

# Santrax<sup>®</sup> Payer Management

*Electronic Visit Verification™ Solutions*

*Increasing the Capacity to Care  
Improving the Process of Home Care*

## ***EVV Beyond Compliance- What Is It and How Does It Help Me as an Agency?***



Sandata Technologies, LLC  
[www.sandata.com](http://www.sandata.com)

# Agenda

- Establishing EVV Credibility
- 21<sup>st</sup> Century Cures Act Overview
- What is Electronic Visit Verification?
- AZ EVV
  - Define “Open Model”
  - “Aggregator”
- Value Beyond Compliance
  - Operational Efficiencies
- Q&A

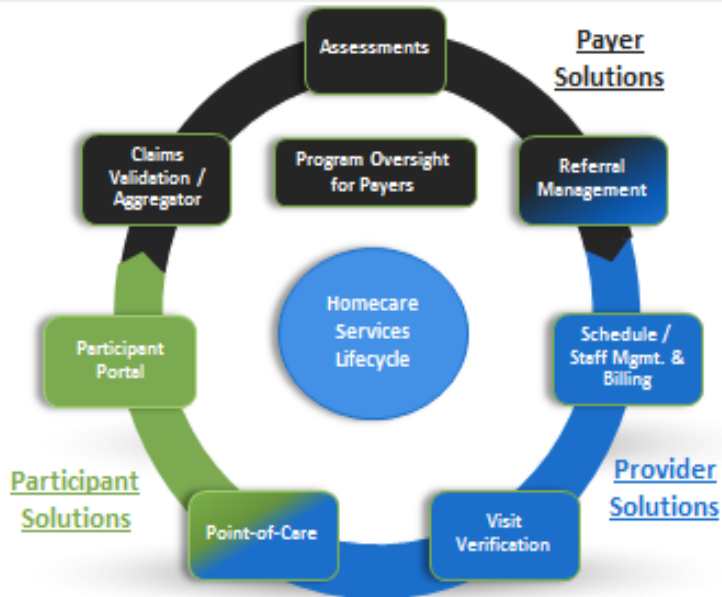
# About Sandata

## SOLUTIONS

- INCREASING THE CAPACITY TO CARE BY...
- ✓ Optimizing the value of every in-home encounter
  - ✓ Maximizing the efficiency of homecare Providers
  - ✓ Enabling collaboration between Payers and Providers

## EXPERIENCE

- ✓ Focused on homecare technology for 40 years
- ✓ Experience with 15 state Medicaid Agencies and 8 MCOs
- ✓ Only EVV solution with CMS certification
- ✓ Only vendor with experience with all 4 state EVV models
- ✓ Proven Statewide Open EVV solution



## SCALE

- ✓ 250 employees dedicated to the Home Care market
- ✓ 150M+ Transactions/year
- ✓ 90+ integration points with 3<sup>rd</sup> party systems
- ✓ 3K+ clients in US, managing 1.3M patients
- ✓ Daily reach of 400K+ homes

# 21<sup>st</sup> Century Cures Act Overview

## **Electronic Visit Verification System Required for Personal Care Services and Home Health Care Services Under Medicaid**

- **States that do not comply by the mandated dates will face an escalating penalty:**
  - Personal Care Services: January 1, 2020
    - Variance application
  - Home Health Services: January 1, 2023
- **The EVV system must verify the following:**
  - Location and Type of service;
  - Individuals Providing and Receiving service;
  - Date and Time the service Begins and Ends.
- **States must:**
  - Implement a process to seek input from beneficiaries and caregivers
  - Consult with Agencies and ensure the program:
    - Is minimally burdensome, HIPAA compliant, takes into account existing EVV systems

# Electronic Visit Verification (EVV): What is it?

EVV is a modular technology solution that provides transparency into home based care delivery, supporting provider network optimization while improving the member's quality of care.



