



# Electronic Visit Verification (EVV) Public Meeting

July 30, 2021

# EVV Public Meeting

- All phone lines are muted 
- Questions should be submitted through the chat feature
- We will not be answering submitted questions during today's presentation
- Questions will be addressed after the presentation through a Listserv communication
- Please reference the slide number, if applicable, when you submit your question

# Agenda

- **Home Health Care Services (HHCS) EVV Implementation**
- ***NEW* - Sandata EVV Customer Portal**
- **General EVV Personal Care Services (PCS) Reminders**
- **DHS System Implementation Updates**
- **EVV Contacts**

## Home Health Care Services (HHCS) EVV Implementation

# Home Health Care Services (HHCS) EVV Implementation

- The 21<sup>st</sup> Century Cures Act mandated that states implement EVV for Home Health Care Services by January 1, 2023.
- The Department intends to similarly provide a soft launch period where HHCS EVV ESCs will set in a Pay & List disposition prior to January 1, 2023.
- The Department will be issuing a provider notification letter this month and subsequent listserv communication **July XX, 2021** identifying the required services and next steps to begin the implementation process.
- The Department published the list of Medicaid State Plan and Waiver services identified as HHCS that are subject to EVV. This list is available on the DHS EVV Webpage.

# EVV Implementation

- A separate EVV MA Bulletin will be developed for HHCS.
- All claims and encounters for personal care services subjected to EVV requirements for dates of service on or after January 1, 2021 must have a corresponding electronic visit or claims payment will be impacted.

# Home Health Care Services (HHCS) Programs

## Office of Medical Assistance Programs

- Children
- Program Exception for Pregnant Women
- Adults
- Physical HealthChoices

## Office of Developmental Programs

- Adult Autism Waiver
- Community Living Waiver
- Consolidated Waiver
- Person/Family Directed Support Waiver
- Base Funded Program

## Office of Long-Term Living

- OBRA Waiver
- Community HealthChoices
- Community HealthChoices Waiver

# New HHCS Alternate EVV Integration

- HHCS providers need to determine whether to use the DHS EVV solution or their own Alternate EVV system.
- The list of certified Alternate EVV vendors for PCS is available at:  
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
- HHCS providers who also provide PCS should start working with their vendors to integrate for the Home Health implementation.

# ▶ HHCS EVV Implementation Updates

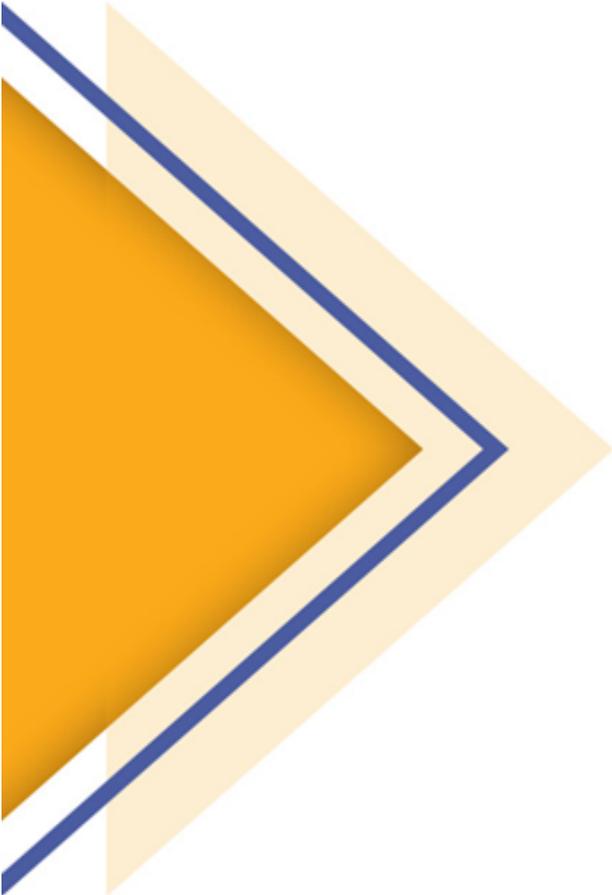
- To keep current on the EVV HHCS implementation, please refer to the PA-DHS EVV website:  
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>
- HHCS providers are strongly encouraged to request to be added to the EVV Listserv by sending an email to [ra-pwevvnotice@pa.gov](mailto:ra-pwevvnotice@pa.gov), providing the provider name and email address.

