AHCCCS E.V.V. ✓
ELECTRONIC VISIT VERIFICATION

Frequently Asked Questions (FAQ)
Provider Device FAQs
December 2020

How many device options do we need to have?

At least two different types of visit verification modalities must be available to accommodate member preferences and service delivery areas with limited, intermittent or no landline, cell, or internet service. It is permissible for a smartphone device to operate both in a connected and disconnected mode and transmit data to the EVV system once connection can occur through cell or internet service.

Can we still use paper timesheets?

No. Paper timesheets are not allowed once EVV has started except under one of the limited allowable circumstances outlined below and when used in conjunction with a device (i.e. FOB or token) that can independently verify the date/time of the service. The device must be "fixed" or stay in the home. The use of paper timesheets without this device or for reasons than what is listed below is not allowed.

1. Individuals for whom both the Direct Care Worker (DCW) and the member live in geographic areas with limited, intermittent or no landline, cell, and internet service.
2. Individuals for whom the use of electronic devices would cause adverse physical or behavioral health side effects/symptoms
3. Individuals electing not to use other visit verification modalities on the basis of moral or religious grounds
4. Individuals with a live-in DCW or DCW accessible on-site 24 hours and for whom the use of other visit verification modalities would be burdensome

The member/designee and provider agency are required to sign a standardized AHCCCS attestation statement to document the allowance for the use of paper timesheets. The form must be reviewed annually and kept on file.

Can providers use BYOD?

It is allowable for provider agencies to allow DCWs to utilize personal devices such as a smartphone. If the provider agency elects this option, the agency is responsible to have a back-up plan for EVV if the device becomes inoperable.

What does AHCCCS mean when they say that members can help make the decision about what device to use?

While it is understood that providers are going to have a preferred device option (such as the smartphone), it is expected that providers will share with members that there are other device options should the preferred option not work for them or their situation. Additionally, it is expected that providers will engage the planning or treatment team as necessary to discuss the best options for the member given their preferences and conditions under which services are delivered.

Can we choose a device that tracks the member/provider while service is being provided?

The AHCCCS Sandata system Smartphone device does use GPS to verify location of the service delivery. The GPS location detection on the Sandata Smart Phone is limited to identifying the location of the Direct Care Worker and the member at the point in time the DCW signs in and out of the system. GPS tracking is disabled. AHCCCS prefers this to be the way that other EVV system devices work that have GPS capability.

That said, AHCCCS is allowing some flexibility if a provider agency is using a different EVV system and chooses to allow for GPS tracking while the DCW is on the clock. In this circumstance, the provider agency shall disclose to members <u>how</u> and <u>why</u> the DCW is being tracked. The disclosure should be documented and on file and signed by the Member. Upon disclosure, members should be afforded the opportunity to change their device preference (i.e telephony) the DCW will use.

What policies does AHCCCS have in place about device management?

AHCCCS only requires device management for providers using the Sandata system. A device management policy will be posted to the AHCCCS website and it will include requirements for both Sandata and provider agencies. In general, providers are expected to use the reports in the Sandata system to monitor and ensure that only the right amount of devices needed are requested and that requested devices are in use. AHCCCS will be tracking device utilization and, after a baseline period, will be developing some performance metrics for device utilization that will be monitored for compliance.

Can we use some devices for training purposes?

Yes. It is allowable for provider agencies to have one device in each office to use for training purposes.

Common EVV Devices

This document helps to share information about common EVV devices and things to think about when making a decision about what device is the best option to use. The smartphone is the most popular device because it offers the most flexibility for both members and DCWs.

NOTE: All EVV systems are different and the devices they use are different. These are just some examples of the common devices that are used by the Sandata EVV system that may also be used by other EVV vendors. How each device works may also be different for each EVV system.