- **Scheduling Module**

- Scheduler contains data on provider, caregiver, member and authorizations;
- Adherence to authorization is done at the point of scheduling, not after the service is delivered;
- Missed or late scheduled visits create alerts to inform the provider that the member was not served according to the care plan.



- **Visit Verification Module**

- When the caregiver arrives on site, they “check-in” using a variety of technologies (mobile, telephonic, device, etc);
- When they leave, they “check-out” via the same means;
- The system accurately captures visit start, stop, duration, and (optional) tasks performed

# What is EVV – Methods of data capture



## Mobile/GPS Verification

- Identifies location using GPS
- Available for **Apple and Android** tablets or smartphones
- **BYOD** and/or agency supplied phones
- Works in **connected and disconnected** modes



## Telephonic Visit Verification - TVV

- Uses ANI to match caller's phone number to identify client
- Employee enters individual ID #
- Tasks and/or readings can be entered at the point of service



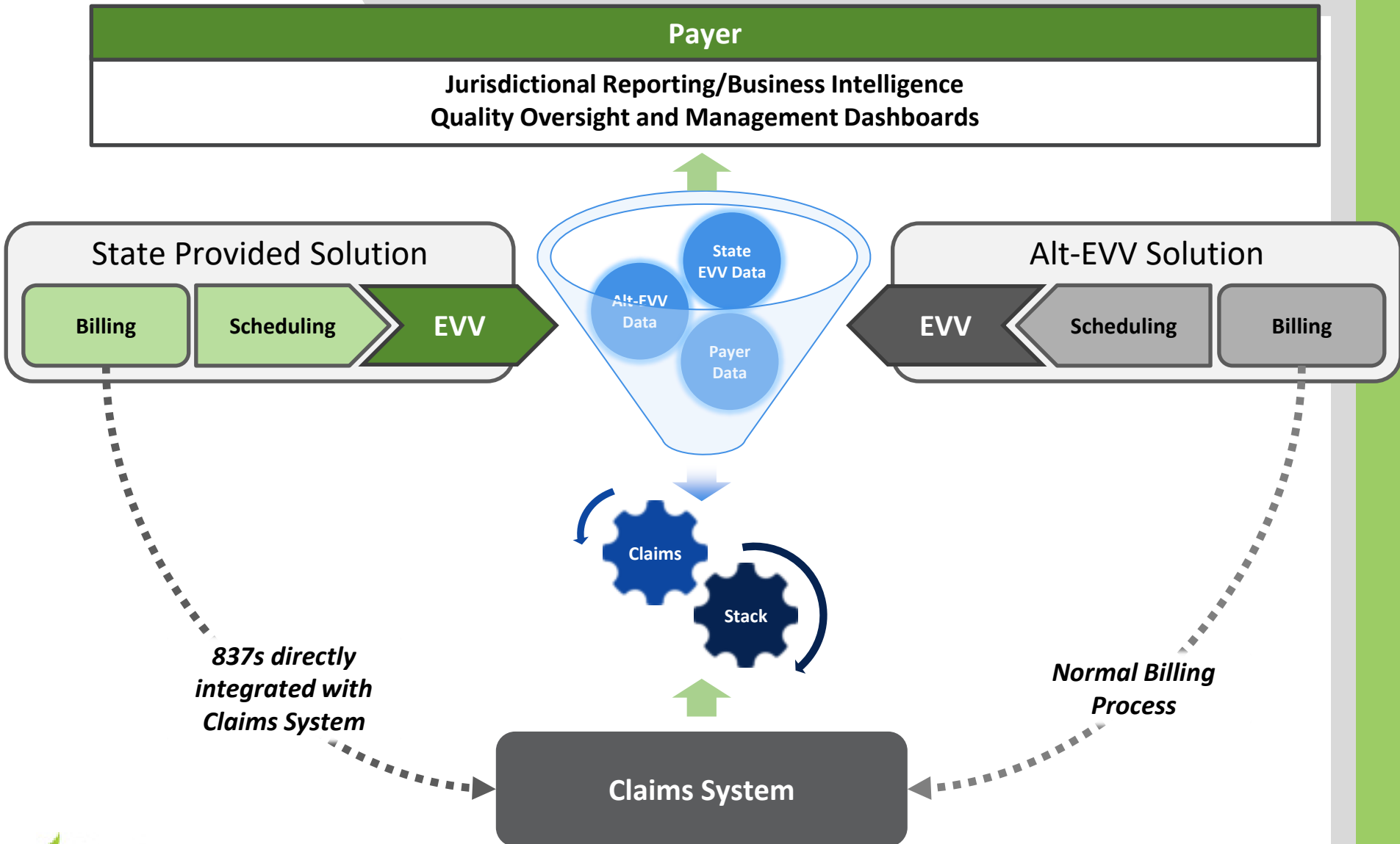
## Fixed Visit Verification Device - FVV

