WHAT IS "AT YOUR FINGERTIPS"?

"At Your Fingertips" is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip provides information on what it means to be EVV compliant and how to determine your compliance percentage.

Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact DXC Technology via e-mail to: ctevv@dxc.com

Please only send client PHI in an encrypted/secured email.

EVV TIP # 4

EVV COMPLIANCE

WHAT DOES IT MEAN TO BE 90% EVV COMPLIANT?

Provider Bulletin 2017-66 reported that the Department of Social Services (DSS) has established standards by which agencies must adhere to in order to be considered compliant in their use of visit validation within Sandata Technologies' Santrax system. DSS considers a provider to be compliant if 90% of the visits performed are validated by **both** a check-in and a check-out documented by the caregiver via telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device. A visit that is confirmed to have been performed, must capture **both** the call-in and the call-out to be compliant. At a later date, further compliance requirements will be established for visit maintenance, such as altering visit times and tasks.

HOW IS DSS MEASURING COMPLIANCE?

DSS has a Jurisdictional View of all agency EVV data. Beginning with December, 2017 dates of service, DSS will review confirmed visits to identify the number of visits that do not document **both** a check-in and a check-out via telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device.

WHAT IF THE CAREGIVER CALLS IN AND CALLS OUT BUT THEY ARE EARLY OR LATE, AND I NEED TO MANUALLY VERIFY THE VISIT? WILL I BE OUT OF COMPLIANCE WITH THAT VISIT?

As long as each visit has a check-in and a check-out, regardless if the documented times are early/late according to the schedule, the visit will be considered compliant. Manually verifying visits are not part of the compliance requirement at this time. DSS will be establishing compliance requirements related to manually verified visits, including changes to visit times, in the next phase of compliance enforcement.

HOW DO I CHECK-IN OR CHECK-OUT WHEN THE CLIENT IS NOT YET IN THE SYSTEM?

When the client is not yet in Santrax, the caregiver can still check-in and check-out by using the client's telephone or any other phone that is available. Santrax will capture the visit check-in and check-out times and set the exception of 'unknown client' and 'unscheduled event'. When the client becomes present in Santrax, and the schedule is retroactively created, you can attach these calls to the visit. **This will not count against your compliance rate**. DSS plans to implement the ability for your agency to add new clients to your Santrax system while waiting for the client's eligibility to be updated and the client to become available in the Santrax system.

HOW DO I DETERMINE MY COMPLIANCE PERCENTAGE?

A series of inquiries in Visit Maintenance can be performed to determine your compliance rate. It is important to understand that only verified visits are reviewed for compliancy. A visit that the agency has not confirmed will not be included in the review, therefore, only confirmed visits need to be included in your calculation. Visits that are considered confirmed have a status of 02- Confirmed, 03- In Process, or 04- Closed. The following steps will help you identify your compliance rate.

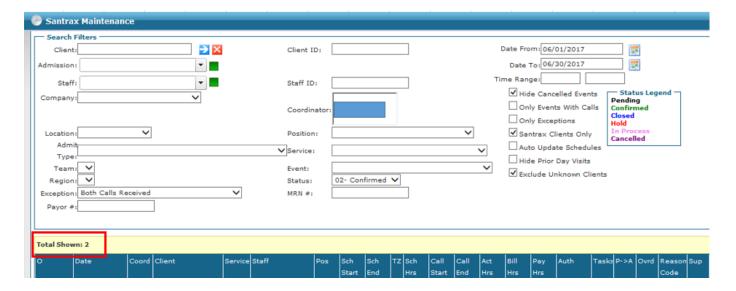1. Go to Scheduling Maintenance.

2. Choose time period to review.

3. Make sure check marks are within 'Hide Cancelled Events', 'Santrax Clients Only', and 'Exclude Unknown Clients' filters, and click refresh. The 'Total Shown' represents the total number of visits for this time period, including both confirmed and unconfirmed. Total shown here is 534.
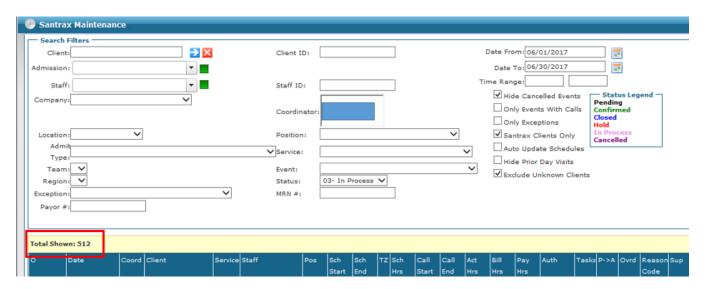
4. Identify your confirmed visits with and without two calls:
   - Select Status 02- Confirmed, click on refresh, and identify the number in Total Shown. Total confirmed visits shown here is 7.

   - Add filter 'Both Calls Received' in the Exception filter, click on refresh, and identify the number in Total Shown. Total Confirmed visits with two calls shown here is 2.
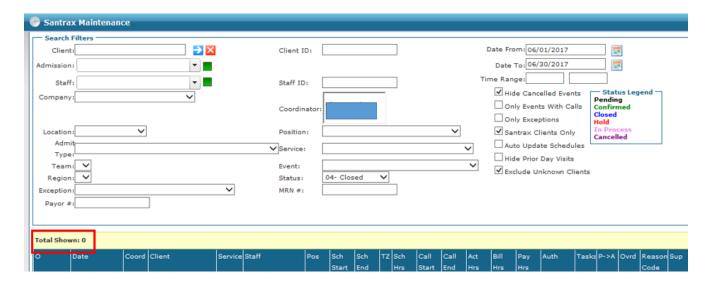

   - Select Status 03- In Process, (remove 'both Calls Received' Exception filter) click on refresh, and identify the number in Total Shown. Total In Process visits shown here is 512.

- Add filter 'Both Calls Received' in the Exception filter, click on refresh, and identify the number in Total Shown. Total In Process visits with two calls shown here is 276.

- Select Status 04- Closed, (remove 'both Calls Received' Exception filter) click on refresh, and identify the number in Total Shown. Total Closed visits shown here is 0. There is no need to query further. If there were Closed visits, you would then continue to determine how many contained two calls.

Status	Total visits	Visits with 2 calls
02- Confirmed	7	2
03- In Process	512	276
04- Closed	0	0
	519	278

- Perform calculation: total visits with two calls ÷ total visits = compliance rate. In the example above, the calculation is 278 ÷ 519 = 54%

WHY DOES MY COMPLIANCE RATE FOR THE SAME TIME PERIOD FLUCTUATE?

Your compliance rate will change as your unconfirmed visits become confirmed.

WHAT WILL HAPPEN IF I DON'T REACH 90% COMPLIANT BY DECEMBER 2017?

Providers who fail to reach this 90% threshold may be subject to audit, suspension of referrals or claim recoupments until the provider becomes compliant.

WHERE CAN I FIND MORE INFORMATION ON EVV VISIT VALIDATION METHODS?

Providers may find training materials regarding the three (3) visit validation methods (telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device) on the Electronic Visit Verification Implementation Important Message at www.ctdssmap.com, under the Training Publications and Videos subheading.