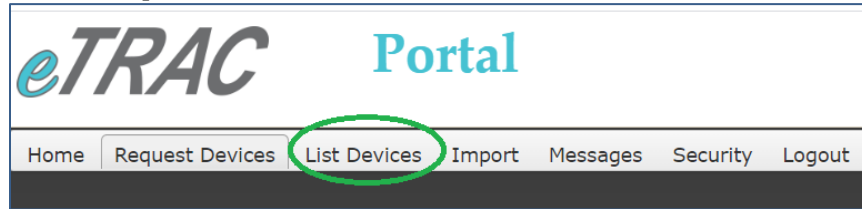


Figure 7: eTRAC List Devices Menu Option

Mobile Device Tracking – Fulfillment Status

Upon request of a mobile smart device by a provider agency, the List Device Option will display the progress of the device deployment and DCW assignment.

My Agency's Devices - 9								
Request Number	Asset Tag	Last seen Date	First Name	Last Name	Medicaid ID/Caregiver ID	Status	Action	Update DCW Assignment
L20200407.1	AZ1234		Sarah	Caregiver	6-1234SarahCaregiver	Delivered View Tracking	Return Device	Update DCW

Figure 8: eTRAC List Devices Details

Device Fulfillment Status: The Status column will display the progression of a device deployment using the following status names:

- Processing – the device has been requested but not yet fulfilled/shipped.
- In Transit – the device has been shipped but not yet delivered.
 - Note:** The View Tracking button will display the current shipping status from the shipping carrier.
- Delivered – the device has been delivered to the requested address.
 - Note:** The View Tracking button will display the last shipping progression from the carrier as well as any signature page.
- Incorrect Address – the address provided did not pass carrier address validation and will need to be updated using the “Update Address” button in the Action column.

My Agency's Devices - 27								
Request Number	Asset Tag	Last Seen Date	First Name	Last Name	Medicaid ID/Caregiver ID	Status	Action	
L20200604.1			Brian	Bryant	6-2880BrianBryant	Incorrect Address	Update Address	
L20200604.2			Ryan	Bryant	129308123098	Incorrect Address	Update Address	
L20200715.1			Sarah	Caregiver	6-1234SarahCaregiver	Processing		

Figure 9: Update Address Button

Mobile Device Tracking – DCW Assignment

Personnel turnover is expected and as such Provider agencies are expected to appropriately monitor and track the device assignment across their DCWs. In the event a device assignment needs to be updated, the “Update DCW Assignment” button can be used:

Status	Action	Update DCW Assignment
Delivered <input type="button" value="View Tracking"/>	<input type="button" value="Return Device"/>	<input type="button" value="Update DCW"/>
Processing		

Figure 9: Update DCW Assignment Button

The Update DCW Screen allows:

1. The user to select a different DCW already existing in the system using the Select DCW Option:

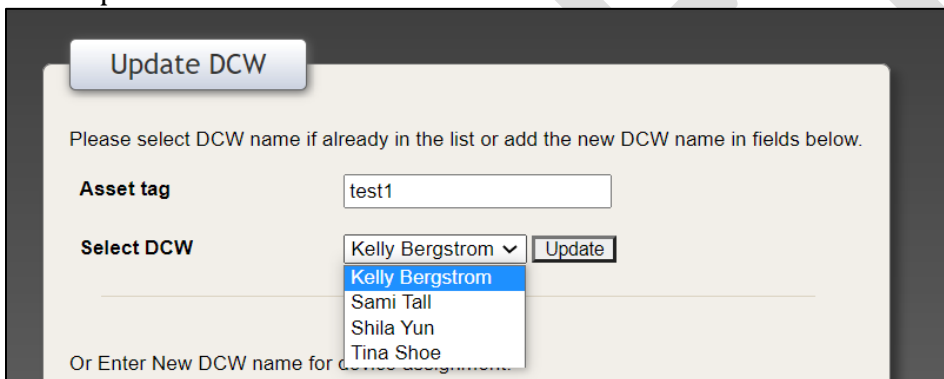


Figure 10: Update DCW Pop Up Window

2. Enter a new DCW and supporting information

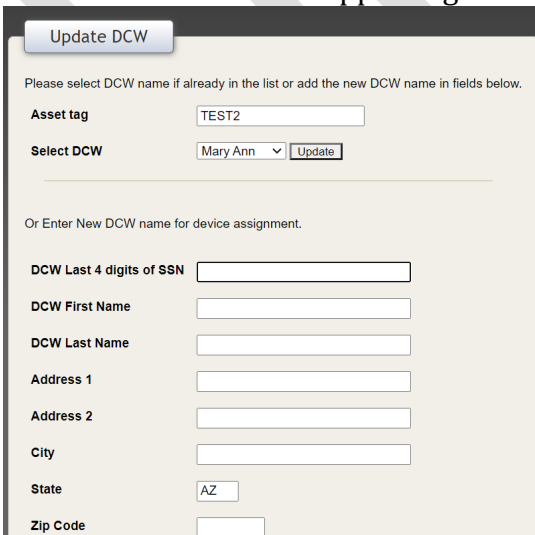


Figure 11: Update DCW Supporting information: Enter all info to add a new DCW

Fixed Visit Verification Device Tracking – Device Assignment

Providers can locate the FVV Devices assigned by running the FVV Assignment report. This report is located within the FVV Report Type.

It is important to note, the **FVV devices are assigned and shipped to the member directly** as the device is to be fixed/placed in the member’s home and is can be used only by the assigned provider/member. The FVV device is registered to the member and the provider agency in the EVV System. FVV Devices will appear on this report upon registration and shipment of the device to the recipient. Additionally, the devices are removed from this list when reported lost or receipt of a returned device by the fulfillment center.

AHCCCS E.V.V. ✓ ELECTRONIC VISIT VERIFICATION		Fixed Visit Verification Assignment Report				Report Parameters Account: COMMUNITY CARE SOLUTIONS (60131) For: 7/31/2020 - 7/31/2020 11:59:59 PM	
CLIENT NAME ↓	CLIENT ID ↓	CLIENT TYPE	SERIAL NUMBER ↓	REGISTRATION DATE ↓	REGISTRATION TIME ↓	SHARED ↓	
TESTFOUR, EVVACC-UFC	A05999904	M	20001192	07/01/20	14:19		
TESTFIVE, EVVACC-UFC	A05999905	M	20001864	07/01/20	15:44		
MbrTen, AZTest	A07324510	M	20004033	06/24/20	18:26		
Grand Total Assignments: 3							
Sandata		07/31/2020 06:37:02			Page 1 of 2		

Figure 12: FVV Device assignment report

Usage Policy – Agency

Devices are expected be assigned and used on a regular basis. Usage is defined as actively being used for visit verification. In the event a device is not used for **30 consecutive days or more**, the following actions shall occur:

30 consecutive days of no usage:

- ✓ An email is sent to the email address on file for the provider agency. This email will ask if the device is still being used or if they need technical assistance. The provider will be able to indicate the device is still needed by clicking a link.

45 consecutive days of no usage

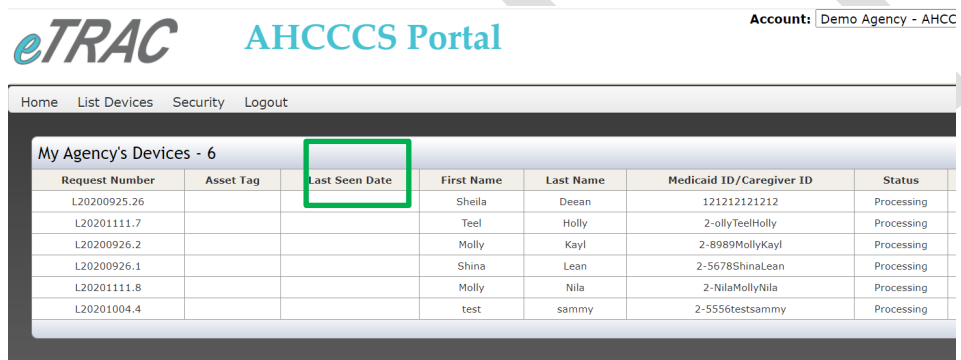
- ✓ A second email is sent to the email address on file for the provider. This email will ask the provider if the device is still being used or if they need technical assistance. The provider will be able to indicate the device is still needed by clicking a link.
- ✓ A phone call will be made to the provider phone number on file.