- Electronic random number match device
- No Wi-Fi, cellular, or satellite connectivity needed

# What is “Open Model” vs “Alt Vendor”

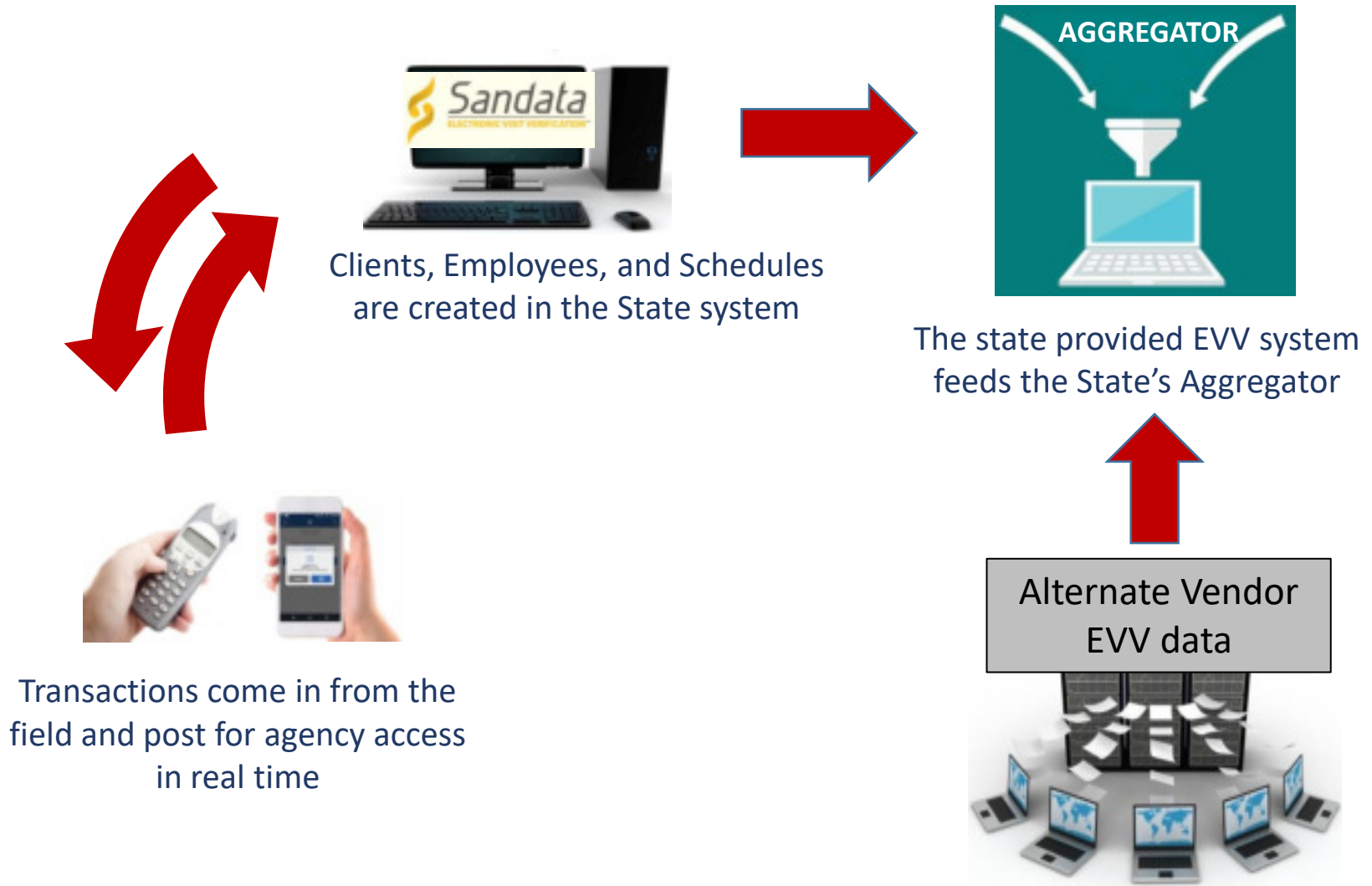
- State selected vendor is offered to any/all agencies
  - Typically no cost to provider agencies
  - Training is provided to the agency
  - Compliance is met as a result of state contracted vendor
  - The state provided EVV solution will feed the Aggregator
- Provider Agencies have the option to select an “Alternate Vendor”
  - Agency must ensure selected vendor is compliant with state requirements
  - Alt-Vendor must interface with the Aggregator technical specifications
  - Provider agency must fund the use of the Alternate Vendor system

