AHCCCS E.V.V. ✓
ELECTRONIC VISIT VERIFICATION

Missing Authorization and Member Checklist
Sandata EVV Users

Your members will show up in your agency account when they are tied to a prior authorization from the Health Plan or when you have entered information into the AHCCCS EVV Service Confirmation Portal that links you as the provider for a member.

Step One: Search for an authorization in the Sandata system

You can check for the authorization by logging into the Sandata EVV system and searching via one of two ways:
- After logging into the Sandata EVV system, select the Client Module then select the Program tab. Active Authorizations can be seen in this menu. OR
- After logging into the Sandata EVV system, select the Authorization Module, select your authorized dates, enter the Authorization number and select to Search.
- You can find recorded training sessions to help you search for an authorization below:
  - Searching for an Authorization
  - Viewing an Authorization

Step Two: Identify the source for the authorization

If the service requires prior authorization, the member's Health Plan will send the authorization directly to Sandata. It can take up to 72 hours for this information to load into your agency account.
- Note: If the member is served under Tribal ALTCS, the member's Tribal Case Manager will need to enter the authorization into the AHCCCS system. AHCCCS, in turn, sends the authorization to Sandata. Providers are able to check the status of an authorization by logging into the AHCCCS Provider Portal.

If the member's services do not require prior authorization, you will need to use the EVV Service Confirmation Portal. You can find more information on why and how to use this portal on our website at www.azahcccs.gov/evv under AHCCCS Service Confirmation Portal.

Step Three: Consider some common issues authorizations or members are missing.

Some common reasons members and authorizations may be missing from your Sandata account:

- **Medicaid is not the primary payer.** Only Medicaid-primary paid services need to comply with the EVV mandate. If your member has other insurance or another funding source (i.e. Medicare, private pay, Non-Title 19 service dollars) that will pay for the service, EVV is not required.
- **The EVV Service Confirmation portal is used instead of obtaining a Prior Authorization from the Health Plan.** Please note, as part of the process, service confirmations are sent to the member's Health Plan to validate before sending to Sandata. If they determine the service confirmation is invalid, the Health Plan will not forward the information to Sandata.
- **You may be an out of network provider for the member.** You will need to follow up with the member's Health Plan to obtain a Prior Authorization.

Step Four: If the issue is still unresolved, please use the information and directions below to reach out to the member's Health Plan to resolve an authorization issue. **Please be sure to mention EVV to ensure your request is routed appropriately.**

Health Plan	Preferred Contact Method for EVV Services/Providers
Arizona Complete Health	AzCHProviderEngagement@azcompletehealth.com
Banner- University Family Care	800-582-8686
Banner- University Family Care LTC	833-318-4146
Care1st	1-602-778-1800 or 1-866-560-4042 (options in order 5, 7)
DDD	For authorization issues, please first contact the assigned support coordinator or if necessary, the Division's Customer Service Center, at DDDCustomerServiceCenter@azdes.gov or Toll Free (844) 770-9500. TTY/TDD 711. Fax: (602) 542-6870
Health Choice Arizona	480-968-6866 – follow prompts for provider assistance
Molina Complete Care	800-424-5891
Mercy Care	Mercy Care Network Management Representative

You can find a listing of your assigned Network Management |

	Representative by going to MercyCareAZ.org > any 'For Providers' tab > and selecting 'Network Management Department'. You can also reach our Network Management Department by calling 602-263-3000 or 800-624-3879.
Mercy Care Long Term Care	Mercy Care Long Term Care Case Manager and/ or Network Management Representative For the Case Manager's contact details, call Mercy Care at 602-263-3000 or 800-624-3879. You can find a listing of your assigned Network Management Representative by going to MercyCareAZ.org > any 'For Providers' tab > and selecting 'Network Management Department'. You can also reach our Network Management Department by calling 602-263-3000 or 800-624-3879.
UnitedHealthcare Community Plan	800-445-1638 Additional contact information and resources: https://www.uhcprovider.com/az-evv
UnitedHealthcare Community Plan Long Term Care	Please call 800-293-3740 for Therapy services (Physical, Occupational, Speech). For all other services, please call the member's case manager. Additional contact information and resources: https://www.uhcprovider.com/az-evv
American Indian Health Program (AIHP)	In Maricopa County: 602-417-7100 Outside Maricopa County: 1-800-962-6690
Gila River Indian Community ALTCS Program	602-528-1200
Hopi Tribe ALTCS Program	928-734-3551
Navajo Nation ALTCS Program – Chinle Office	928-674-2236
Navajo Nation ALTCS Program-Fort Defiance Office	928-871-7988
Navajo Nation ALTCS Program-Tuba City Office	928-283-3250
Navajo Nation ALTCS Program-Dilkon Office	928-657-8036
Pascua Yaqui Tribe ALTCS Program	520-879-6020

San Carlos Apache Tribe ALTCS Program	928-475-2138
Tohono O'Odham Nation ALTCS Program	520-383-6075
White Mountain Apache Tribe ALTCS Program	928-338-1242
Native Health ALTCS Program	602-279-5262

If your Health Plan has confirmed that the authorization was sent to Sandata, please open a new ticket by emailing Sandata at AZCustomerCare@sandata.com. Please be ready to provide the client Medicaid ID, your 6 digit AHCCCS provider ID, and authorization reference number to open your ticket. You can also choose to call Sandata Customer Care at 855-928-1140 for assistance and provide the necessary information.

Step Five: Record EVV for a missing member or a member with a missing authorization

To continue providing services and recording EVV visit information for a missing member or missing service authorization, the caregiver will use the "Start Unknown Visit" feature. You can find recorded training sessions on the "Start Unknown Visit" feature here:

- Start Unknown Visit
- Complete Unknown Visit

It is important to note that when starting a visit for an unknown member, the user will type the name of the client when they start the Unknown Client visit. The name that they enter is transposed to the memo field of the recorded visit in EVV.

An exception for the authorization will flag on the visit. Once the authorization issue is fixed or you have a new authorization issued, you can clear the exception and link the authorization to the visit in order to bill for the visit. The name of the client will be available in the Memo tab of the visit in Visit Maintenance. You can find a recorded training session on clearing exceptions for an Unknown Client here.