ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

Electronic Visit Verification (EVV) Alternate Vendor Review

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Agenda

- Purpose of the EVV Alternate Vendor Reviews
- Overview of the Alternate Vendor Review Tool and Instructions
- Additional Considerations when Choosing an Alternate EVV Vendor

Purpose of the EVV Alternate Vendor Reviews

EVV Alternate Vendor Reviews

Purpose:

- To help providers verify their chosen or prospective Alternate Vendor is in compliance with AHCCCS EVV Policy and business requirements
- Sandata validates technical compliance, but the provider agency is directly responsible for overseeing their chosen or prospective alternate vendor's compliance because the agency has or will have a direct contract with that vendor.
- A vendor's compliance has a direct relationship in determining a provider agency's compliance with EVV

How do I determine if my alternate vendor is compliant?

- AHCCCS has created the EVV Alternate Vendor Review Tool to assist providers in assessing their chosen or prospective EVV vendor's compliance.
  - It is imperative that provider agencies understand the AHCCCS policy and business requirements for Alternate Vendors to ensure the agency is compliant with EVV.
  - The tool is intended to be used as a discussion tool with the current or prospective Alternate Vendor and to be completed by the provider not the Alternate Vendor. Provider agencies should have and develop relationships with their vendors.

How do I determine if my alternate vendor is compliant? (Cont.)

- Please note:
  - AHCCCS directly oversees the Sandata EVV system's compliance; however, if you have chosen to enter into a direct contract with Sandata, it would be appropriate to use this tool to assess compliance.

EVV Alternate Vendor Review Tool

AHCCCS E.V.V. ✓

ELECTRONIC VISIT VERIFICATION

EVV Alternate Vendor Review Tool

	Devices	Answer	Risk
	Question	**Answer**	**Risk**
1	Does the alternate vendor offer at least two (2) different types of visit verification devices (mobile application, fixed visit device, telephony, etc.)?		
2	Does the alternate vendor offer at least one (1) device to use in areas with limited, intermittent or no landline, cell, or internet service?		
	Paper Timesheets		
	Question	**Answer**	**Risk**
3	Does the EVV system allow you to enter paper timesheet information when the use of paper timesheets is allowable?		
4	Does the alternate vendor offer a device with a paper timesheet that can independently verify the actual date, start and end time of the service?		
	Scheduling		
	Question	**Answer**	**Risk**
5	Does the EVV system have the ability to enter a schedule for each service?		
6	Does the EVV system allow you to reschedule visits?		
7	Does the EVV system track which visits are rescheduled?		
8	Does the EVV system stop schedules from being canceled/changed after the scheduled start time?		
9	Does the EVV system allow live-in caregivers to provide services without a schedule if your agency allows it?		
10	If the EVV system allows caregivers to change schedules directly, is the agency able to approve schedules prior to the visit **OR** conduct post reviews on a sampling of schedules for all caregivers?		
	Member Verification		
	Question	**Answer**	**Risk**
11	Does the EVV system have a way to capture member verification **at** the point of care?		
12	Does the EVV system have a way to capture member verification **after** the point of care?		
13	Does the EVV system allow a designee to verify service delivery for a member?		

EVV Alternate Vendor Review Tool

1. Select the answer based on your chosen or prospective vendor's EVV system capabilities in the answer column (Column C).

EVV Alternate Vendor Review Tool Cont.

2. The risk column (Column D) will automatically populate based on your yes or no answer.

	A	B	C	D
		AHCCCS E.V.V. ELECTRONIC VISIT VERIFICATION		
		EVV Alternate Vendor Review Tool		
	Devices			
	Question		**Answer**	**Risk**
1	Does the alternate vendor offer at least two (2) different types of visit verification devices (mobile application, fixed visit device, telephony, etc.)?		Yes	No Risk

What does "Risk" mean?

- The risk indicator on the tool means that the EVV vendor may not be compliant with the AHCCCS EVV policy or business requirements and, thereby, putting the provider at risk of non-compliance.
- The EVV Alternate Vendor Review Directions will contain more explanation of the risk associated with each question in the tool.
- You are also encouraged to review the AHCCCS EVV policy and FAQs highlighted and linked in the directions for additional information.

Visit Maintenance Section

3. It is recommended that you complete this section on the review form as you perform visit maintenance in the EVV system for these common scenarios to ensure you can complete all the functions of visit maintenance requirements outlined in the tool.

	Scenario: DCW lives with the member so a schedule is not required.		
23	For this scenario, does the EVV system flag the visit with the "Unscheduled Visit" exception?	▼	
24	Are you able to enter the reason code "LiveIn/Onsite Caregiver" in the EVV system?	▼	
	Scenario: DCW forgets to clock in.		
25	For this scenario, does the EVV system flag the visit with the "Visits Without In Calls" exception?	▼	
26	Are you able to manually edit the visit to add the clock in time?	▼	
27	Are you able to enter the reason code "Caregiver Error" in the EVV system?	▼	
28	Are you able to enter a memo stating "Entered manual date and time after confirming with the [member/designee's name] via [Communication Method] on XX/XX and [caregiver name] via [Communication Method] on XX/XX." (Communication method = verbal, email or portal)?	▼	

EVV Alternate Vendor Review Directions

The directions include more information, including links to the documents where the requirements for EVV are detailed.

Devices

The alternate vendor should have at least two different types of visit verification modalities (devices). Device options are an important element of EVV. Members may have device preferences based on their comfort with technology, internet/cell phone service availability, or the way their services are delivered. As the provider agency, you are responsible for helping the member make an informed decision about the device used for EVV based on the options the alternate vendor has provided.

Requirements

Provider Device FAQ

AHCCCS EVV Policy, page 4

Business Requirements for Alternate EVV Data Collection Components, pages 6 & 7

Additional Considerations when Choosing an Alternate EVV Vendor

System Availability

- Does or will the alternate vendor notify you of planned and unplanned downtime?
    - It is normal for any system to have planned downtime for maintenance or repairs. It is also typical for unplanned downtime due to system failures or power outages.
    - The EVV vendor should communicate with you anytime planned or unplanned downtime occurs. This is a standard best practice in the technical industry.

System Availability Cont.

- Are you still able to record EVV data when the system is down?
  - Because planned and unplanned downtime is a reality, most EVV systems have alternatives for recording visit data. For example, if the EVV system mobile application is down, caregivers should be able to call in using telephony to record visit information.
  - It is a requirement for alternate EVV vendors to offer a device that can accommodate service delivery areas with limited/intermittent or no access to a landline, cell, or internet service.

What if the EVV vendor might put my provider agency at risk of non-compliance?

- The choice of an EVV vendor is a provider based business decision
- Providers should have or develop a direct relationship with the vendor to receive technical assistance, troubleshoot issues and discuss any compliance concerns
- When contemplating what course of action to take if you believe to be at risk of non-compliance consider:
  - Talking with your vendor (or prospective vendor) about your concerns
  - The nature and degree of non-compliance and whether or not system changes are needed
  - Cost, timelines and potential disruption to your business operations

Who can help with what?

- ❖ Policy Questions
  - ➢ www.azahcccs.gov/evv
  - ➢ evv@azahcccs.gov
- ❖ Technical Assistance with your alternate EVV system/application
  - ➢ Your chosen alternate vendor
- ❖ Viewing the Aggregator
  - ➢ [Sandata Aggregator Information](#)
  - ➢ Sandata Customer Care at 855-928-1140