

Questions HCBS Update Meeting

EVV

10.18.23

Q Why would I have an employee that the aggregator verifies her EVV use with PC services but not DMH?

This question is too specific and I can't answer it without additional details.

Q How about the weekend? We can't send info to aggregator on weekend

You will need to discuss this with your EVV vendor as the expectation is that visit data is sent at least once daily, even on weekends and holidays since services are delivered on those days. The information in the EVV Aggregator Solution needs to be as close to real time as possible.

Q At the MOCIL conference we were told that any time we resubmit a visit for any reason, it is marked in the aggregator as a "manual visit", which affects our compliance rate. This is very concerning for providers. Our specific vendor states that the batches are rejecting even if there is only an issue with one visit. Once we correct the visit (it's usually due to an accidental error when entering a client DCN or aide FCSR number), and the batch is resubmitted, this would mean the entire batch of visits would be considered manual. Is that correct? And if so, is there a plan to change/correct this issue with the aggregator?

Since the batch was rejected before getting submitted, these visits would not be considered manual unless they have a manual call type or are updated after the original submission.

Q Where is the link for this sandata verification?

Information regarding how to access the EVV Aggregator Solution as well as clarification of provider expectations are available at <https://dss.mo.gov/mhd/providers/pdf/bulletin-45-42.pdf>.

Q How do we fix this if the problem is the vendor's software?

If a provider identifies an issue with their vendor's software, the provider must work with the EVV vendor to resolve. The state does not have a relationship with the EVV vendors.

Q When we input information it always states the system is busy

If you are referencing your EVV system, you will need to reach out to your EVV vendor to resolve. If you are referencing the EVV Aggregator Solution, please notify the EVV team at ask.evv@dss.mo.gov to report the issue.

Q We have quite a few people who work overnights, so we have to manually enter 11:59pm and 12:00am or it will look like two missed clock in/outs. We used code "other" because it doesn't fit into any other category. So, we will be penalized for manually entering these times because of the EVV vendor's software setup?

Yes, this scenario will result in the visit being marked as manual. Suggest talking with your EVV vendor to change the way these visits are handled.

Q Accumulated minutes are being rejected and not auto approved.

I'm not sure what this is in reference to – the aggregator doesn't look at schedules at this point and just accepts whatever time is entered. They may be talking about billing?

Q Which program allows workers to work overnight??

All EVV systems should be able to accommodate overnight visits, although each system may handle them differently.

Q Have you ever considered finger print or eye recognition from the caregivers when logging in? This will possibly be the only way you could help minimize fraud.

Biometric recognition is an acceptable option for EVV, but at this time is not a requirement.

Q Can these vendors lose their ability to be vendors if they won't comply properly?

EVV vendors who are not meeting the requirements of the Missouri EVV program are at risk of being removed from the list of vendors certified to provide EVV.

Q When doing billing through the EVV I adjust the scheduled time for billing purposes so that I don't have to adjust their actual clock in and out times. So is it wrong that I adjust my scheduled visits for my billing. You can still see their actual clock in and out times in the system.

Any adjustment to the time will be reflected as a manual entry. EVV is designed to document the actual time and time out, not the scheduled time.

10.19.23

Q If staff misses a clock in then how show we document and show proof?

The provider must verify the service occurred by contacting the participant or having them sign a timesheet. The documentation should be a part of the client file for audit purposes.

Q What if caregiver does not have smart phone

The provider agency is responsible for assisting in finding an EVV system that meets the needs of the client. They can provide a phone to the caregiver or use a fixed device in the home of the participant that is able to verify location from a phone without GPS capability.

Q So what if the caregiver has been using a code that was given by the agency before EVV was mandated? Do we have to have all caregivers change their clock in codes?

Within the EVV Aggregator Solution, all caregivers must be identified by their Family Care Safety Registry number. See <https://dss.mo.gov/mhd/providers/pdf/bulletin44-09.pdf> for more information.

Q what would be an acceptable reason why a client would receive care outside the home outside of possible traveling out of town?

Services can at times occur outside the home, such as shopping, transportation to medical appointments, etc. Some services are provided in schools or places of employment as well. At times, clients may temporarily live with a family member or friend due to an acute illness or circumstance change. These are just examples, not an all-inclusive list.

Q Can a provider pull shift data from the Sandata aggregator system to prove services rendered when the state asks for shift data? Or does the data have to come out of an internal report?

This may be an MMAC question – MHD doesn't ask providers for this information.

Q Can attendants continue to call from client's phone for work hrs or are they required to use GPS Integrated in the EVV system app

If a client has a landline, their phone can be used to call in and/or out. If the client has a cell phone, the GPS must be enabled or the call must be supported by a fixed device in the client's home.

Q Our agency serves a rural area. We have clients that live out of town. They agree to use EVV but do not have a landline, and there's no cell phone service where they live. What do we do in this case? To date, we have been having them sign their visit notes.

EVV systems are required to have the ability to collect visit information in an offline mode and upload it when connectivity is available.

Q Who should we contact for help with understanding sandata? You said let you all know, who? Is it Renee?

If you need assistance with understanding the information in the EVV Aggregator Solution, you can contact us at ask.evv@dss.mo.gov.

Q Are there webinars or training vids on the sandata system besides the video when we first setup? It's a little confusing to use

Missouri is currently working on a state specific training for our users. It should be available by the end of this year.

Q Will we get penalized for going back and making the necessary adjustments that money is sent to consumer for overpayment of taxes

No clue what they are talking about. 😊

Q I am currently changing my clients over to another EVV company because my current company is not fully telling me how to correct errors for aggregator, sandata has not responded on me switching so I am currently using both platforms until everything is changed over. Is that ok

As long as you are collecting your EVV data and it will be in the EVV Aggregator Solution, you are in compliance.

Q Is there any way to speed up transfer requests. Due to the long wait time (3-4 months) is why consumers are not being reached accordingly? Anyway you guys can hire more staff members since the CDS program continues to grow rapidly? The wait time is ridiculous

I think all of the questions from here forward are for DSDS.

Q How do you update a participant phone number on a referral?

Q When there is a change in a participant's phone number or address? Where to we notify?

Q We have client's that requested a provider change over 90 days ago and are still waiting.

Q There is a major delay in processing by the time they are finally contacted. They have become frustrated and change their mind

Q some changes to PCCP were taking a while and the consumer changed their mind. Is there some way for us to update the need for the request without having to submit another PCCP?

Q If your company has a Designated Manager that's not the owner is the owner the able to services the consumer if the worker is not or if the worker quits or consumer fires the attendant