# What is "Aggregator"





# Electronic Visit Verification (EVV): Data Flow



# But...There is VALUE Beyond Compliance



**EVV Solutions Are Not New for Providers**

- Technology Has Been Acquired by Providers Since 1994

**Why Do Providers Choose to Use EVV?**

- Manage the Quality of Care and Improve Efficiencies

# Value Beyond Compliance – 3 Ways

## 1: Operational Efficiencies

- Increase Revenue
- Decrease Costs

## 2: Create Value

- Increase Referrals
- Collection of Data

## 3: Operate in New Reimbursement Models

- Value-Based Model

# Maximizing Value – Schedules / POC

- Caregivers:
  - Real-time access to upcoming schedules (client name, service, date, time, and turn-by-turn directions)
  - Patient Specific POC available within the app
- Agency:
  - Validate hours against authorization
  - Real-time alerts to late/missed visits
  - Alerts when actual time is +/- scheduled times
  - Reduce paper
    - No need to print weekly/monthly schedule calendars
    - No printing, mailing, scanning/storing timecards and duty sheets (unless paper is still required by payer)

# Maximizing Value – Billing and Payroll

- No need to rely on paper
- Automate verification of hours = reduced internal staff hours
- Real-time access to under/over utilization
- Use EVV data to generate claim files (match Aggregator)
- Improve Cash Flow
  - Days to claim
  - Reduced rejections/denials

# Benefits to Caregivers

- Messaging to Support Caregiver Buy-in
  - Real-time access to schedules
    - Future and Past hours worked
  - Real-time access to POC
  - No paper
  - No missed paychecks caused by missing documentation

## Maximize Revenue with EVV



### Reduce lost hours

- Real-time alerts for no-shows

### Manage authorization utilization

- Track unused authorization units

### Communication with field staff

- Directions, new cases, shift changes

### On-demand data analytics

- Caregiver metrics

### Scheduling Efficiency Tools

## Reduce Costs with EVV



### Automated billing and payroll

- Less labor

### Lower risk and cost of audits

- Less manual documentation

### Reduce caregiver support costs

- Fewer calls/visits to office

### Reduce manual data entry

- Paperless Timesheets

### Reduce paper and storage costs

- E-signature and task capture



# Drive Value – Embrace the NEW EVV

- Data beyond check-in/out
- Data creates additional value
- Value-add data leads to differentiation

