# CT DDS Alternate EVV Townhall
April 23, 2024

# Welcome and Live Event Guidelines

- This is a general overview of the Alternate EVV process for DDS. Mute your line (microphone icon) or directly mute your phone for dial-in participants.
  - Presentation Specific Questions? Please post using the Q & A feature (chat icon).

- Feedback Welcome!
  - We will be sending a survey post-webinar to help improve this experience moving forward.

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| Agenda Item | Lead |
|---|---|
| Review Alternate EVV DDS Technical Specifications | Michael Frosty |
| | |
| | |
| | |
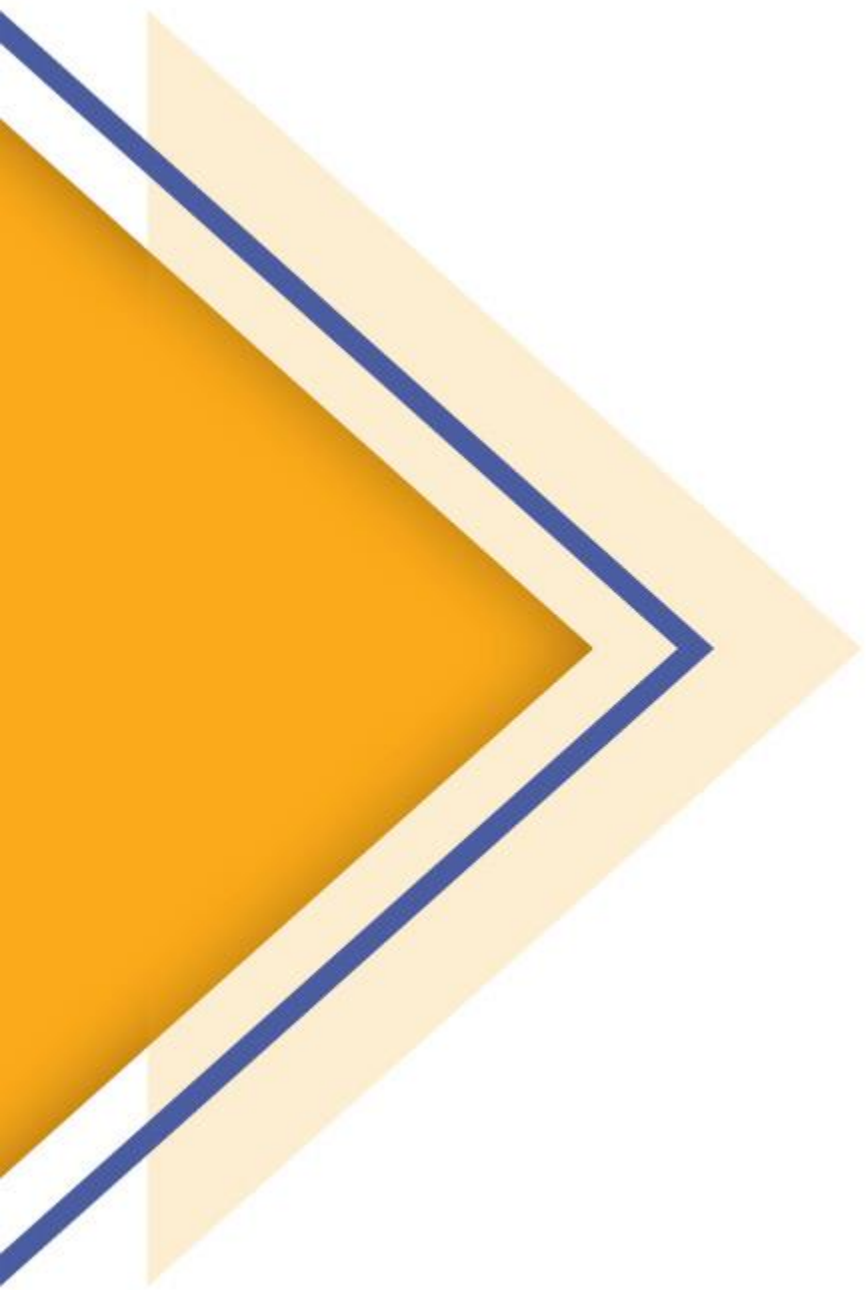
# Alt EVV Process Overview