## Sandata EVV Customer Portal

# Introduction to the Sandata Help Center

- Sandata Knowledge Center
  - Login Credentials
  - General Content
  - Program Content
- Sandata Ticket Portal
  - Submitting a Request
  - Reviewing Existing Tickets
  - Updating Existing Tickets
- Questions

# Sandata EVV Customer Portal



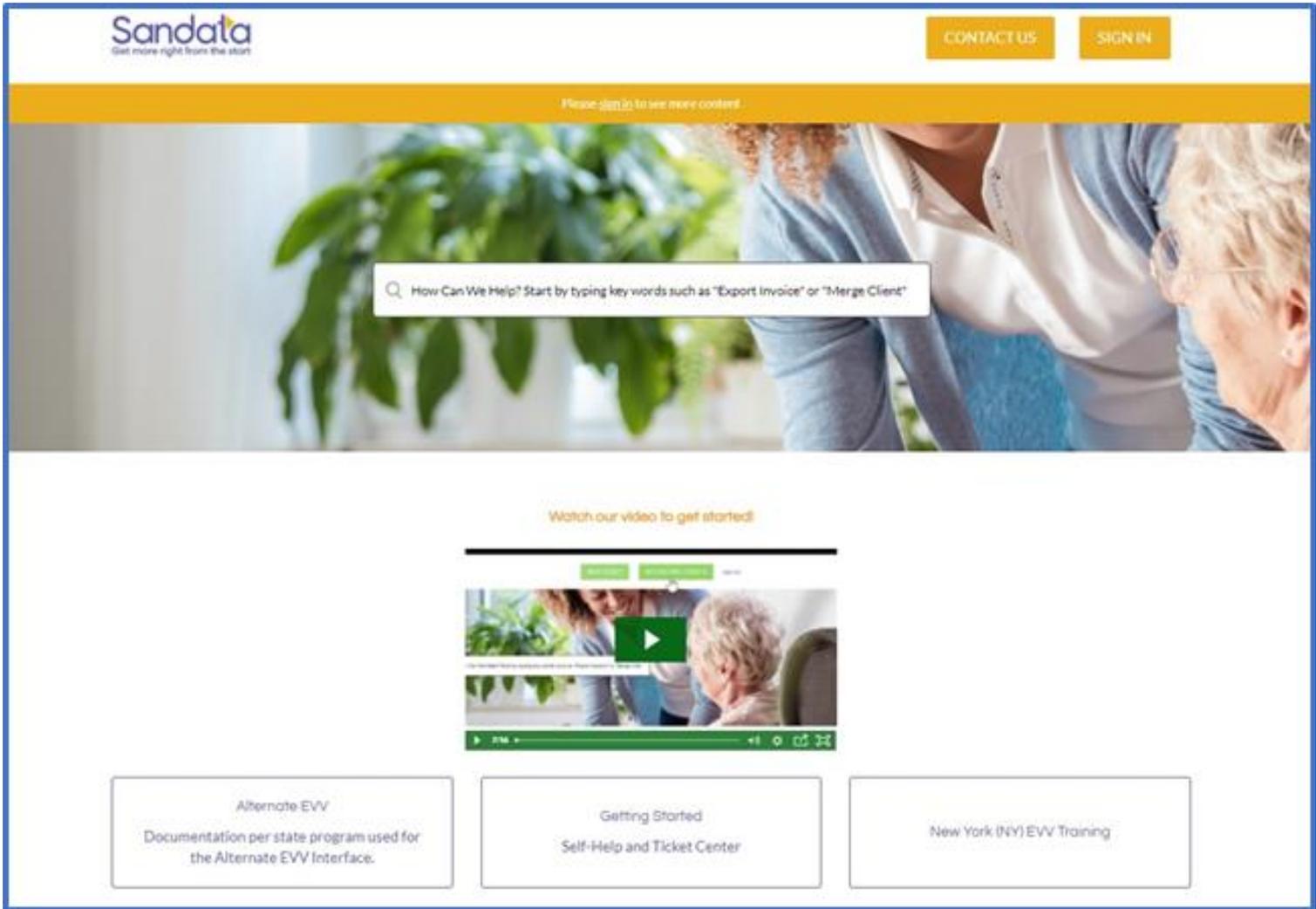
**Provider Use of the  
Knowledge Center**

# Existing and Non-Existing Users

- Users who have existing profiles in Zendesk, associated with Organizations, can get a password in the portal.
- Users who do not have an existing profile will be able to log into the portal, but they will not see anything until they are associated with an Organization
- Users can contact the Customer Care team to assist with logging into the portal if they have any issues with passwords or not seeing content
- To reach the Customer Care team quickly, users who are not seeing content can also click on the “Not Seeing Any Content” gold bar at the bottom of the page. This will take them directly to the Contact Us form

Not seeing any content? [Click here to contact us](#)

# Sandata.zendesk.com Landing Page



# When Logged in Providers Will See

**Sandata**  
Get more right from the start

[NEW TICKET](#) [MY EXISTING TICKETS](#) [Sign out](#)

How Can We Help? Start by typing key words such as "Export Invoice" or "Merge Client"

Watch our video to get started!