60 consecutive days of no usage

- ✓ A phone call will be made to the provider phone number on file.
- ✓ A return Kit will be sent to the provider.
- ✓ The device will be flagged and deactivated.

Usage of the devices can be monitored by the providers using:

1. eTRAC List Devices Report – the Last Seen Date indicates the last time the device was turned on and had connectivity.
 - a. Log in to az.eTRACOnline.net
 - b. Click on List Devices, review Last Seen Date. This should be recent the device checks in every time the device is turned on at a minimum.
 - i. Please note, while FVVs are listed here, the last seen date will not be populated. The last usage date of all FVVs can be viewed with the FVV assignment report (See #2 below)



The screenshot shows the eTRAC AHCCCS Portal interface. At the top, there is a navigation bar with 'Home', 'List Devices', 'Security', and 'Logout'. The account name is 'Demo Agency - AHCC'. Below the navigation bar is a table titled 'My Agency's Devices - 6'. The table has the following columns: Request Number, Asset Tag, Last Seen Date, First Name, Last Name, Medicaid ID/Caregiver ID, and Status. The 'Last Seen Date' column is highlighted with a green box. The data rows are as follows:

Request Number	Asset Tag	Last Seen Date	First Name	Last Name	Medicaid ID/Caregiver ID	Status
L20200925.26			Sheila	Deean	121212121212	Processing
L20201111.7			Teel	Holly	2-ollyTeelHolly	Processing
L20200926.2			Molly	Kayl	2-8989MollyKayl	Processing
L20200926.1			Shina	Lean	2-5678ShinaLean	Processing
L20201111.8			Molly	Nila	2-NilaMollyNila	Processing
L20201004.4			test	sammy	2-5556testsammy	Processing

2. FVV Assignment Report:
 - a. Login to your EVV system.
 - b. Under Reporting, Select FVV Reports then FVV Assignment.
 - c. This report will show all FVVs registered for use within your database.
 - d. Review this report to:
 - i. Confirm Members with FVVs is complete and accurate.
 - ii. Review the Last Call Date: this is the last date the FVV was used. This should be recent.
3. Visit Log Report:
 1. Login to your EVV System.
 2. Under Reporting, Select Date Range reports then **Visit Log**.
 3. Enter a Weekly Range (weekly monitoring will ensure timely resolution to any identified issues)
 4. These reports can be viewed or exported to a Text file or Excel file if there are many rows.
 5. Review the report for TVV, manual or blank Call Types:
 - TVV indicates the user called the Telephony line to complete visit verification.

- FVV indicates the user called the Telephony line to complete a Fixed Visit Verification call.
- Manual indicates a manual visit entry was completed.
- Blank indicates no visit verification was received.

Visit Log																	
Report Parameters																	
Account: AZ Master Training Acct (80223)																	
For: 10/1/2020 - 11/20/2020 11:59:59 PM																	
ACCOUNT: AZ Master Training Acct (80223)																	
PAYER: None																	
CLIENT NAME: Unknown																	
CLIENT MEDICAID ID: Unknown																	
PROGRAM	SERVICE	SPV	PRIORITY	EMPLOYEE NAME	VISIT DATE	SCHEDULE			CALL		ACTUAL		ADJUSTED		BILL		REASON CODES
						START	END	HOURS	START	END	HOURS	START	END	HOURS	HOURS	RATE	
				Lang, Beth	Sat 10/17				☎	08:30 AM							
				Lang, Beth	Sun 10/18				☎	05:01 AM	☎	05:59 AM				00:58	
	S6150_05			Leanne, Beatrice	Sat 11/07				☎	08:31 AM	☎	09:10 AM				00:39	

Device Issues or Updates

The Sandata EVV Support line can assist users experiencing challenges with a device or to report a device as lost/stolen.

Device Issues – Reported Lost

In the event a device is reported lost/stolen:

- ✓ Smart devices are sent a command to factory reset the device, this removes all data and functionality from the device, the data line is disabled and the application cannot be accessed.
- ✓ FVV devices are deregistered from the client account and any codes retrieved after the device is removed from the account are not validated in the EVV/TVV system. Any codes on the device can no longer be used to verify any visits for that member.
- ✓ Additionally, the inventory management system is updated to reflect this status change.