# Alt EVV Process Overview

**Provider Agency Step 1**

- There will be a webform for Provider Registration, a link will be provided to the state to post on their website that will direct providers to the appropriate page on Sandata on Demand to register.
- If a Provider has multiple ID's they will need to register under each ID (Multiple accounts will be required)

**Provider Agency Step 2**

- Complete all required fields in provided registration form
- An official request to Sandata will automatically be generated (Zendesk Ticket)
- Sandata will confirm receipt and respond with any follow-up questions as needed
- No additional action required by the Provider Agency

**EVV Solution Vendors**

- The Vendor will use the Vendor Registration Portal for the entire process (Agency Step 1 & 2 must be completed prior to this step)
- The Vendor will register for Connecticut and select one provider which has named them in the above steps
- The Vendor will access the Portal and select "Get Test Creds"

# Alt EVV Process Overview

**Alt EVV Certification**

- Vendor will complete testing
    - Sending of Client (Beneficiary) data
    - Sending of Caregiver (Employee) data
    - Sending of Visit data
- Using the Vendor Portal, they will go to the "Conduct and Review Testing" tab to ensure all scenarios have passed.

**Credentials**

- The Vendor will use the Portal to access "Prod Creds" tab.
- Then they will select the provider and click "Get Prod Creds".
- Vendor uses credentials to start sending all data for providers.

**Aggregator Access**

- When the Vendor generates the production credentials in the Vendor Portal, an email will be generated to the provider.
- Notification to provider will include Aggregator training link and Provider Agency Credentials for Aggregator access.

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# Milestone Dates for CT DDS Implementation