**EVV is a Data Collection Tool**

**Leverage the VALUE of:**

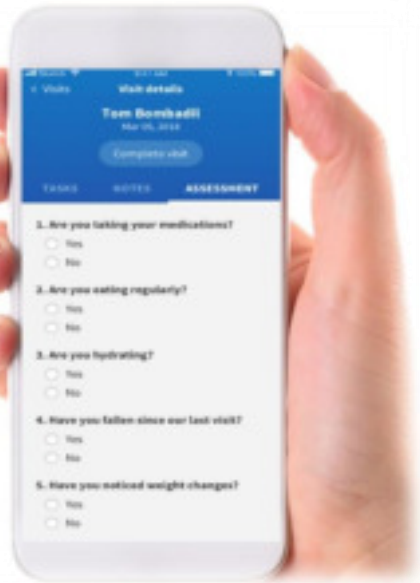
- Real time data
- Non-clinical data that can be an early warning sign
- Relationship between Caregiver and Member

- Managed Care needs this data
- Processes to react to changes
- Become a source of critical data

**Capture Health Status Changes with each visit**



# Drive Value – Do You Think of This as EVV?

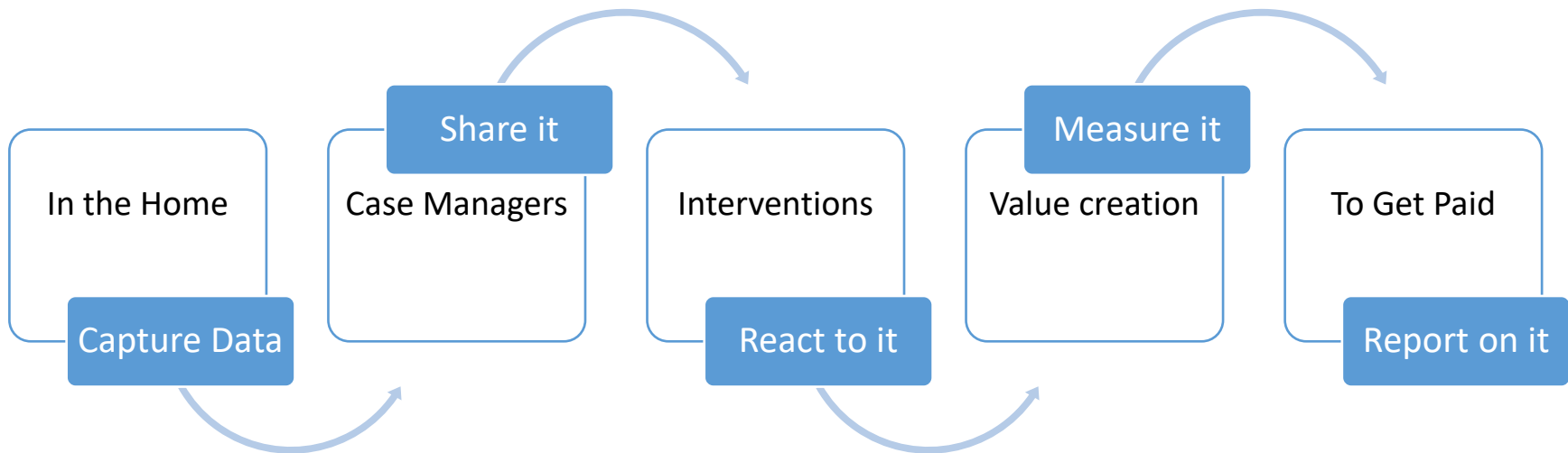


***What is the VALUE of this non-clinical, real-time data?***

# Drive Value – New Reimbursement Models

## Value-Based Payment Models are Increasing

- Definition is evolving, but *data* is the secret sauce
- To participate, providers must...