Alternate EVV  
Documentation per state program used for the Alternate EVV Interface.

Getting Started  
Self-Help and Ticket Center

New York (NY) EVV Training

Sandata UDD  
Link to existing Solana Learning Center

Training Information  
Learning Management System (LMS) Links, Webinar Registration Assistance, Recorded Webinars, etc.

Not seeing any content? [Click here to contact us](#)

# General Content Includes:

- **NEW YORK (NY) EVV TRAINING:** this module does not apply to the PA DHS program
- **ALTERNATE EVV:** documentation per state program used for the Alternate EVV interface
- **GETTING STARTED:** help with getting started in Sandata EVV

New York (NY) EVV Training

Alternate EVV  
Documentation per state program used for  
the Alternate EVV Interface.

Getting Started  
Self-Help and Ticket Center

# Signed In Content Includes:

- **PRODUCT USER GUIDES:** Links to Product Information/Videos
- **QUICK REFERENCE GUIDES:** Links to pieces of the Training Guides, how to information
- **RELEASE NOTES:** Up to date listing of Release Notes
- **TRAINING INFORMATION:** LMS Links, Videos, Recordings and Registration Support

## Product User Guides

User manuals for Sandata's various products

## Quick Reference Guide (QRG)

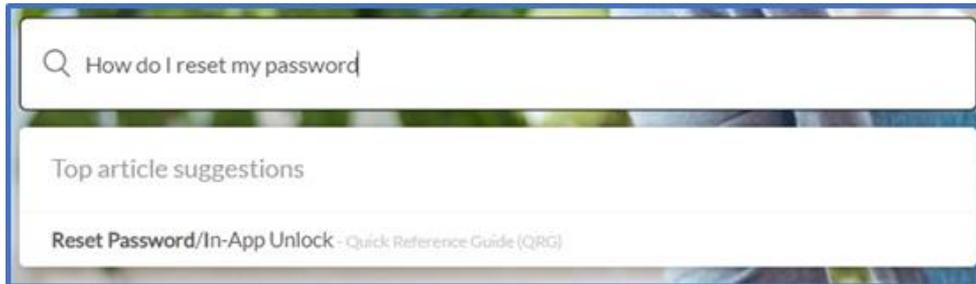
## Release Notes

## Training Information

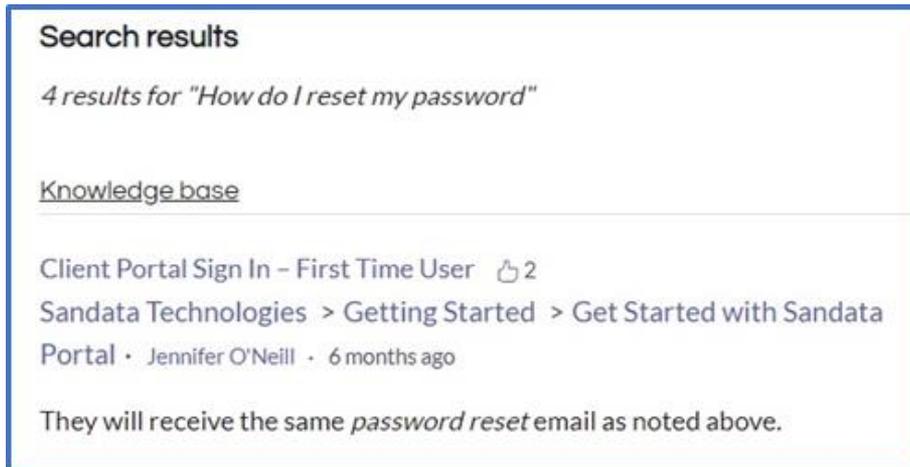
Learning Management System (LMS) Links, Webinar Registration Assistance, Recorded Webinars, etc.