| MILESTONE | CT DDS |
|-----------|--------|
| **Alt EVV Vendor Testing Opens** | 04/15/2024 |
| **DDS Updates for Alt EVV Go-Live** | 05/08/2024 |
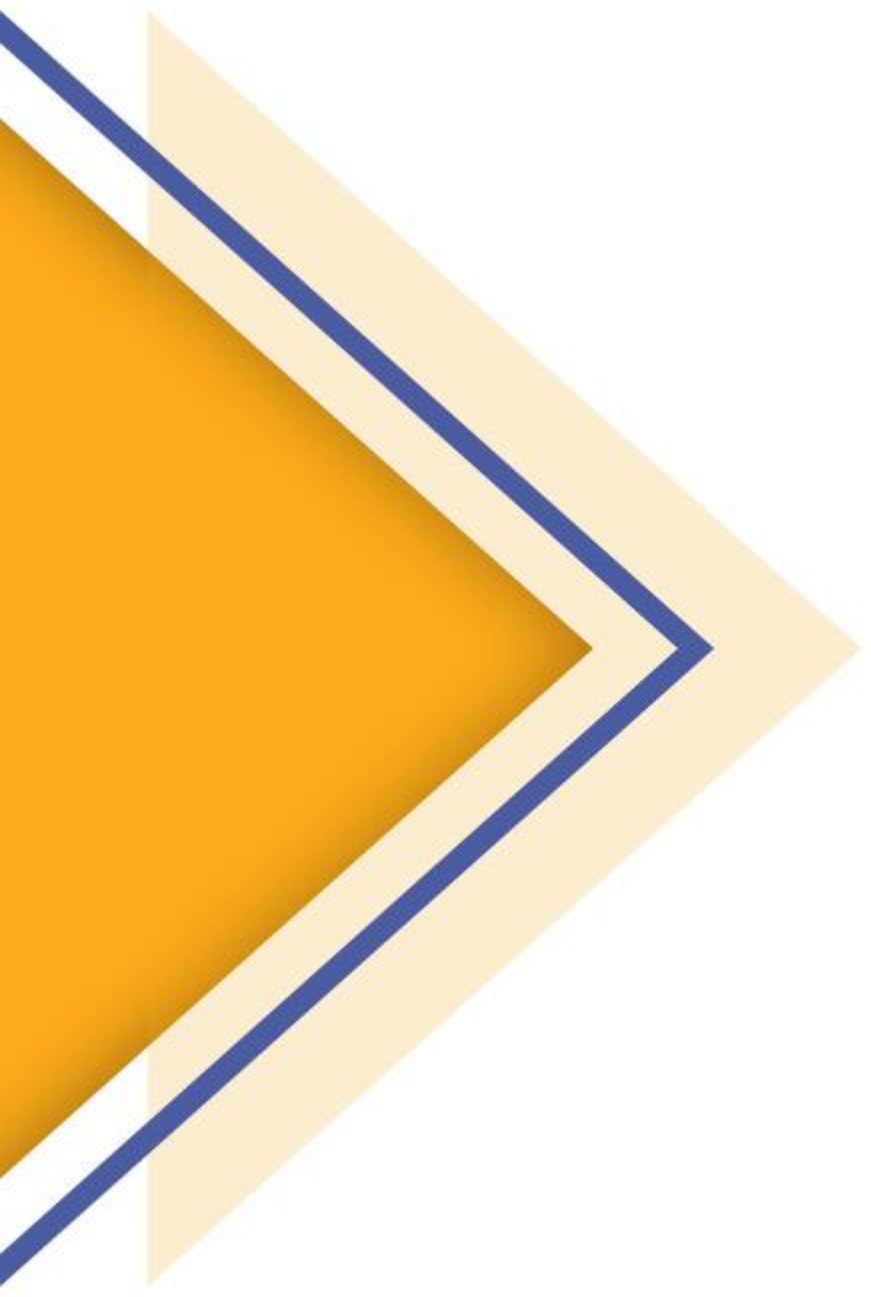
# Alt EVV Specification and JSON

# Understanding the Specification

The Alt EVV Specification and User Guide for the Program can be found on the

[CT DDS Alt EVV Specification](#)

Alt EVV Specifications are broken into 3 major sections:

- Client
- Employee
- Visit

# Client Overview:

- Three Segments for Client records
  - Client General (Required)
  - Client Address (Required)
  - Client Phone (Recommended)
    - Required when a CallType of Telephony is used
- Identifiers are used for matching logic
  - "ProviderID" values: DDS-Provider ID (PIN)
  - "ClientIdentifier": 5-digit DDS number with 4 leading zeros
- Client Validation
  - Client Identifier Format
  - Required Segments

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# Client Overview: JSON

Alt. EVV data is sent via RESTful API / JSON transmissions

| ClientGeneralInformation - Required | | | | | | |
|---|---|---|---|---|---|---|
| 1 | ClientQualifier | Value being sent to uniquely identify the client. Should be the same as the value used by the Payer if a client feed is provided by the payer. | 20 | String | Yes | ClientCustomID |
| 2 | ClientIdentifier | Unique client identifier used by the state to reference the member data across all Medicaid activities. This value will need to be the same as the ClientCustomID. | 64 | String | Yes | Payer = CTDDS: 5-digit DDS number with 4 leading zeros Format: ######### |
| 3 | ClientFirstName | Client's First Name. | 30 | String | Yes | Client's First Name (See Field Level Errors in Appendix 9.7) |

```
{
    "ProviderIdentification": {
        "ProviderID": "1241001",
        "ProviderQualifier": "Other"
    },
    "ClientQualifier": "ClientCustomID",
    "ClientIdentifier": "000035400",
    "ClientFirstName": "CDS",
    "ClientMiddleInitial": null,
```

