

**Wednesday, October 23, 2019**

Dear Provider,

Beginning in 2020 and in response to a federal mandate known as the 21<sup>st</sup> Century Cures Act, AHCCCS will require providers of in-home non-skilled and skilled nursing services to use Electronic Visit Verification (EVV). EVV is an electronic-based system that verifies when provider visits occur and documents the precise time services begin and end and the location of service delivery. AHCCCS is using EVV to make sure that members get the services that they need when they need them.

In addition to monitoring access to care for members, the benefits of an EVV system include:

- Capturing the individual worker’s activity (i.e. check-in, check-out and service performed) which reduces the likelihood of errors or fraud.
- Increasing efficiency because reporting is automated and claims submission is cleaner.
- Reducing provider administrative burden with scheduling and hard copy timesheet processing.

The following AHCCCS Provider Types are required to use EVV. For information on the specific services and places of service subject to EVV, visit the AHCCCS website ([www.azahcccs.gov/EVV](http://www.azahcccs.gov/EVV)) and click on the “Information for Providers and MCOs” tab.

| <b>Provider Description</b>              | <b>Provider Type</b> |
|--|----------------------|
| Attendant Care Agency                    | PT 40                |
| Behavioral Outpatient Clinic             | PT 77                |
| Community Service Agency                 | PT A3                |
| Fiscal Intermediary                      | PT FI                |
| Habilitation Provider                    | PT 39                |
| HomeHealth Agency                        | PT 23                |
| Integrated Clinic                        | PT IC                |
| Non-Medicare Certified HomeHealth Agency | PT 95                |
| Private Nurse                            | PT46                 |

**What is YOUR Plan for EVV?**

AHCCCS is employing the system as an Open Vendor Model with one statewide EVV contractor, Sandata Technologies (Sandata). Providers have multiple options for complying with the EVV mandate including using the state’s Sandata EVV system, continuing to use their existing EVV systems or choosing an alternate EVV vendor at the providers expense. AHCCCS is funding the development and initial implementation of the Sandata EVV system and additional funding options are being explored to compensate for ongoing maintenance costs. Providers choosing not to use the states procured, Sandata

EVV system, will need to obtain approval of the alternate EVV system to ensure compliance with general and Arizona specific requirements for EVV.

To support providers in making an informed decision about an EVV system, AHCCCS will be hosting a provider agency webinar (demonstration) of the Sandata system. Providers will be able to see the flow of the Sandata system from authorization to billing along with a high level description of forthcoming Arizona-specific configuration to track and monitor timely service delivery and access to care for members.

The provider webinar has been scheduled for ***Thursday, November 7<sup>th</sup> from 9:30am to 12pm.*** The agenda will include a brief update regarding the program, Sandata demo (majority of the time), question/answer period, and wrap up comments. The meeting will be recorded and available for download on the AHCCCS EVV website. We look forward to your questions and sharing the EVV system with you. Providers will need to register for the webinar using the following link: [AHCCCS Sandata Provider Webinar](#).

The webinar will be hosted using Zoom. To test your system with Zoom [click here](#). To learn how to join the Zoom webinar, [click here](#). Both links provide step by step video instruction.

AHCCCS and Sandata would like to understand some of the questions that you may have regarding the EVV system and how it may compare to others you have researched/used in the marketplace. Also, Sandata may be able to answer some of the questions live during the presentation and/or reference key topics that you are interested in. If you have specific questions regarding Sandata's software and/or its functionality, please submit your questions to [EVV@azahcccs.gov](mailto:EVV@azahcccs.gov) by **Friday, November 1<sup>st</sup>**. AHCCCS will also be using the questions to develop the next FAQ installment to be posted to the AHCCCS website.

### **We Want to Hear from You!**

AHCCCS is requesting service providers, subject to EVV, complete a survey to inform readiness activities to support successful implementation of the EVV system. AHCCCS is using the survey responses to help inform the program from the provider community perspective and shape outreach initiatives.

If you have not already done so, please complete this survey by **October 31, 2019**.

Please access the survey at <https://www.surveymonkey.com/r/LXTL2JX>.

### **Be Engaged and Stay Informed !**

Information and updates about EVV are available on the AHCCCS website ([www.azahcccs.gov/EVV](http://www.azahcccs.gov/EVV)). Please sign up for any and all EVV communications and notices under the Stay Informed tab.

We look forward to working with you on a successful EVV program. If you have questions about EVV or the survey, please contact AHCCCS via email at [EVV@azahcccs.gov](mailto:EVV@azahcccs.gov).

Sincerely,



Dara Johnson  
Program Development Officer