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 Aging Services, Medicaid Services Unit  
 ADvantage Administration  
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**MEDICAID SERVICES UPDATE:**

**July 29, 2014**

**To: All ADvantage Case Management and Home Care Providers**

**Subject: Transition to New IVRA/EVV Software System, Sandata**

**IMPORTANT EVV TRANSITION BULLETIN #6**

The primary purpose of this communication is to announce the opening of the general registration website where Providers can register staff for the upcoming EVV training sessions to learn the Sandata system. This is also a reminder to complete the **Provider Outreach Survey**. Data requested in this survey will help ensure that Provider data-bases are developed prior to go-live. Delays in receiving this information will result in Providers not being able to access the new system on the go-live date of **September 1, 2014**.

**TRAINING**

- 1. General registration for the EVV training opens 07.28.14. Go to the newly created EVV web-page at:**

<http://www.okdhs.org/programsandservices/aging/adw/evv/electronic+visit+verification.htmRegister>

The screenshot shows the DHS website interface. At the top, there is a search bar and a navigation menu with links for Services, County Offices, About Us, Online Services, Library, Careers, and Newsroom. Below the navigation, the breadcrumb trail reads: DHS Home > Services > Aging > ADvantage Services > Electronic Visit Verification > Electronic Visit Verification. The main content area is titled 'Electronic Visit Verification' and is divided into two columns. The left column, under 'EVV Information', describes the system as a telephone and computer-based system for documenting care-giver time and submitting claims to OHCA. The right column, under 'Getting Started with EVV', lists 'Step 1. Review EVV Welcome Letter (.pdf)' and 'Step 2. Complete EVV Survey MANDATORY', explaining that Sandata will use a survey tool to gather key information for implementation and training.

2. Under “Step 3. Register for EVV Training”, identify a date that you wish to schedule staff and click the hyperlink, which will open the registration page for that date. [Note: You may schedule up to two (2) staff total from your agency for classroom training. If two (2) staff are to be trained, they may register for the same or for different dates.]

### Electronic Visit Verification

#### EVV Information

Electronic Visit Verification (EVV) is a telephone and computer-based system that documents the time care-givers begin and end delivering services to ADvantage Members and will be used to submit home visit and Case Management claims to OHCA. Oklahoma Department of Human Services has contracted with Sandata Technologies, LLC to implement the DHS EVV Project in Oklahoma. **The EVV system and the Sandata portal will be used to schedule visits and will be the only method to submit claims for services.**

*There is no cost for the EVV program to the Member or provider agency.*

The EVV Project will be **mandatory** for all agencies that provide and for all enrollees who receive the following ADvantage or SPPC services:

- Nursing (T1001, T1002, G0154, G0154TF),
- Case Management (T1016, T1016U3, T1016TN, T1016U3&TN)
- Personal Care(T1019, T1019TF)
- CDPass(S5125, S5125TF)
- Occupational Therapy(G0152)
- Physical Therapy (G0151)\
- Speech Therapy (G0153)
- Respite Care (T1005, S9125)

DHS is currently working with Sandata to put the EVV system in place and is currently projected to complete implementation on

#### Getting Started with EVV

Step 1. Review EVV Welcome Letter (.pdf)

Step 2. Complete EVV Survey MANDATORY  
Sandata will be using a survey tool to gather key information to support implementation and training activities, including information about your agency's computer set-up, as well as current demographic and member information.

**Select a date you would like to attend the training and register.**

Step 3. Register for EVV Training

**\*\*Important Advisory\*\***

You must attend and successfully complete the Sandata Training. Welcome Kits will be distributed after completion of training.

- August 18 Tulsa
- August 19 Tulsa
- August 20 Tulsa
- August 21 Tulsa
- August 22 Tulsa
- August 25 Oklahoma City
- August 26 Oklahoma City
- August 27 Oklahoma City
- August 28 Oklahoma City
- August 29 Oklahoma City

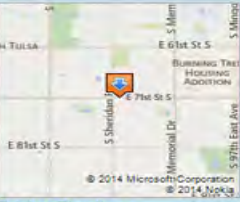
More information and a link to the training registration website will be available soon.