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# Employee Overview

- One Required Segment for Employee (Caregiver, Care Workers) Records
  - Employee General

- Identifiers are used for matching logic
  - ProviderID: DDS-Provider ID (PIN)
  - EmployeeIdentifier: 9 Characters (EmployeeSSN)
    Format: Employee SSN (4 generic leading digits & last 5-digits of SSN)

- Employee Validation
  - EmployeeIdentifier will be matched to existing records to:
    - No Match = Insert New Record
    - Yes Match = Update existing

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# Employee Overview: JSON

Alt. EVV data is sent via RESTful API / JSON transmissions

| EmployeeGeneralInformation – Required | | | | | | |
|---|---|---|---|---|---|---|
| Required data in the body of the transmission. This segment provides the basic information about the employee. | | | | | | |
| 1 | EmployeeQualifier | Descriptive reference of the value being sent to uniquely identify the employee. | 20 | String | Yes | EmployeeSSN |
| 2 | EmployeeIdentifier | Employee identifier identified by EmployeeQualifier. This value must equal the EmployeeIdentifier provided in the Visit transmission. Employee Identifier is to be provided in one of the three acceptable formats. The EmployeeIdentifier format must be consistent in both the EmployeeGeneral and VisitGeneral segments. Santrax Agency Formats need to be Reviewed. | 9 | String | Yes | Format: 4 generic leading digits & Last 5-digits of SSN Format: ######### |
| 3 | EmployeeOtherID | Unique employee identifier in the external system, if any. | 64 | String | Optional | Vendor Supplied value based on Vendor's solutions. Unique ID for each employee. |
| 4 | SequenceID | The Third-Party EVV visit sequence ID to which the change applied. | 16 | Integer | Yes | Third-Party EVV Visit Sequence ID. If TIMESTAMP is used: YYYYMMDDHHMMSS |

```
"ProviderIdentification": {
    "ProviderID": "1241001",
    "ProviderQualifier": "Other"
},
"EmployeeQualifier": "EmployeeSSN",
"EmployeeIdentifier": "354127891",
"EmployeeOtherID": null,
```

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# Visit Overview

▶ One Required Segments for Visit Records
  - Visit General

▶ Four Conditional Segments for Visit Records
  - Calls
  - Visit Changes
  - Tasks (Optional for DDS)
  - Visit Exceptions Acknowledgments

▶ Identifiers are used for matching logic
  - ProviderID values: DDS-Provider ID (PIN)
  - VisitOtherID values: ID from Vendor System
  - ClientIdentifier: 5-digit DDS number with 4 leading zeros EmployeeIdentifier: Employee SSN (4 generic leading digits & last 5-digits of SSN)

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# Visit Overview: JSON

Alt. EVV data is sent via RESTful API / JSON

| Index | Element | Description | Max Length | Type | Required? | Expected Value |
|-------|---------|-------------|------------|------|-----------|----------------|
| **VisitGeneralInformation – Required** |
| Required segment provides the base data regarding an EVV visit. If a visit is changed (corrections, alterations, updates) over time, the same visit may be delivered multiple times, **each sharing the same 'VisitOtherID'**, but each change represented with a different Sequence ID- ascending over time- to allow the state's Aggregator system to keep the changes ordered appropriately. Each update requires a 'VisitChanges' segment. |
| 1 | VisitOtherID | Visit identifier in the external system. | 50 | String | Yes | Visit Identifier |
| 2 | SequenceID | The Third-Party EVV visit sequence ID to which the change applied. For HHA System users, the value is the system-generated key. | 16 | Integer | Yes | Third-Party EVV Visit Sequence ID If TIMESTAMP is used: YYYYMMDDHHMMSS Numbers only; no other characters. |
| 3 | EmployeeQualifier | Descriptive reference of the value being sent to uniquely identify the employee. | 20 | String | Yes | Format: Employee SSN 4 generic leading digits & Last 5-digits of SSN Last 5-digits of SSN Format: ######### |
| 4 | EmployeeOtherID | Unique employee identifier in the external system, if any. The EmployeeOtherID format must be consistent in both the EmployeeGeneral and VisitGeneral segments. | 64 | String | Optional | Vendor Supplied value based on Vendor's solutions. Unique ID for each employee. |

```
{
    "ProviderIdentification": {
        "ProviderQualifier": "Other",
        "ProviderID": "1241001"
    },
    "VisitOtherID": "20230315080100",
    "SequenceID": "20230315080100",
    "EmployeeQualifier": "EmployeeSSN",
    "EmployeeIdentifier": "354127891",
    "ClientIDQualifier": "ClientCustomID",
    "ClientIdentifier": "000035400",
    "ClientID": "000035400",
```

