

Open Vendor Electronic Visit Verification (EVV) Model Implementation for Personal Care Services (PCS) Frequently Asked Questions (FAQ):

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FAQ Responses:

Answers for Questions from Alt EVV Town Hall Session #1

1. **If the provider is currently using an Alt EVV vendor for Home Health, do they still need to register their vendor to start sending PCS visit data?**

A: Yes. All current Alt EVV vendors will be reset and will be expected to go through testing again per the new version of the technical specifications to verify that the changes to the “Required” fields are working correctly. Previously, some fields such as tasks were “Optional”; under the new version of the specifications, they are now “Required” and therefore will need to be tested.

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2. **Is Axis Care an approved Alt EVV vendor for State clients?**

A: Yes, however, it is advisable that the vendor still test against the new version of the technical specifications as all vendors will be reset.

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3. **Is WellSky Personal Care (formerly ClearCare) a certified Alt EVV vendor?**

A: Yes, however, it is advisable that the vendor still test against the new version of the technical specifications as all vendors will be reset.

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4. **Is the Alt EVV program open for non-medical Home Care agencies currently providing services to DSS clients under the CT Home Care Program for Elders?**

A: Yes, under the ABI 1 and ABI 2 waivers, the Connecticut Home Care Program for Elders waiver, the Personal Care Assistance waiver, and the Autism waiver for DSS. For DHMAS, it will be under the Mental Health waiver.

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5. **Has the provider registration link for the Alt EVV program been published by DSS?**

A: Once available, a webform for provider registration will be provided by DSS and a link will be posted on the CMAP website (www.ctdssmap.com). The link will also be included in future communications that will direct providers to the appropriate page on Sandata on Demand (SoD) to register.

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6. Will a recording of the Alt EVV Town Hall #1 be provided?

A: Yes, the link to the recording will be sent via email to all registered participants in the Alt EVV Town Hall #1. This same process will be followed for future Alt EVV Town Halls. In addition, a link to the recording(s) will be published on the CMAP website (www.ctdssmap.com).

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7. Will schedules need to be created in the Sandata system and in the third-party software or will the schedule be created in the third-party software and then automatically integrated into the Sandata system?

A: No, Sandata will be using actual visit information rather than schedules. Once the visit has occurred in a provider's EVV system, the visit information should be transmitted from the third-party software to Sandata. Schedules should not be transmitted to the Sandata Aggregator.

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8. Will providers have the option to stay with Sandata or will they be required to choose an Alt EVV vendor?

A: Each provider will have the option to stay with Sandata Agency Management and continue the process of having Sandata capture the visit information or they can choose to employ their own Alt EVV system. If the provider chooses to stay with the Sandata Agency Management system, the information in this Alt EVV Town Hall would not apply to them. It only applies to providers choosing to move to a new vendor.

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9. If a provider switches to a new third-party vendor, how will that change the provider's relationship with Sandata?

A: The provider will no longer use the Sandata Agency Management system to schedule any of the visits, collect the visit information, or to bill. These functions would be end-dated and all Sandata functionality would cease.

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10. Once a provider has begun using an EVV solution other than Sandata Agency Management, will the provider transmit their billing directly to the State?

A: If the provider is using an Alt EVV vendor, they would use a billing vendor or bill Gainwell Technologies directly through the secure provider Web portal.

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11. How will a provider be able to review any authorizations for their clients once they begin to use an Alt EVV vendor?

A: The provider will need to log into their secure provider Web portal in order to view authorizations.

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12. Is there a list available of the eligible Alt EVV vendors?

A: No. Since any vendor can potentially become an “eligible” Alt EVV vendor, there isn’t a list. When a provider is registering a new Alt EVV vendor on the webform and the vendor is not listed in the dropdown, the provider will select “Other” and enter the vendor’s name.

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13. Can a mobile phone be used for clock-in/clock-out or is a standard landline phone required?

A: Yes, a caregiver can use a cellphone belonging to the member to perform an EVV clock-in/clock-out via the telephony option. In addition, a caregiver can use the mobile application downloaded on the member’s cellphone. However, a caregiver can only use their own personal cellphone if an EVV clock-in/clock-out is done via mobile application.

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14. Where can a provider get help with billing or the initial setup or other issues that may arise?