# Using the Knowledge Center

- Users can use the search bar to look for content



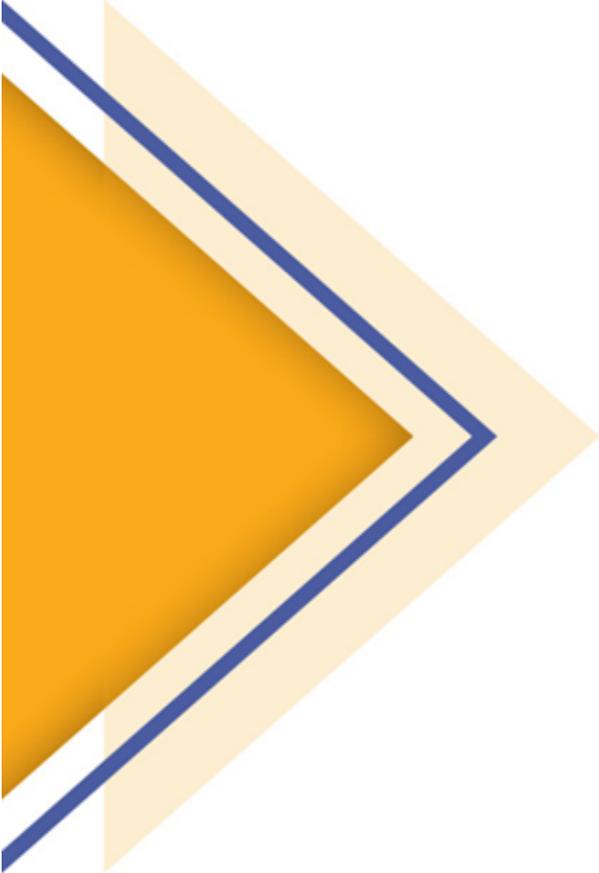
- Users can use the boxes to click through and review available content



# Knowledge Center Article

- When the user clicks on the article link from their search, the full article will open for them to review
- Other articles in this section of the help manual will also appear along the left side of the page
- The user can work with this article or go back to their search to look for additional information

The screenshot shows a web page for a Sandata Knowledge Center article. On the left, there is a sidebar titled 'Articles in this section' with a list of links: 'Active Clients Report', 'Active Employees Report', 'ADA Support', 'Add and Edit Diagnosis Code', 'Add/Edit Recurring Schedule Templates', 'Adding a Manual call to an Existing Visit', 'Additional Buttons and Icons', 'Address Section (Client Personal Tab)', 'Address Section (Employee Personal Tab)', 'Adjusting Call Times and Dates', and 'See more'. The main content area is titled 'Resetting Password' and is attributed to 'Kashina Sylvester' from '2 months ago'. The article text explains that Sandata EVV allows users to request a temporary password if necessary, and after logging in with the temporary password, users are prompted to create a new permanent password. It notes that passwords can only be reset once every 24 hours. A bullet point states: '• **Forgot Password?** - Click this link and follow the prompts to send a reset password email to the email address used to log in.' Below the text is a 'Reset Password' form with a 'Sandata' logo at the top, an 'EMAIL ADDRESS \*' label, an input field containing 'Enter Email Address', a blue 'RESET PASSWORD' button, a 'Back to Login' link, and a copyright notice '© 2019 Sandata Technologies, LLC'. Below the form is a download link for 'AMP Manual.4.Jog-490529172.zip' (6 KB) with a 'Download' button. At the bottom of the article are social media icons for Facebook, Twitter, and LinkedIn, and a 'Was this article helpful?' survey with 'Yes' and 'No' buttons.



## Use of the Ticket Portal

# Providers Will See New Ticket Form

The user can select the General Support Form to submit a request to the Customer Care team

The screenshot shows the Sandata user interface. At the top left is the Sandata logo with the tagline "Get more right from the start". To the right are two yellow buttons: "NEW TICKET" and "MY EXISTING TICKETS", with a blue arrow pointing to the "NEW TICKET" button. Further right is a "Sign out" link. Below the navigation bar, the breadcrumb "Sandata Technologies > Submit a request" is visible on the left, and a search bar with a magnifying glass icon and the text "Search" is on the right. The main heading "CONTACT US" is centered. Below it, the instruction "Please select the most appropriate form from the list below." is displayed. A dropdown menu is open, showing two options: "General Support" (highlighted with a blue border) and "I/DD (Solana) Support Request".

# Contact Us - Form Details

- **Subject** – Brief explanation of what the issue/request is
- **Phone Number** – Optional
- **Description** – Details about the issue, examples, troubleshooting tasks. Information to help the agent assist the user.
- **Attachments** – Users can attach all standard file types including Word, Excel, PDF's, etc.
- **Submit** – Clicking Submit generates a Zendesk ticket and assigns it to the Tier I team for the users Payer/State program

**CONTACT US**

Please select the most appropriate form from the list below.

General Support

Subject: Please describe the issue you are reporting \*

Phone Number (Optional): Please provide the best number to reach you in case we have additional questions regarding your request.

Description: Please include details/pertinent information related to the item you are reporting. \*

A member of the Sandata support staff will respond to your request as soon as possible, if submitting after business hours, response will be on the next business day. If you have an urgent request, please contact the Customer Care team at your agency's designated phone number.