# Visit Overview

▶ Procedure Code Validation
- PayerID, PayerProgram, ProcedureCode & Modifiers must match to a valid record defined in the Alt EVV Specification.

▶ ClientIdentifier must match to existing Client record.

▶ EmployeeIdentifier must match to existing Employee record.

▶ Conditional Segments are required based on the condition for the segment.
- Example: When a change is required for a visit previously sent to the State Aggregator, the updated visit will require the VisitChanges Segment.

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# Service and Modifiers CT-DDS

## 9.1.1 HCPCS Procedure Codes

| Payer | Program | HCPCS Code | Modifier 1 | Modifier 2 | Modifier 3 | Modifier 4 | Description |
|-------|---------|------------|------------|------------|------------|------------|-------------|
| CTDDS | CTDDS | S5135 | | | | | Adult Companion |
| CTDDS | CTDDS | 1555Z | | | | | Blended Supports |
| CTDDS | CTDDS | 9753C | | | | | Group I.H.S. 2 |
| CTDDS | CTDDS | 9753D | | | | | Group I.H.S. 3 |
| CTDDS | CTDDS | S5150 | | | | | Hourly Respite |
| CTDDS | CTDDS | 97537 | | | | | Individualized Day Sup |
| CTDDS | CTDDS | 9753V | | | | | Individualized Day Vocational |
| CTDDS | CTDDS | 97535 | | | | | Individualized Home Supp |
| CTDDS | CTDDS | T1019 | | | | | Personal Support |
| CTDDS | CTDDS | 1312Z | | | | | Senior Supports |

# Visit Exceptions

- Exceptions ensure data aligns to program definition for the program. Exceptions target Cures required data for compliance.
- Most exceptions will cause visit rejections; therefore, are not "acknowledgeable" via the API.
  - For example: An Invalid Service provided on a Visit transmission for the EVV program will require correction before the visit will be accepted.
- Visits without In-Calls and Visits without Out-Calls will need to be fixed in the source system and resubmitted to the Aggregator as an update to an existing visit.
- Unmatched Client ID / Phone exceptions will need to be acknowledged via the API.

| Exception Code | Acknowledge/Fix | Exception |
| --- | --- | --- |
| 00 | Fix: Resubmit Visit | Unknown Client |
| 01 | Fix: Resubmit Visit | Unknown Employee |
| 02 | Fix: Resubmit Visit | Visits Without Any Calls |
| 03 | Fix: Resubmit Visit | Visits Without In-Call |
| 04 | Fix: Resubmit Visit | Visits Without Out Call |
| 15 | Acknowledge: submit VisitExceptionAcknowledgement segment | Unmatched Client ID / Phone |
| 23 | Fix: Resubmit Visit | Missing Service |

# Visit Overview (continued)

▶ The Alternate EVV system is expected to be able to handle a visit that crosses calendar days for a maximum of 24 hours.

▶ AdjInDateTime and AdjOutDateTime elements

- Only be sent with a value if the time provided in the Call segment is adjusted

- Include a change log and reason code for the adjustment.

- Adjusted Time In/Time Out times should only be provided for actual changes to start and end times (e.g. forgetting to call in or call out). Times should not be adjusted to align with the scheduled times.