A: There are several different ways to get help depending on the need. For help with billing, the provider can contact Gainwell Technologies’ Provider Assistance Center (PAC) toll free at 1-800-842-8440 from 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. Also, the provider can message the EVV mailbox at ctevv@gainwelltechnologies.com. For information regarding the Sandata Aggregator, the provider will have access to online documentation, video training, and a chat line. In addition, there will be a learning module for the provider to complete that will assist with the setup and the different ways to access the Aggregator. Lastly, if other issues arise, the SoD system can be used to request support.

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Answers for Questions from Alt EVV Town Hall Session #2

15. Will the Alt EVV Town Hall #2 presentation be available for the participants to download?

A: Yes, the presentation is posted on the www.ctdssmap.com website under Electronic Visit Verification > Important Documentation > Open Vendor EVV Model Implementation for Personal Care Services.

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- 16. Within the technical specifications for the Alt EVV implementation, it states that the “EmployeeEmail” field is “Conditional”. Why is it “Conditional” and when will this field ever be “Required”?**

A: It is a “Conditional” field that would be filled when the employee is using a mobile application as the email most likely would be necessary for login purposes. The employee email would also be useful for troubleshooting purposes. In general, capturing as much information as possible would be useful for the visit itself.

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- 17. For an overnight visit that bills using units/hours, would the date of service reflect only the start date?**

A: The date of service would reflect the date on which the service began.

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- 18. Would vendors contact Sandata CT EVV Support for questions?**

A: Depending on the question, there are several resources available that the vendor can review for answers to questions. These resources include the Alt EVV technical specifications document, the CMAP EVV page on the www.ctdssmap.com website, registering for a SoD account to access the EVV Support channel, and the CT EVV email box (ctevv@gainwelltechnologies.com). In addition, there is helpful information for Alt EVV vendors on Sandata’s Vendor Registration Portal (following registration completion).

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Answers for Questions from Alt EVV Town Hall Session #3

- 19. Will the recording and presentation of Town Hall #3 be available after the session?**

A: The recording and associated presentation for the first and second Town Hall sessions can be found on the CMAP website – Open Vendor EVV Model Implementation for Personal Care Services webpage: https://www.ctdssmap.com/CTPortal/Portals/0/StaticContent/Publications/EVV_PCS_Implementation.pdf. Similar materials for Town Hall #3 will be posted on the same webpage.

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- 20. Is there a resource available that can be used to get answers to questions?**

A: Questions can be submitted through the SoD ticketing system or to the CT EVV email box: ctevv@gainwelltechnologies.com. Moreover, helpful resources are available on SoD as well as the CMAP website.

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21. Will non-medical home care companies be able to choose their own Alt EVV vendor?

A: The current Open Vendor EVV Model implementation for Personal Care Services pertains to Connecticut Home Care Program for Elders, Personal Care Assistance, Acquired Brain Injury, Autism, and Mental Health waiver service providers. Additional information is available on the CMAP website – Open Vendor EVV Model Implementation for Personal Care Services webpage:

https://www.ctdssmap.com/CTPortal/Portals/0/StaticContent/Publications/EVV_PCS_Implementation.pdf.

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22. Will a provider have access to the existing client and caregiver data and historical data in Sandata if they elect to go with an Alt EVV vendor?

A: Yes, the provider will create a new account for the Alt EVV vendor but, at this time, they will still have a read-only access to any old account(s) within Sandata.

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23. Is there a way to export documents pertaining to clients and caregivers that providers currently have stored on the Sandata system so the provider can move them into an Alt EVV vendor's system?

A: At this time, no export feature exists. The only way to retrieve documents may be to print them or screen capture. It is advisable that all documents stored in the Sandata system by providers also be maintained in local systems.

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24. When will Sandata be accepting Alt EVV applications for PCS providers?

A: The current go-live date for acceptance of PCS visit data via Alt EVV is May 8, 2024. Vendor testing for these services should begin as soon as reasonably possible to prepare for the go-live date. Additional information can be found on the www.ctdssmap.com website under Electronic Visit Verification.

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25. As a provider that is already using an Alt EVV vendor for PCS, what do I need to do for the go-live date of May 8th?

A: The provider may utilize their existing Alt EVV vendor system if the vendor meets the prerequisite business requirements & data collection specifications pertaining to DSS/DHMAS and if they have those PCS setup in their system. In addition, the provider will be required to complete Sandata's self-paced online training located in the CT Aggregator Learning Management System (LMS):

<https://www.sandatalearn.com?KeyName=CTAGGREGATOR> . The enrollment key name is CTAGGREGATOR.