Attachments

Add file or drop files here

Submit

# Contact Us – Article Suggestions

- When the user enters their request subject, the system will generate articles that may be related to help the user resolve their issue
- The user can click on one of these articles or ignore them and continue to submit their request



Subject: Please describe the issue you are reporting \*

TEST Ticket - how

Suggested articles

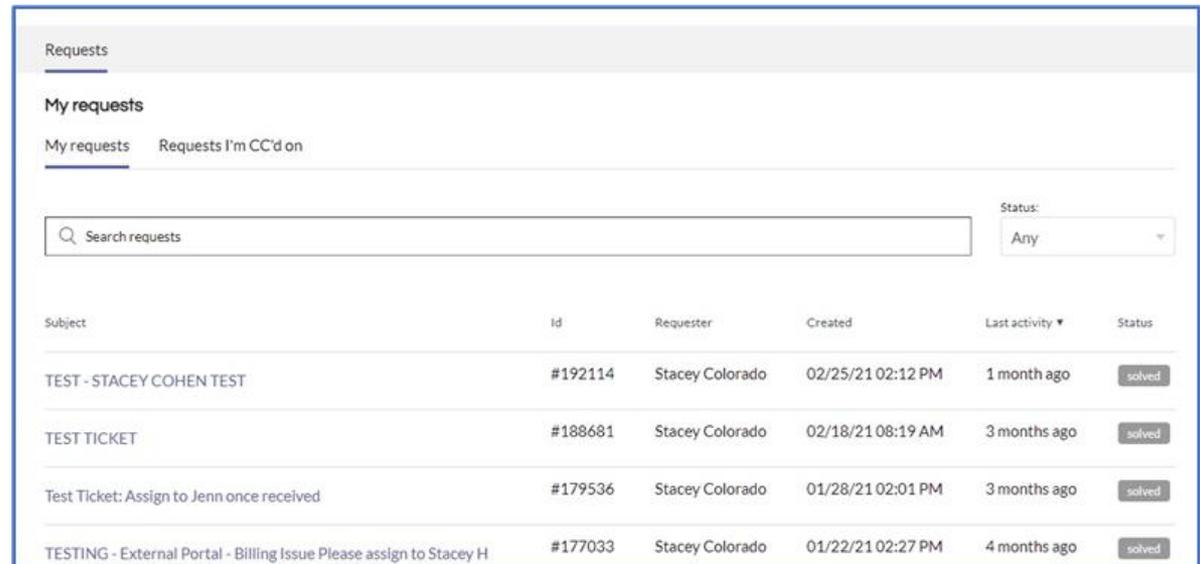
Using Sandata's Self Service Portal

Sandata I/DD Help Center Users First-Time Log-In

Client Portal Sign In – First Time User

# Reviewing/Updating Existing Tickets

- User can view all tickets they have opened with Sandata
- Users can add updates to unsolved tickets
- Users can create related tickets to solved tickets
- Users are able to solve tickets that they requested



The screenshot displays the 'Requests' section of a user interface. It features a search bar labeled 'Search requests' and a status filter dropdown set to 'Any'. Below these elements is a table listing several tickets. Each row includes the subject, a unique ID, the requester's name, the creation date and time, the last activity date, and a 'solved' status indicator.

Subject	Id	Requester	Created	Last activity	Status
TEST - STACEY COHEN TEST	#192114	Stacey Colorado	02/25/21 02:12 PM	1 month ago	solved
TEST TICKET	#188681	Stacey Colorado	02/18/21 08:19 AM	3 months ago	solved
Test Ticket: Assign to Jenn once received	#179536	Stacey Colorado	01/28/21 02:01 PM	3 months ago	solved
TESTING - External Portal - Billing Issue Please assign to Stacey H	#177033	Stacey Colorado	01/22/21 02:27 PM	4 months ago	solved

# Reviewing/Updating CC'd Tickets

- Users can view all tickets they have been cc'd on by their co-workers
- Users can add updates to unsolved tickets
- Users can create related tickets to solved tickets
- Users cannot solve tickets that they are cc'd on. Only the requester can solve the ticket

Requests

My requests

My requests Requests I'm CC'd on

Search requests

Status: Any

Subject	Id	Requester	Created	Last activity ▼	Status
TEST Email - Holiday Recording Test 1	#149803	Stacey Cohen	11/26/2009:02 AM	5 months ago	solved

# Existing Ticket Details

Requests Following

Sandata Technologies > My activities

**NEW user ticket request**

Stacey Colorado  
7 months ago

This is a test ticket for training purposes.

Stacey Horowitz  
7 months ago

testing public reply comment  
Stacey Horowitz, MBA  
Director, Customer Care  
(516) 484-4400 Ext 1159  
Sandata Technologies  
26 Harbor Park Drive  
Port Washington, NY 11050  
[subscribe](#) [Facebook](#) [Twitter](#) [LinkedIn](#)  
[Sandata](#)

This request is closed for comments. You can create a follow-up.