▶ Changes and Acknowledgements

- Send VisitChanges segment and reason codes for adjustments on the initial transmission of a visit.

- Send VisitChanges and reason codes for changes on a subsequent transmission of a visit.

- Send VisitChanges and reason code for all acknowledgements of non-fixable exceptions.
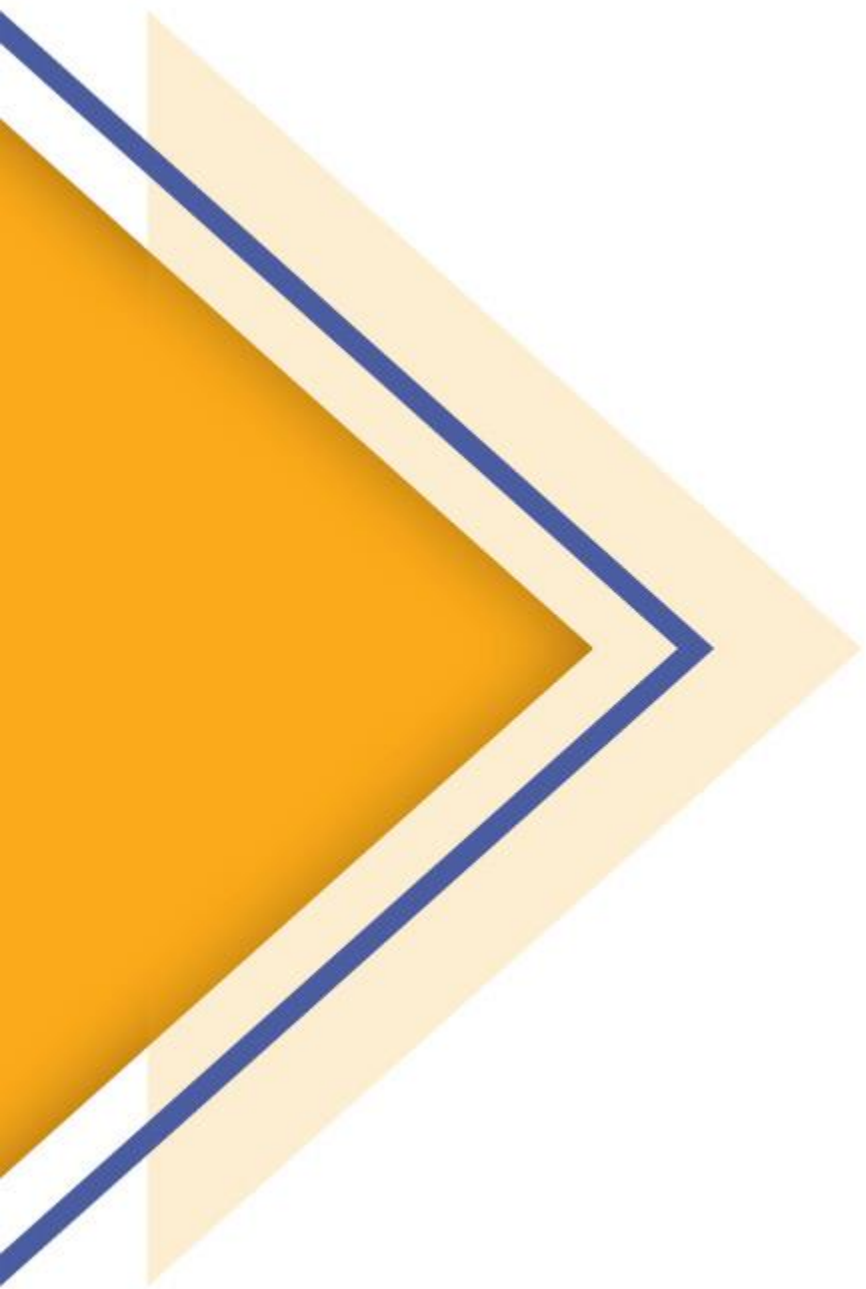
# Common Support Issues