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26. What PCS will be acceptable after the May 8th go-live date?

A: The Alternate EVV technical specifications posted on the CMAP website includes a list of PCS procedure codes:

https://www.ctdssmap.com/CTPortal/Portals/0/StaticContent/Publications/EVV_PCS_Vendor_Specification.pdf. Refer to Section 9 of the specifications for payers & programs and procedure codes.

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27. Do providers that are already certified for Home Health services need to recertify in order to perform Personal Care Services (PCS)?

A: A PCS provider will need to register for Alternate EVV with Sandata, even if the provider is already utilizing Alternate EVV for the submission of home health visit data. A provider Important Message posted on the www.ctdssmap.com website includes a link to the Alternate EVV provider webform and step-by-step instructions:

https://www.ctdssmap.com/CTPortal/Information/Get-Download-File?Filename=PCS_3rd_Town_Hall_Sessions.pdf&URI=Important_Message%2fPCS_3rd_Town_Hall_Sessions.pdf.

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28. If a provider has an AVRS ID but Sandata cannot find them in the Provider Master File (PMF), who should they contact?

A: Since the PMF is transmitted from the State, the provider should contact Gainwell Technologies by calling the Provider Assistance Center (PAC) or through the CT EVV email box (ctevv@gainwelltechnologies.com).

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29. How will claims monitoring work for a PCS provider using an Alt EVV vendor and what fields will be used for matching? Also, will there be any impact to payment?

A: Gainwell performs the claim monitoring work on behalf of the State through claims processing. Pertaining to matching, the visit record will drive the matching process using the provider number, procedure code(s), and date(s) of service. These data points must match the service authorization in the system and a valid client must be used as well.

The Alternate Claim Solution allows providers to bill or adjust claims from their own system, the Santrax system *if using Sandata Agency Management as their EVV solution*, or via the www.ctdssmap.com secure website.

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30. When providers switch to an Alt EVV vendor, will they have a chance to “practice” with the new system without affecting production data?

A: Such a “practice” period is not planned at this time.

31. Will providers have access to previously submitted claims in the Sandata system once they transition to an Alt EVV vendor and will they be able to adjust them if need be?

A: Providers should be setting up a secure web account on the www.ctdssmap.com website with a primary account to maintain the provider file and to create clerk accounts. These clerk accounts would include access to individual client data such as claims and eligibility.

In regards to adjusting previously submitted claims in the Sandata system, the provider would be able to adjust claims through the normal process at this time. However, at a point in the future yet to be determined, the provider’s access to the Sandata system will transition to view-only which means the provider will be unable to adjust claims submitted prior to the transition to the Alt EVV vendor.

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32. How will the authorization process change if the provider moves to an Alt EVV vendor?

A: Authorizations done in the Sandata system will be viewable there for the time being. New authorizations created after the transition to an Alt EVV vendor will be viewable in whatever system the provider & vendor have in place. Furthermore, new authorizations will be viewable on the provider’s secure web portal in the www.ctdssmap.com website.

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33. What is the timeframe suggested for providers to wait to rebill after a claim denial?

A: Once a provider has verified that the visit has been sent by the Alternate EVV vendor to the Sandata Aggregator, it is recommended that the provider wait 24-48 hours from that point before rebilling.

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Acronym List	
Acronym	Definition
ABI	Acquired Brain Injury
Alt-EVV / Alt EVV / Alternate EVV / Alternative EVV / 3 rd Party	3 rd Party Alternate Electronic Visit Verification
AVRS	Automated Voice Response System
CHCPE	Connecticut Home Care Program for Elders
CMAF	Connecticut Medical Assistance Program
CT DSS / DSS	Connecticut Department of Social Services
DMHAS	Department of Mental Health and Addiction Services
EVV	Electronic Visit Verification
FAQ	Frequently Asked Questions
HCBS	Home and Community-Based Services
HCPC	Healthcare Common Procedure Coding
HH	Home Health
HHCS	Home Health Care Services (a.k.a. Home Health Services)
PA	Prior Authorization
PCA	Personal Care Assistance
PCS	Personal Care Services
PMF	Provider Master File
SAM	Sandata Agency Management
SoD	Sandata on Demand