Requester	Stacey Colorado
Created	November 11, 2020 10:07
Last activity	December 04, 2020 19:01
<hr/>	
Id	#144147
Status	<span>solved</span>
Payer / Non Payer	None
Please Select Your Product	z-internal > Zendesk

- All public comments on tickets are visible to users
- Ticket detail including information submitted on a web form can be seen on the right side of the ticket detail screen
- Users are able to solve tickets that they requested

# Updating Existing Ticket

The screenshot displays a user interface for managing requests. At the top, there are tabs for 'Requests' and 'Following'. Below this, the breadcrumb 'Sandata Technologies > My activities' is visible. The main content area shows a ticket titled 'TEST Ticket - how to reset a password'. The requester is identified as 'Stacey Colorado' with a timestamp of 'a few seconds ago'. The ticket description is 'Test ticket - demonstrating fields and updating a ticket.' Below the description, there is a button labeled 'Add to conversation' with a red arrow pointing to it. To the right of the ticket details, there is a metadata panel with the following information:

Requester	Stacey Colorado
Created	Today at 11:57
Last activity	Today at 11:57
<hr/>	
Id	#240023
Status	open
Phone Number (Optional): Please provide the best number to reach you in case we have additional questions regarding your request.	5163175277

- Users can click on the Add to the Conversation Field to add information including attachments to an existing ticket.
- Users can add to tickets they originated or tickets they are cc'd on.

# Updating Existing Ticket

TEST Ticket - how to reset a password

Stacey Colorado  
a few seconds ago

Test ticket - demonstrating fields and updating a ticket.

Adding additional information to the ticket...

Add file or drop files here

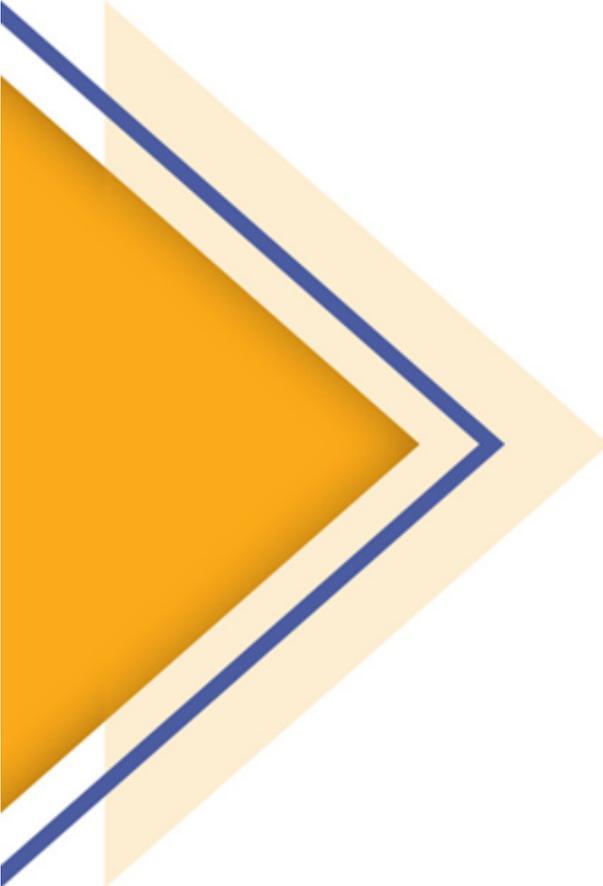
Submit

Requester: Stacey Colorado  
Created: Today at 11:57  
Last activity: Today at 11:57

Id: #240023  
Status: open  
Phone Number (Optional): Please provide the best number to reach you in case we have additional questions regarding your request. 5163175277

- Field will expand for user to add comments
- Once completed, the user clicks the Submit button to add their update to the ticket.

# Sandata EVV Customer Portal



Questions

## **General EVV Personal Care Services (PCS) Reminders**

# PCS EVV Implementation

- EVV compliance requirements for personal care services (PCS) were implemented on January 1, 2021.
- All claims and encounters for personal care services subjected to EVV requirements for dates of service on or after January 1, 2021 must have a corresponding electronic visit or claims payment will be impacted.
- Please reference the bulletins Electronic Visit Verification (EVV) for Personal Care Services (PCS) Bulletin, number 07-20-04, 54-20-04, 59-20-04, 00-20-03 and Electronic Visit Verification for Personal Care Services Provided in Fee-for-Service Delivery System, number 05-20-03 for additional details.

