

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION Frequently Asked Questions (FAQ)

Updated May 2020

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Additional information on EVV can be found on the AHCCCS website at www.azahcccs.gov/evv under the "Information for Members and Family Members" and "Information for Providers and MCOs" tabs.

General Questions

When will the EVV system go live in Arizona? (added May 2020)

AHCCCS will implement EVV on January 1, 2021. On November 27, 2019, AHCCCS submitted a request and justification to the Centers for Medicare and Medicaid Services (CMS) to extend the timeline for compliance. On December 5, 2019, CMS approved AHCCCS' request to extend the timeline for compliance through December 31, 2020. A copy of the request and approval letter can be found on the [AHCCCS website](#).

When will Home Health providers be expected to implement EVV?

AHCCCS has chosen to implement EVV for both personal care and home health services on a simultaneous timeline in response to stakeholder engagement. Please refer to the question and answer immediately below.

What providers and services will require EVV?

The list of providers and services that will be mandated to use EVV is found on our website, at <http://www.azahcccs.gov/EVV> under the "Information for Providers and MCOs" tab. AHCCCS is currently evaluating whether or not Board Certified Behavior Analyst (BCBA) services are subject to EVV. More information on that decision and compliance timeline will be forthcoming.

- *Will EVV be required for the DDD service code HID?*

EVV is required for DDD Individually Designed Living Arrangement settings that *do not* utilize a service matrix to establish total support hours needed for members living in a shared apartment or home and the provider bills hourly Habilitation (HAI).

EVV is not required for DDD Individually Designed Living Arrangement settings that *do* utilize a service matrix which establishes total support hours needed for members living in a shared apartment or home and the provider bills a daily rate for Habilitation (HID).

- *Is EVV required for DDD Therapies provided in the home (i.e. Speech, OT, PT)? (added May 2020)*

Only therapies provided as a home health benefit by a Home Health Agency require EVV.

Why is AHCCCS implementing an EVV system?

Congress passed a federal law in December 2016 requiring State Medicaid programs to implement an EVV system for personal care and home health services. The law is commonly referred to as the 21st Century Cures Act. The provisions of the Cures Act that address EVV can be found at section 12006 of the H.R. 34 (114th Congress) (2015-2016).

What are AHCCCS' objectives for EVV?

AHCCCS is using EVV to help ensure, track and monitor timely service delivery and access to care for members. This means AHCCCS wants to use EVV to make sure that members get the services that they need when they need them. More specific goals for members and providers can be found on the EVV website at www.azahcccs.gov/evv.

What are some other benefits of an EVV system?

In addition to measuring access to care for members, the EVV system captures individual worker's activity (i.e., check-in, check-out and service performed), which reduces the likelihood for error or fraud. It increases efficiency because reporting is automated and claims submission is cleaner. Lastly, EVV helps to reduce provider administrative burden associated with scheduling and hard copy timesheet processing.

How can I ensure that I receive all the information I need about the AHCCCS EVV program?

Please sign up for AHCCCS' constant contact email distribution list on our website at www.azahcccs.gov/EVV under the "Stay Informed" tab.

Does EVV mean a member will get less service hours?

EVV has no bearing on what services people get or how much of a service they get. EVV captures service delivery data such as the type of service performed, member receiving the service, Direct Care Worker (DCW) providing the service, the date and time of the service and the location of service delivery. This will help AHCCCS ensure that members are getting the care they need when they need it.

Who is paying for the EVV system?

AHCCCS will provide funding for the development and initial implementation of the statewide EVV system and additional funding options are currently being explored to compensate for ongoing vendor maintenance costs (e.g. devices and transaction fees) of the statewide EVV vendor for Medicaid members receiving services subject to EVV. Funding considerations include financial constraints, administrative and programmatic costs and provider assurances of cost neutrality.

Can I use EVV for my other services/programs?

AHCCCS will pay for the EVV system for members in the Medicaid program receiving Medicaid covered services. Providers have the option to independently contract with Sandata Technologies to use EVV for other services/programs.

Questions About How the System Works

How do members and families verify service delivery through EVV?

Members and families will have the option to choose which device is used to verify that they have received a service based upon such factors as personal preference, connectivity to technology, etc. If using the Sandata system, verification can be completed from the Direct Care Worker's (DCW) smartphone at the end of the visit, telephonically via the member's phone, or through a fixed device furnished by the state located in the member's home.

Does EVV restrict member's activities in the community? Do members have to be in their home for the EVV device to capture their location?

The EVV device captures certain elements as required by the Cures Act, including the location when a provider starts and ends a visit. That verified location is not required to be in the member's home and can occur anywhere in the community.

Does the EVV system track people receiving services?

The EVV device is not a tracking device and does not track an individual's movements. Rather, the EVV device captures certain elements that are required by the Cures Act, including the location when the provider starts and ends a visit. AHCCCS understands members and DCWs do not want their location to be tracked, and therefore, want to reiterate that the device is not tracking individuals, families, and/or their movements, but simply capturing where a provider starts and ends the visit in order to comply with the Cures Act. When making decisions about device options, members and families can consider how the device will verify location of service delivery.

