



**Colorado HCPF
Electronic Visit Verification (EVV)
Supplemental Training Material**

August, 2019
v 1.2



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Table of Contents

Table of Contents.....	i
Covered Services.....	1
Services for Selection During TVV Call and Mobile	2
Supported Languages	3
For Sandata Mobile Connect (SMC).....	3
For Telephony Phone Line	3
Security Settings	4
For Sandata EVV:.....	4
For Sandata Mobile Connect (SMC):.....	4
Alerts.....	5
Visit Exceptions	6
Reason Codes.....	7
Tasks Performed	8

Covered Services

The covered services table referenced below lists all of the covered services included in the Colorado (HCPF) Program.

Program Name	Grouped Procedure Code	Service Description
Home and Community Based Services (HCBS) Waivers	BHSVC	Behavioral Services
Home and Community Based Services (HCBS) Waivers	HMKR	Homemaker
Home and Community Based Services (HCBS) Waivers	IHSS	In-Home Support Services (IHSS)
Home and Community Based Services (HCBS) Waivers	PRSNL	Personal Care
Home and Community Based Services (HCBS) Waivers	RSPT	Respite
Home and Community Based Services (HCBS) Waivers	LST	Independent Living Skills Training (ILST) and Life Skills Training (LST)
Home Health	HHNUR	Home Health - Nursing
Home Health	HHBAS	Home Health - Basic
Home Health	HHPT	Home Health - Physical Therapy
Home Health	HHOT	Home Health - Occupational Therapy
Home Health	HHSLT	Home Health - Speech/Language Therapy
Private Duty Nursing	PDRN	Private Duty Nursing
Hospice	HSPH	Hospice in Home
Hospice	HSPIP	Hospice Inpatient
Personal Care Services	PEDPC	Pediatric Personal Care Services
Pediatric Behavioral Therapies	PEDBT	Pediatric Behavioral Therapies
Physical Therapy	PT	Physical Therapy
Occupational Therapy	OT	Occupational Therapy
Speech Therapy	SLT	Speech Therapy
Durable Medical Equipment	DME	Durable Medical Equipment

Services for Selection During TVV Call and Mobile

The table below lists the codes an employee enters during a telephone call to identify the service and the selection list displayed for selection in the SMC app for a mobile visit check-in.

Selection Code on TVV Call	Telephony Prompt for Read back	Service Selection for Mobile
103	HCBS Behavioral Services	HCBS Behavioral Services
104	Homemaker	Homemaker
105	In-Home Support Services	In-Home Support Services
106	HCBS Personal Care	HCBS Personal Care
107	Respite	Respite
108	Life Skills Training or Independent Living Skills Training	Skills Training ILST/LST
109	Home Health Nursing	Home Health - Nursing
110	Home Health Basic	Home Health - Basic
111	Home Health Physical Therapy	Home Health - PT
112	Home Health Occupational Therapy	Home Health - OT
113	Home Health Speech/Language Therapy	Home Health - S/LT
114	Private Duty Nursing	Private Duty Nursing
115	Hospice in Home	Hospice in Home
116	Hospice Inpatient	Hospice Inpatient
117	Pediatric Personal Care	Pediatric Personal Care
118	Pediatric Behavioral Therapies	Ped Behavioral Therapies
119	Physical Therapy	Physical Therapy
120	Occupational Therapy	Occupational Therapy
121	Speech Therapy	Speech Therapy
122	Durable Medical Equipment	Durable Medical Equipment

Supported Languages

For Sandata Mobile Connect (SMC)

Supported Languages	Display Order
English	1
Spanish	2
Russian	3
Somali	4
Mandarin Chinese	5
Egyptian Arabic	6

For Telephony Phone Line

Supported Languages	Prompt Order
English	1
Spanish	2
Russian	3
Somali	4
Mandarin Chinese	5
Egyptian Arabic	6

Security Settings

This section contains the program requirements specified for logins and passwords.

For Sandata EVV:

- Username: the email address entered during user account creation.
- Password:
 - Minimum length of 12 characters
 - Must contain at least one upper case letter
 - Must contain at least one lower case letter
 - Must contain at least one number
 - Must contain at least one special character
- Password is valid for 60 days.
- The last 12 passwords are stored in the system and cannot be re-used.