DCW Smartphone Device

Flexibilities	Topic	Considerations
The DCW can use an app on their smartphone or a smartphone device that is used just for EVV. The device stays with the DCW, not the member. The DCW is responsible for the device and may use it with other members.	Keeper of the Device	The member's own smartphone will not be used for EVV. If the provider agency allows, a DCW can use their own smartphone with an EVV app on it.
The DCW can be in the community with the member when they sign in and sign out using the device.	Service Location	The member doesn't have to be home when the service begins or ends.
The device can still be used for EVV if there is no internet or cell service where the member gets services. The device can collect the information with the member and send it to the EVV system once the DCW has cell or internet service.	Areas without Cell or Internet Service	This device will not work for EVV if both the member and DCW live in a part of the state without cell or internet service.
The DCW can log in and out of the device quickly whether they are providing one service in a visit, multiple services in a visit or providing service on and off in a day. This device has a special feature that allows the DCW to clock out of one service and clock in for another service in one step. This is helpful for DCWs that provide different services to members back to back.	Clocking In and Out	The DCW will need to log in and log out of the device every time they start and stop a service.
The device uses GPS to automatically record the location where services are delivered.	Privacy	Different devices have different ways of recording this information. For example, Sandata smartphones only record the location when the DCW logs into the system when they start and when they stop providing services. Some of those ways include tracking and some do not.

Telephonic Visit Verification

Flexibilities	Topic	Considerations
The DCW dials a toll-free number to clock in and out.	Keeper of the Device	The DCW must use the member's landline or cell phone. The member's numbers must be registered in the system.
If the DCW is using a member's cell phone, service can start and end outside of the member's home. If the DCW is using a member's landline, service must start and stop in the home. After the DCW clocks in, service can continue to be provided in the community.	Service Location	If the DCW is using a landline, the DCW must start and stop providing services in the member's home.
A DCW can use a member's landline if there is no cell or internet service where the member receives services. If it is allowable for a paper timesheet to be used, a DCW (after leaving the member's home) can use the toll-free number to call in the timesheet data so the agency doesn't have to manually enter in the data once they receive the signed timesheet. In this case, the number the DCW is calling from doesn't have to be registered to the member and the call can be made at another time.	Areas without Cell or Internet Service	The device will not work in an area without cell or internet service, unless the member has a landline. If the DCW is going to use the toll-free number to call in the data from a paper timesheet, they will have to call in to the phone line separately to record each time they clocked in and clocked for each service provided.
This device has a special feature that allows the DCW to clock out of one service and clock in for another service in one step. This is helpful for DCWs that provide different services to members back to back. This device is most flexible to use if a member has more than one DCW providing services that are employed by different agencies.	Clocking In and Out	The DCW will need to call in and call out of the device every time they start and stop a service. The time to call in takes a little longer than to log in using the smartphone device.

AHCCCS
Arizona Health Care Cost Containment System

Fixed Visit Verification

Flexibilities	Topic	Considerations
The user of the device with the paper timesheet is limited, but does allow for circumstances other than for use in areas without cell or internet service.	Allowances	The device must be used along with a paper timesheet and paper timesheets are only allowed under limited circumstances.
While the device has to stay in the member's home, it doesn't have to be permanently stuck to a wall or appliance. For example, it can be "fixed" to a refrigerator with a magnet.	Keeper of the Device	The device is required to be "fixed" or kept in the member's home at all times.
After the DCW clocks in, service can continue to be provided in the community.	Service Location	The DCW must start and stop providing services in the member's home.
No cell or internet access is required. Additionally, no electricity is required.	Areas without Cell or Internet Access	The device should only be considered to be an option when the DCW does not have access to cell or internet service after providing care to the member. A smartphone can still be used in this case.
The device is quick and easy to use when providing multiple services on and off in a day.	Clocking in and Out	The DCW must click on the device every time they start and stop providing a service and record the 6-digit number on the paper timesheet. If a member has more than one DCW providing services that are employed by different agencies, the member will need to have multiple devices fixed in their home.
A DCW (after leaving the member's home) can use the toll-free number to call in the timesheet data so the agency doesn't have to manually enter in the data once they receive the signed timesheet. In this case, the number the DCW is calling from doesn't have to be registered to the member and the call can be made at another time.	Recording the Data	The timesheet must be signed by the member/designee and sent to the provider agency to enter the data into the system.