Will EVV eliminate paper timesheets?

For the most part, EVV will eliminate timesheets. AHCCCS will be establishing criteria for limited exceptions to the EVV system requirements when technological infrastructure is limited, unreliable or nonexistent. In addition, when allowable, the use of paper timesheets will be required to be used in combination with a fixed device to generate a code with a time and date stamp to verify the beginning and end of service delivery.

Questions About Provider Compliance

Will Sandata demo their EVV product in Arizona? (updated May 2020)

Sandata provided a webinar demonstration of their EVV software on November 7, 2019.

The recorded demonstration and presentation can be found at www.azahcccs.gov/evv under the "Information for Providers and MCOs" tab.

Will AHCCCS provide training? (added May 2020)

Yes, before the implementation, training will be required for Providers. Providers can choose, instructor lead training or self-paced, online training. Self-paced online training will be available for the life of the program.

What will be the process of gaining access/log in credentials to the Sandata platform? (added May 2020)

All providers of services subject to EVV must complete training prior to receiving log-in credentials for the EVV system.

I already use an EVV system; do I have to use the Sandata EVV system?

AHCCCS is employing the system as an Open Vendor Model with one statewide EVV contractor, Sandata. Providers will be able to continue to use existing EVV systems or choose an alternate EVV vendor that has been approved by AHCCCS to meet general and Arizona specific requirements for EVV. Providers using an alternate EVV Vendor will incur any and all related costs, including costs related to system requirements necessary to transmit data to the Sandata data aggregator. The agency is responsible for ensuring vendor participation during the setup of transmission of data to the Sandata data aggregator

What is the Sandata Aggregator? (added May 2020)

The Sandata Aggregator allows providers to continue to use a third-party system (also referred to as Alternate EVV System) for scheduling, visit verification, and billing. All data is transmitted from the Alternate EVV system to the Sandata Aggregator using Sandata's standard data specification. The Sandata Aggregator includes a read-only web portal for providers to view their data, and a payer web portal which includes real time data views, and reporting.

Questions about a Provider's Use of an Alternate System (added May 2020)

If my alternate EVV vendor already went through the Sandata certification process in another state, do I need to complete the certification again?

Yes. Even though a provider has an approved interface from an alternate EVV vendor to the Sandata data aggregator in another state, it does not guarantee it will satisfy to meet Arizona specific requirements. The provider must complete the testing process to ensure the interface works with the alternate EVV System and to meet both general and unique compliance standards in Arizona.

What if my Alternate EVV System vendor cannot map its values to AHCCCS's field values? (added May 2020)

The data in the aggregator must be consistent across the program. Therefore, Alternate EVV Systems must send the same values in the format and manner specified in the technical specification. If a provider's Alternate EVV System cannot accommodate the values, format, or interface requirements by the mandatory compliance date, the provider must make plans to use the Sandata system until the Alternate EVV System is compliant. The Alternate EVV System Technical Specifications are available on the [AHCCCS website](#) under the "Alternate EVV System Requirements and Technical Specifications" tab.

Can providers use a Hybrid model of systems? For example, use one EVV system for some populations served, and use Sandata for other populations?

No. The provider will need to use one EVV system for all populations pertaining to their Medicaid line of business.

When does the Alternate EVV System need to be certified? (added May 2020)

EVV implementation is planned for January 2021. If you choose to use an Alternate EVV system at the start of the program, your system be ready to begin testing by 10/15/2020 to ensure the system can successfully interface with the Aggregator. This will ensure ample time to enter required information.

How do I start the certification process? (added May 2020)

To aid you in making an informed decision about using an Alternate EVV vendor, please review the information under the "Alternate EVV Requirements and Technical Specifications" tab on the AHCCCS website. When you plan to use an alternate EVV system, please contact AZAltEVV@sandata.com to initiate the process to link to the Sandata aggregator. If you have questions about using an alternate EVV system, please call the EVV Customer Care line at 1-855-928-1140.

AHCCCS Provider Enrollment Portal (added May 2020)

What is the AHCCCS Provider Enrollment Portal (APEP)? (added May 2020)

APEP, the AHCCCS Provider Enrollment Portal (APEP), is an online, electronic portal that will streamline and expedite the provider enrollment process for new providers submitting initial applications. APEP is also for existing providers who need to update their profiles.

How will APEP affect providers subject to EVV? (added May 2020)

Some providers who will be subject to EVV may be required to complete the revalidation process during EVV implementation causing additional burden. AHCCCS has taken steps to coordinate the projects and mitigate this possible burden as much as possible.

Where can I find more information about APEP? (added May 2020)

More information about APEP can be found on the [APEP website](#).

What if I have additional questions about EVV?

If you have additional questions you would like to see answered in a forthcoming FAQ, please direct your questions to EVV@azahcccs.gov.