As per program rules another device will be issued and DCW assignment will be updated to reflect the newly issued device upon fulfillment.

AHCCCS and Sandata will be monitoring all device deployments and excessive mishandling of devices (i.e. devices not in use or reported lost/stolen) may result in **action taken by AHCCCS or the health plan to provide technical assistance and/or issue compliance**

actions. AHCCCS will be establishing some performance metrics and standards specific to the management of devices.

Device Issues – Troubleshooting

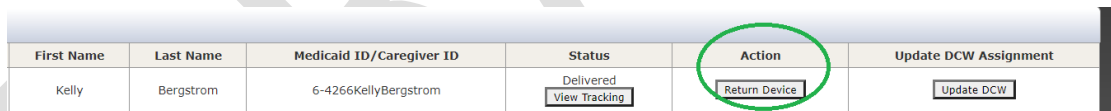
If any device (smart device or FVV) is malfunctioning while deployed, please contact the Sandata EVV Support line at 1-855-928-1140. The agents can handle a variety of issues remotely including application and device updates.

In the event it is determined a replacement device is needed, one is sent to the recipient in addition to a return kit at no cost for retrieval of the original device. All replacement requests are processed Monday through Friday with express delivery to occur next business day. Requests received after 4 pm Friday may be processed the next business day.

➔ Note See Return Policy regarding outstanding devices below.

Return Policy

When any device (smart device or FVV) is no longer needed, the eTRAC Portal is used to request a return kit. In the List Devices screen, click on the Return Device button in the Action Column:



First Name	Last Name	Medicaid ID/Caregiver ID	Status	Action	Update DCW Assignment
Kelly	Bergstrom	6-4266KellyBergstrom	Delivered View Tracking	Return Device	Update DCW

Figure 13: Return Device Button

Upon notification of a device no longer being needed, a return kit is sent to the requesting party. This device return kit includes:

- ✓ Outer Envelope indicating your Sandata EVV Return Kit is enclosed.
- ✓ Return Instruction Letter
- ✓ Labeled Envelope with postage prepaid

The Device Assignment is reflected as Awaiting Return.

Kelly Bergst

Status	Action
In Home View Tracking	Return Device
In Home View Tracking	Return Device
Awaiting Return - Non Replacement View Tracking	

Outstanding devices are monitored and aged until the expected device is returned. Devices should be returned within **15 days** of return kit receipt.

As needed, outreach is performed to the party responsible for return to prompt device recovery:

Device not returned after 15 days: Email to provider email address on file

Device not returned after 30 days: Phone call to provider phone on file

Device not returned after 45 days: Email, phone call to information on file, and report to AHCCCS.

Device not returned after 60 days: Reported to AHCCCS for **further action**.

Devices Returned

Upon return of any device, the intake process will include:

- a. Identify device being returned
- b. Conduct a visual inspection of the device for physical damage.
- c. Accessories included are noted (i.e. SIM, charger and cord).
- d. Status update to Inventory
- e. Factory reset performed and reconfiguration occurs

Self Directed Attendant Care Devices

PROGRAM RECIPIENTS (MEMBERS) -> SELF-DIRECTED MEMBER DEVICES

Member Centric Devices are issued directly to a member for their use within the Self-Direct Program and is expected to be available for their DCW's use at all times. These devices can be used by any DCW providing service to the recipient; the DCW's login to SMC/MVV identifies the worker for visit verification. The device is intended for use in conjunction with the member services and theirs only. Self-Direct participants may request or receive support from the fiscal intermediary to request a device.