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2020091001.pdf>

# OMAP FFS Resources

- Medical Assistance Bulletin 05-20-03 titled "Electronic Visit Verification for Personal Care Services Provided in the Fee-for-Service Delivery System" may be viewed at the following link:

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OMAP/MAB2020082601.pdf>

- More information can be found on the Department's EVV webpage at the following link:

<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

# New EVV PCS Providers

- Providers interested in using the DHS EVV system must complete self-paced Sandata EVV training. The training may be accessed at <https://sandatalearn.com/?KeyName=PAEVVAgency>
- Alternate EVV system users must complete self-paced EVV Aggregator training. The training may be accessed via the Sandata Learning Management System at: <https://www.sandatalearn.com/?KeyName=PAAltevv>
- DHS's EVV technical vendor, Sandata, will issue log-in credentials to access the DHS Sandata EVV system or the EVV Aggregator once a provider completes the mandatory training.

# New EVV PCS Providers

- If you already have used LMS for DHS Sandata EVV then you may need to clear your cache and then use this link in order to access the EVV Aggregator training:

<https://www.sandatalearn.com/?KeyName=PAAItevv>

- You will be redirected to this page. and then click the upper RIGHT "Login"

Sign Up

To use the key PAAItevv, please sign up for a new account or login to an existing one.

First Name *Required*

Middle Name

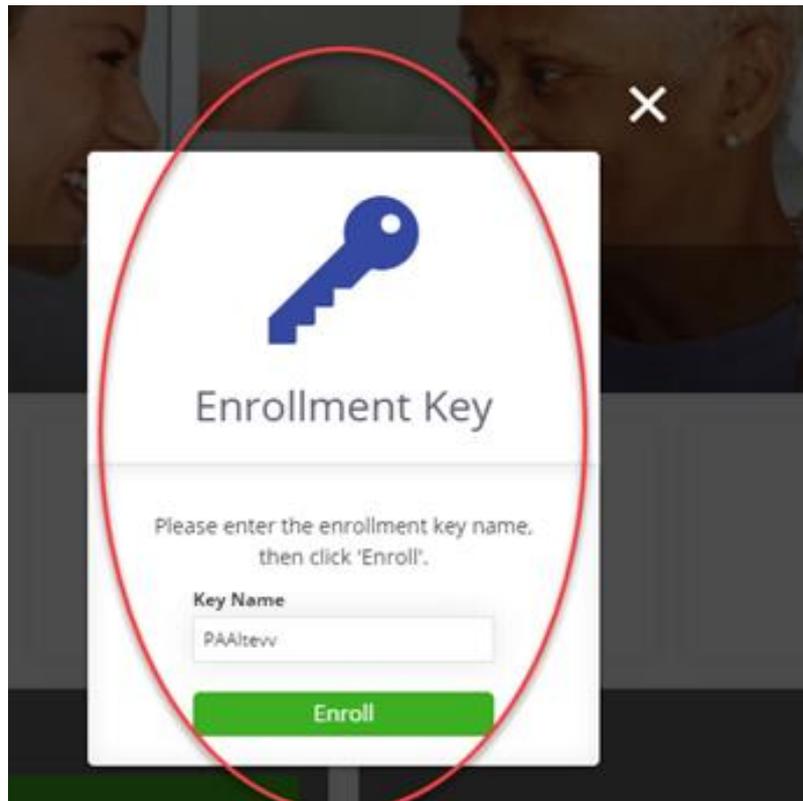
Last Name *Required*

Email *Required*

Login

# New EVV PCS Providers

- After selecting "Login," you should get the below popup and you will need to click "Enroll" to access the self-paced EVV Aggregator training via LMS



# New EVV PCS Providers

- Providers Electing to use the Department of Human Services (DHS) Sandata EVV System
  - Providers electing to use the DHS Sandata EVV system must complete Sandata's self-paced training in order to receive credentials to use the system for OBRA, Act 150, and Offices of Developmental Programs and Medical Assistance Programs fee-for-service participants.
  - Upon completing the self-paced training, providers will be issued a time sensitive Welcome Kit, including their agency's production credentials.
  - Providers must setup their agency and direct care workers in the EVV Provider Portal and train the rest of their staff on how to use the system, including the Sandata Mobile Connect™ application and telephonic visit verification (TVV) visit capture modalities to their direct care workers.

# New EVV PCS Providers

- Alternate EVV credentials are required for any provider using an EVV system that is not DHS Sandata EVV or HHAeXchange.
- The testing and credentialing process is an 8-step collaborative effort between Sandata, the provider, and the provider's Alternate EVV vendor.
- Providers and the provider's Alternate EVV vendor are not considered certified until **all** 8 steps are completed.
- A **quick reference guide** that outlines the 8 steps for Alternate EVV certification may be found on the DHS EVV website here: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>

# DHS Provider Communication

- The Department will perform targeted outreach to provide technical assistance to providers that have either not submitted EVV data or have a high percentage of manual visits.
- Providers should self-monitor their EVV compliance at this time and work to improve areas of non-compliance. DHS is not currently pursuing any monetary sanctions for EVV compliance.
- Aggregator Account Clean-Up Activity: DHS is currently assessing multiple unused accounts and will be communicating a decommissioning strategy.

