

DDS EVV Program

Frequently Asked Questions (FAQ)

For Providers

Updated as of: 10/9/20

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- 8. How many people can an agency have attend the Administrator training?**
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FAQ Responses:

1. What is EVV?

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit times and services provided by your staff.

2. What is the DDS timeline for EVV?

The federal 21st Century Cures Act requires states to implement EVV for certain Medicaid funded programs. DDS is required to have the EVV system in place and active by 1/1/21.

3. Is DSS considering opening this to other vendors or at least using a system integrator so we can use our existing reporting systems?

DSS has not changed position on the use of a single state mandated EVV system for the visit check in/check out. Sandata provides a visit extract (file specs are available) that can be imported into existing systems.

4. Is there a plan to enhance the Sandata system to improve entry of multiple services?

DSS has enhanced the telephony check in/check out process to accommodate consecutive services. The Sandata Mobile App (SMC) mobile application was upgraded in June 2019 to apply this same feature for mobile users, who utilize schedules, which significantly reduces the visit maintenance effort.

5. Is adequate training going to be provided on the EVV system?

Training for DDS providers will be offered via live and recorded Instructor led webinar sessions and training resources continue to be available via the Sandata Learning Management System. Invitations to training will be sent to all DDS EVV service providers prior to each training session. Providers can also access support from Sandata Customer Support.

Please note, due to the COVID-19 pandemic, in-person trainings are indefinitely on-hold. Additional information regarding training options will be communicated directly to providers.

6. Does DDS plan to adopt the 90% compliance rate that is currently in place?

DDS is currently reviewing the compliance plan and will provide an update to providers shortly.

7. Home Care services vs. Residential In-home Services: The viability of EVV for Home Care services vs. Residential In-home Services are significantly different. How are these differences taken into account in the DDS EVV system?

DDS recognizes the need for flexibility. DDS has met with providers who vocalized similar requests and DDS chose to use the check in/check out only at this time. Scheduling will remain an option for the future.

8. How many people can an agency have attend the Administrator Training?

An agency can have as many people as they wish to attend the Administrator Training.

9. What number does a Provider insert in the Medicaid ID field?

The Provider should put the DDS PIN # in this field.

10. What is the status of the Overlap Declaration process?

An email was sent by DDS in June 2020. As noted in the written communication the deadline for submission was June 30, 2020. DDS is unable to make any further changes to these declarations.