3. <http://events.constantcontact.com/register/event?llr=4vi78ieab&oeidk=a07e9jklmfe86468b6> When the registration page opens complete the required fields and submit.



**When**  
Monday August 18, 2014 from 9:00 AM to 5:00 PM  
CDT  
[Add to Calendar](#)

**Where**  
New Horizons of Tulsa  
8550 E 71 Street  
Tulsa, OK 74133



[Driving Directions](#)

**Contact**  
Angel So  
Sandata Technologies  
516-484-4400 ext. 1146  
[aso@sandata.com](mailto:aso@sandata.com)

### Oklahoma DHS Provider Agency Electronic Visit Verification Classroom Training

Provider Agency Classroom Training on the Department of Human Services Electronic Visit Verification (EVV) Program, provided by Sandata Technologies.

\* Required Information

#### Personal Information

- **First Name:**
- **Last Name:**
- **Email Address:**
- **Confirm Email Address:**

#### Business Information

- **Provider Agency Name:**

4. The “Train the Trainer” model will again be used for the deployment of the new IVRA/EVV system. No more than two (2) key staff from each provider agency will receive in-person, classroom training on how to use the system. It is expected that these staff will return to the agency and provide necessary guidance and training to all of their associates. We suggest the staff attending the scheduled training include the individual responsible for agency billing as well as the individual who will be assigned as the “System Administrator”. The System Administrator in this case, would be the staff responsible for assigning user roles or the one who will decide what level of access the agency user will be granted.
5. Please be advised that the limit of two (2) attendees per agency will be strictly adhered to, as the capacity of computer training sites available have specific occupancy limits. Seats are limited and registration will be closely monitored to ensure no more staff register than have been designated. Providers will have access to an EVV web-page throughout the implementation phase and post implementation. The page will continue to serve as an information reference point well into the maintenance phase.

## CLAIMS

**PENDING CLAIMS:** AA is monitoring the volume of pending claims. The number of pending claims in the system as of 07.25.14 is relatively higher than expected. **Please continue to reconcile all pending claims and submit for processing no later than July 31, 2014.** It would be most advantageous for Providers to reconcile, to the degree possible, all pending claims prior to the **September 1** cutover date.

# ACTION ITEMS

- Sandata will need Provider specific information in order to begin to set up a data base for each provider. Sandata has set up an on-line survey tool so providers can conveniently submit the required data. The survey should take no more than 10 minutes. It is crucial that this survey be completed no later than **August 4, 2014.**

**You can locate this survey on the EVV web-page (same as for training).**

The screenshot shows the DHS Hotlines website. At the top, there is a header for 'DHS Hotlines' with social media icons for Twitter, Facebook, YouTube, and a 'Sign up for DHS Updates' button. Below the header, there are two main sections: 'Electronic Visit Verification' and 'Getting Started with EVV'. The 'Electronic Visit Verification' section contains text explaining the EVV system and its use for submitting claims. The 'Getting Started with EVV' section lists three steps: 'Step 1. Review EVV Welcome Letter (.pdf)', 'Step 2. Complete EVV Survey MANDATORY', and 'Step 3. Register for EVV Training'. A red arrow points from the 'Electronic Visit Verification' header to the 'Getting Started with EVV' section. A yellow box highlights the text for 'Step 2. Complete EVV Survey MANDATORY', which states: 'Sandata will be using a survey tool to gather key information to support implementation and training activities, including information about your agency's computer set-up, as well as current demographic and Member information.'

Please follow the link below and complete this survey. The survey is now live and able to start collecting responses. <https://www.surveymonkey.com/s/OKDHS>

Again, providers will continue to receive frequent communication concerning this transition. Please adhere to the recommended guidelines. If you have any questions regarding the information provided above, please feel free to contact us via SmarterMail at: [aaproviderquestion@aau.okdhs.org](mailto:aaproviderquestion@aau.okdhs.org)