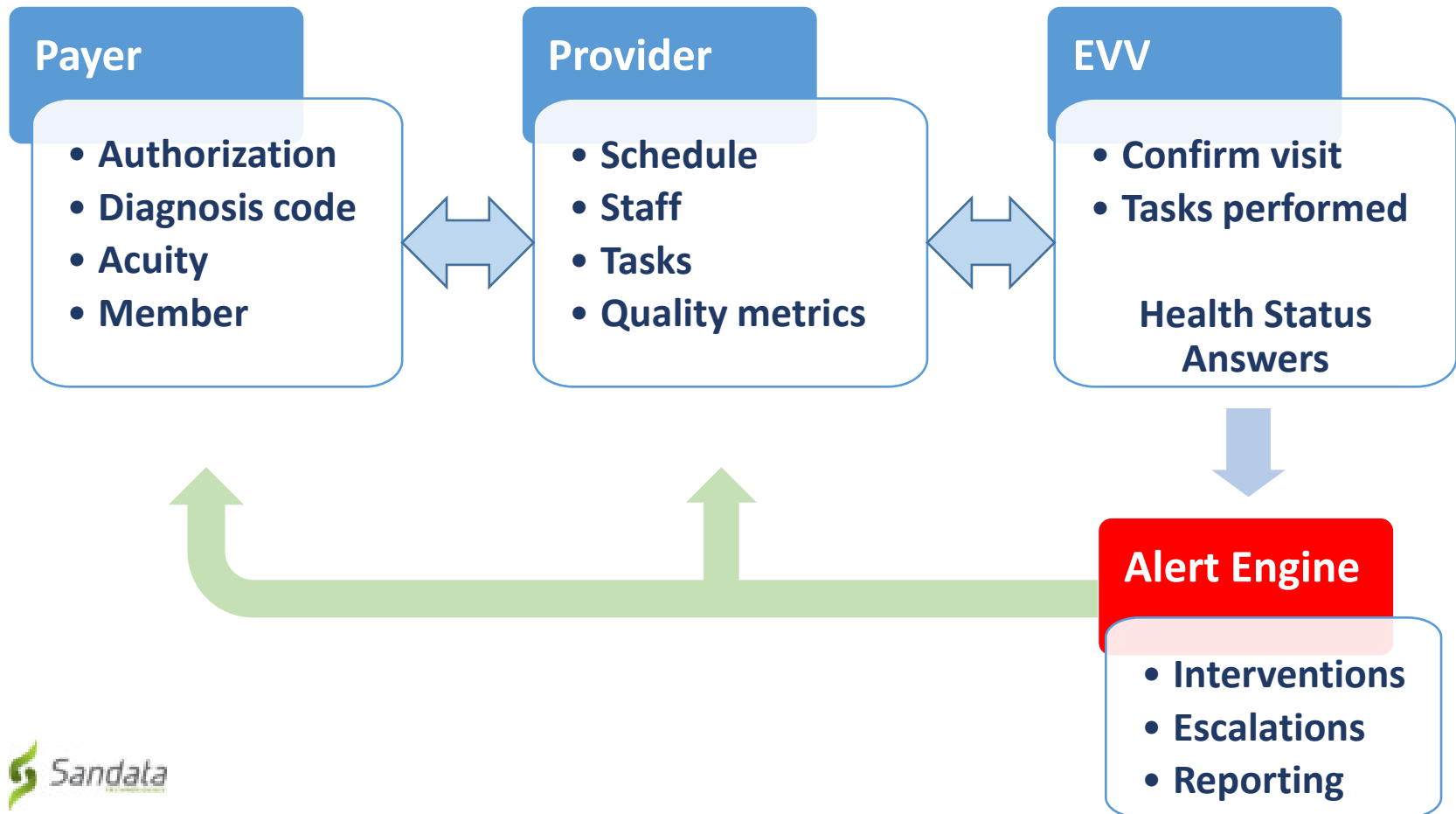


***EVV Will Enable Providers to Operate in the VBP Market***

# Drive Value – New Reimbursement Models

## Personal Care Services in a VBP Model

### How Will You Participate?



# Open Discussion



# Thank you



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