For Sandata Mobile Connect (SMC):

- Username: the email address entered during account creation.
- Password:
 - Minimum length of 8 characters
 - Must contain at least one upper case letter
 - Must contain at least one lower case letter
 - Must contain at least one number
 - Must contain at least one special character
- Password is valid for 90 days.
 - Password expiration warning message begins appearing: 10 days before expiration.
- Application timeout warning message appears after: 5 minutes.
 - Timeout warning will display for 2 minutes. If the app remains idle after 2 minutes, the user is logged out.
- Application Lock Out: 3 unsuccessful sequential login attempts within 15 minutes.
- Security Questions: 3 security questions must be set up and answered when resetting a forgotten password.

Alerts

No-Show Alerts can be sent to both providers and the payer if the field worker assigned to the provider-created schedule fails to call in to the system in a timely manner. Up to 5 alerts per schedule can be sent at the agreed upon intervals past the proposed time as long as a call matching the schedule has not been received by Sandata EVV or the provider does not change the schedule.

Alert	Process	Minutes past the scheduled start time	Provider - Y/N?	Payer - Y/N?
Level 1	The level 1 alert will be sent to the provider agency caregivers designated as the lead or coordinator of the client. This is set up at the discretion of the agency as part of their staff setup & entry.	5	Yes	No
Level 2	<p>Level 2 alerts are generally sent to the coordinator of the client’s care and the caregiver’s manager.</p> <p>The client’s care coordinator can be assigned either as an attribute in the client data feed from the MMIS system, or as part of the staff setup performed by the provider agency.</p> <p>The caregiver’s manager is defined at the discretion of the agency as part of their staff setup & entry.</p>	10	Yes	No
Level 3	<p>Level 3 alerts are generally sent to the coordinator of the client’s care and the caregiver’s manager.</p> <p>The client’s care coordinator can be assigned either as an attribute in the client data feed from the MMIS system, or as part of the staff setup performed by the provider agency.</p> <p>The caregiver’s manager is defined at the discretion of the agency as part of their staff setup & entry.</p>	50	Yes	No

Visit Exceptions

Visit Maintenance Exceptions occur when the EVV system identifies that a defined exception scenario exists for a visit. When this occurs, an agency user with the appropriate Visit Maintenance update security privileges will be able to document missing or incorrect data for the visit or acknowledge that the exception occurred and was manually reviewed using Visit Maintenance. More than one exception can apply to a single visit and fixing one issue within Visit Maintenance may fix multiple exceptions by association.

For each exception, the following have been defined:

- The level of exception. Exceptions can be:
 - “Fix” – must be fixed for the visit to be considered complete.
 - “Ack” – Acknowledge – visit must be acknowledged by a system user to be considered complete.

Exception	Setting	Parameter
Alternate Location	Fix	n/a
Missing Service	Fix	n/a
No Show	Acknowledge	
Unknown Client	Fix	n/a
Unknown Employee	Fix	n/a
Unmatched Member ID / Phone	Acknowledge	n/a
Visits Without In-Calls	Fix	n/a
Visits Without Out Calls	Fix	n/a

Reason Codes

Reason codes are used when making all Visit Maintenance changes or updates, including fixing exceptions and when making manual changes to visits. There is also the ability to add a note to provide additional clarification when reason codes are selected. For certain reason codes, the note may be required.

The table below lists the reason codes for the Colorado (HCPF) Program and if the code requires a note to be entered.

Note that reason code descriptions may be abbreviated for presentation on the Sandata EVV and Sandata Aggregator system.

Code Description	Reason Note Required? (Y/N)
Member Santrax ID/Medicaid ID not entered	No
Staff forgot to clock in/clock out	No
Wrong service selected	No
Wrong member selected	No
Service not selected	No
Member not home	No
Member refused services	No
Cell phone not charged	No
Sandata mobile application problems	No
No cell coverage	No
TVV - Phone disconnected	No
TVV - Phone in use by Member/family	No
TVV – Client Known – Called from phone number not associated with client	No
Other	Yes
Location captured by MVV/TVV incorrect	Yes
Manual entry of EVV	Yes

Tasks Performed

Tasks are the actual activities performed during the visit. The Sandata EVV system provides a standard task list across the program that the employee selects from to indicate tasks provided. The list of tasks cannot be limited by employee discipline or service.

- For the Sandata Mobile Connect application, the employee selects as many tasks as appropriate based on the Task Description column in the below table. For each selected task, the employee will specify if it was completed or refused by the client.
- For Sandata Telephony and Sandata Fixed Visit Verification, the employee will select the tasks performed by entering the task ID. The system will validate their keypad entry and, if valid, read back the text in the 'Task Description' column.

For the CO HCPF EVV Program, attendants can provide service anywhere within the community. When service is not being provided at a known location, caregivers can select the below task to indicate as such.

Task ID	Task Description
1000	Alternate Location