# Common Support Issues

Invalid Credentials

- Error Message: "Request contains the following providers that are not authorized for the given Account & Credentials: [ProviderID]"

# Common Support Issues

Client Not Found – Error Code -1021 (Client Record)

▶ **Error Message**: "Client Not Found"

▶ **Root Cause 1:**

- Client doesn't exist in Agency Account
  - Client JSON failed to be created
  - Transmission of visit data with "ClientIdentifier"

▶ **What can we do to troubleshoot?**

- Check the State Aggregator to ensure Client record was successfully added to the Provider agency account.
- Check the Alt EVV Specifications for the format and ensure the correct value in the correct field
- Ensure Visit "ClientIdentifier" matches the "ClientIdentifier" on Client record.

# Common Support Issues

Worker Not Found – Error Code -1031 (Visit Record)

▸ **Error Message**: "Worker Not Found"
▸ **Root Cause 1:**
- Employee not properly specified
  - "EmployeeIdentifier" is not correctly formatted. For example: the Payor program requires a 9-character ID and an 8-character ID will fail.
  - Improper transmission format where a valid "EmployeeIdentifier" is in the wrong JSON field
▸ **What can we do to troubleshoot?**
- Check the Alt EVV Specifications for the format and ensure the correct value in the correct field
- Possible Next Steps:
  - May involve Sandata Alt EVV Support for additional troubleshooting
  - Visit maintenance to correct "EmployeeIdentifier"

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# Common Support Issues

## Service ID – Error Code -553 (Visit Record)

- **Error Message**: "Error during retrieving service service_id entered"
- **Root Cause 1:**
  - Missing service in visit
    - All visits must include the service provided to the member to be verified.
- **What can we do to troubleshoot?**
  - Check the Alt EVV Specifications for the valid service and if applicable modifier field combinations and order to ensure the Provider has the correctly formatted value in the correct field
  - Possible Next Steps:
    - May require Sandata investigation of service code and visit processing with Sandata Engineering teams
    - Visit maintenance to correct or add the service code

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# Common Support Issues

Service ID – Error Code -553 (Visit Record)

▶ **Error Message**: "Error during retrieving service service_id entered"
▶ **Root Cause 2:**
- Incorrectly formatted service in visit
  - All services and modifiers are recommended to follow case in specification.
  - Services that require modifiers should follow the modifier order. For example: If S5125 U7 UA is a valid service code with modifiers than a visit submitted as S5125 <mark>UA U7</mark> may be an invalid combination of modifiers for visit verification.

▶ **What can we do to troubleshoot?**
- Check the Alt EVV Addendum for the valid service and if applicable modifier field combinations and order to ensure the Provider has the correctly formatted value in the correct field
- Possible Next Steps:
  - May require additional investigation of service code and visit processing with Sandata Engineering teams
  - Visit maintenance to correct or add the service code

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# Integration Best Practices

1. Send Clients (Members) Records **First**
   - Send all Clients as soon as possible
   - Check status to ensure Client loaded successfully

2. Send Employee  (Caregiver) Records **Second**
   - Send all Caregivers as soon as possible
   - Check status to ensure Caregiver loaded successfully