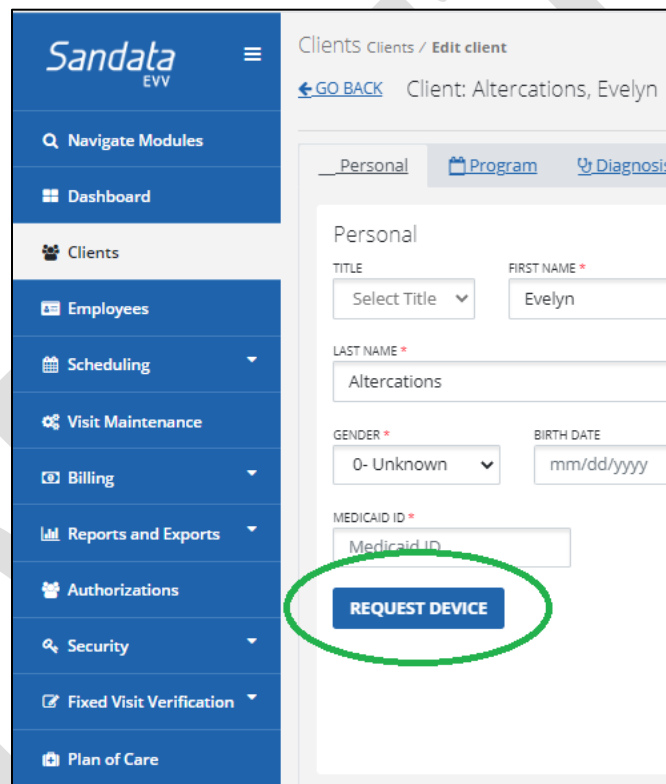


Figure 14: Sandata EVV System Request Device Button

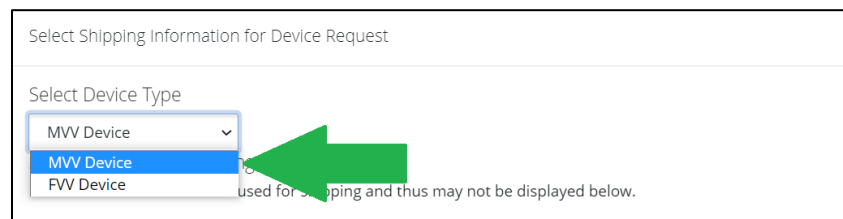


Figure 15: Select Device Type, MVV Device

Once a device is requested it will be shipped directly to the member and should arrive within 2 business days.

USAGE POLICY – SELF DIRECT

30 consecutive days of no usage:

- ✓ An email is sent to the email address on file for the fiscal intermediary and the self-directed member. This email will ask if the device is still being used or if they need technical assistance. The recipient can indicate the device is still needed by clicking a link.

45 consecutive days of no usage

- ✓ A second email is sent to the email address on file for the fiscal intermediary and the self-directed member. This email will ask if the device is still being used or if they need technical assistance. The recipient can indicate the device is still needed by clicking a link.
- ✓ A phone call will be made to the self-directed member phone number on file.

60 consecutive days of no usage

- ✓ A phone call will be made to the self-directed member phone number on file.
- ✓ A return Kit will be sent to the self-directed member.

DEVICE CARE AND USAGE NOTES:

- ✓ If a member moves to a new place of residence, a mobile/smart or Fixed Visit Verification device shall be taken with the member to their new location.
- ✓ It is extremely important that addresses are updated within 24 hours of the location change to ensure a seamless Visit Verification experience in addition to keeping information accurate and up to date. The devices are tied to the member's address and as such should be kept current.
 - The primary address can only be updated by contacting AHCCCS
 - Additional addresses can be added in the Client Screen by clicking "Add New Address"
 - There is no limit on the number of addresses.
- ✓ Devices should be kept charged (smart/mobile device only), available and ready for use by the DCWs when they arrive.

Additional Resources

For additional resources regarding the use of eTRAC, please visit:

<https://sandata.wistia.com/projects/6xq18t4y4o>

[Navigate to the section Header “eTRAC”](#)



Figure 16: Sandata Training Video Library

GLOSSARY

MVV Device	Mobile Visit Verification Device	Smart device with the Sandata Mobile Connect Application installed that can be used for visit verification.
TVV	Telephonic Visit Verification	This is a toll-free number used to conduct visit verification via a keypad/interactive voice response system.
FVV	Fixed Visit Verification	Fixed Visit Verification includes the use of a FOB and paper timesheet to complete visit verification.
SMC	Sandata Mobile Connect	Mobile application used to complete visit verification.