Increasing the Capacity to Care
Improving the Process of Home Care

Santrax® Payer Management
Electronic Visit Verification™ Solutions

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

• Establishing EVV Credibility
• 21st 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 3rd party systems
- 3K+ clients in US, managing 1.3M patients
- Daily reach of 400K+ homes
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”

Jurisdictional Reporting/Business Intelligence
Quality Oversight and Management Dashboards

837s directly integrated with Claims System

Normal Billing Process
Electronic Visit Verification (EVV): Data Flow

Clients, Employees, and Schedules are created in the State system.

Transactions come in from the field and post for agency access in real time.

The state provided EVV system feeds the State’s Aggregator.

Alternate Vendor EVV data.
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

*How to capitalize on the use of EVV...*
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)
• 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

Drive Value - Operational Efficiencies
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**
Are you taking your medications?
Have you noticed weight changes?
Have you fallen since our last visit?
Are you eating regularly?
Are you hydrating?

What is the VALUE of this non-clinical, real-time data?
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**
Personal Care Services in a VBP Model

How Will You Participate?

Payer
- Authorization
- Diagnosis code
- Acuity
- Member

Provider
- Schedule
- Staff
- Tasks
- Quality metrics

EVV
- Confirm visit
- Tasks performed

Health Status Answers

Alert Engine
- Interventions
- Escalations
- Reporting
Open Discussion
Thank you

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