3. Send Visits <u>after</u> Clients and Employees have loaded

4. Continue to send visits on your defined scheduled

5. Send new Clients as they are created, or an existing record is updated

6. Send new Employees as they are created, or an existing record is updated
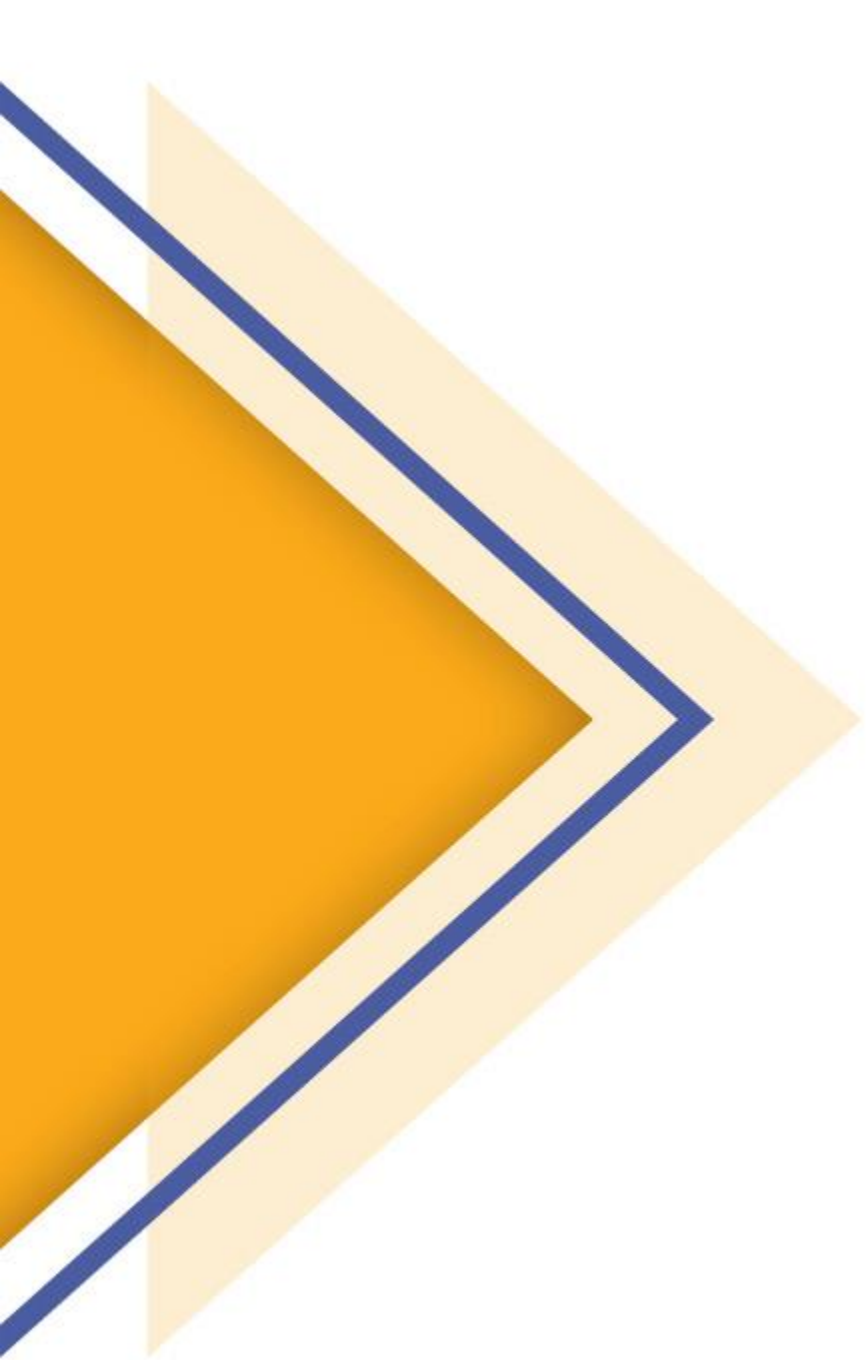
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# Support Resources

▶ **CT EVV Website**
- Resources for the Alt EVV Vendors and Agencies
- Link: CT Alt EVV Specification
- User Guide: Alt EVV User Guide

▶ **Sandata CT Alt EVV Support**
- Register for Sandata on Demand Access
  - https://sandata.zendesk.com/hc/en-us

▶ **Sandata on Demand (SoD) (Support Tickets created)**
- Sandata Alt EVV Resources Website

Thank You