# Sandata EVV Video Library

The Sandata training video library of informational videos may be found at the following link:

<https://fast.wistia.net/embed/channel/48v2w2h4by>

- Note: The video library content covers Sandata core functionality and is not specific to PA-DHS's configuration.
- The training library does not replace the Sandata Learning Management System for users with DHS Sandata EVV system credentials.
- Available to help providers train employees and provide caregivers an educational tool for the Sandata EVV system.
- Library content covers an Introduction to EVV, how to use Telephonic Visit Verification, and how to use reporting functions with Sandata Mobile Connect.

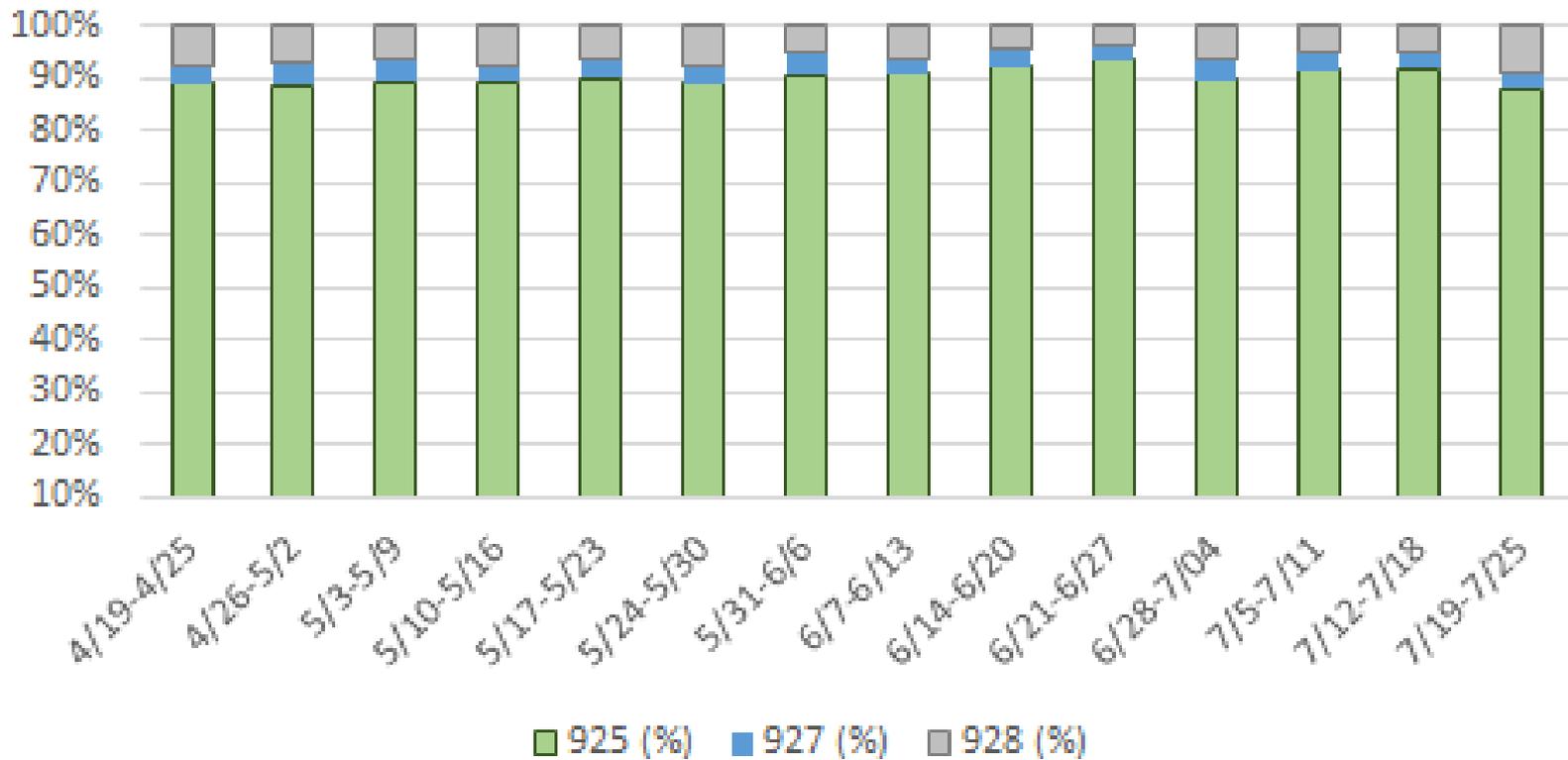
## DHS System Implementation Updates

# EVV ESC Metrics for Fee-for-Service

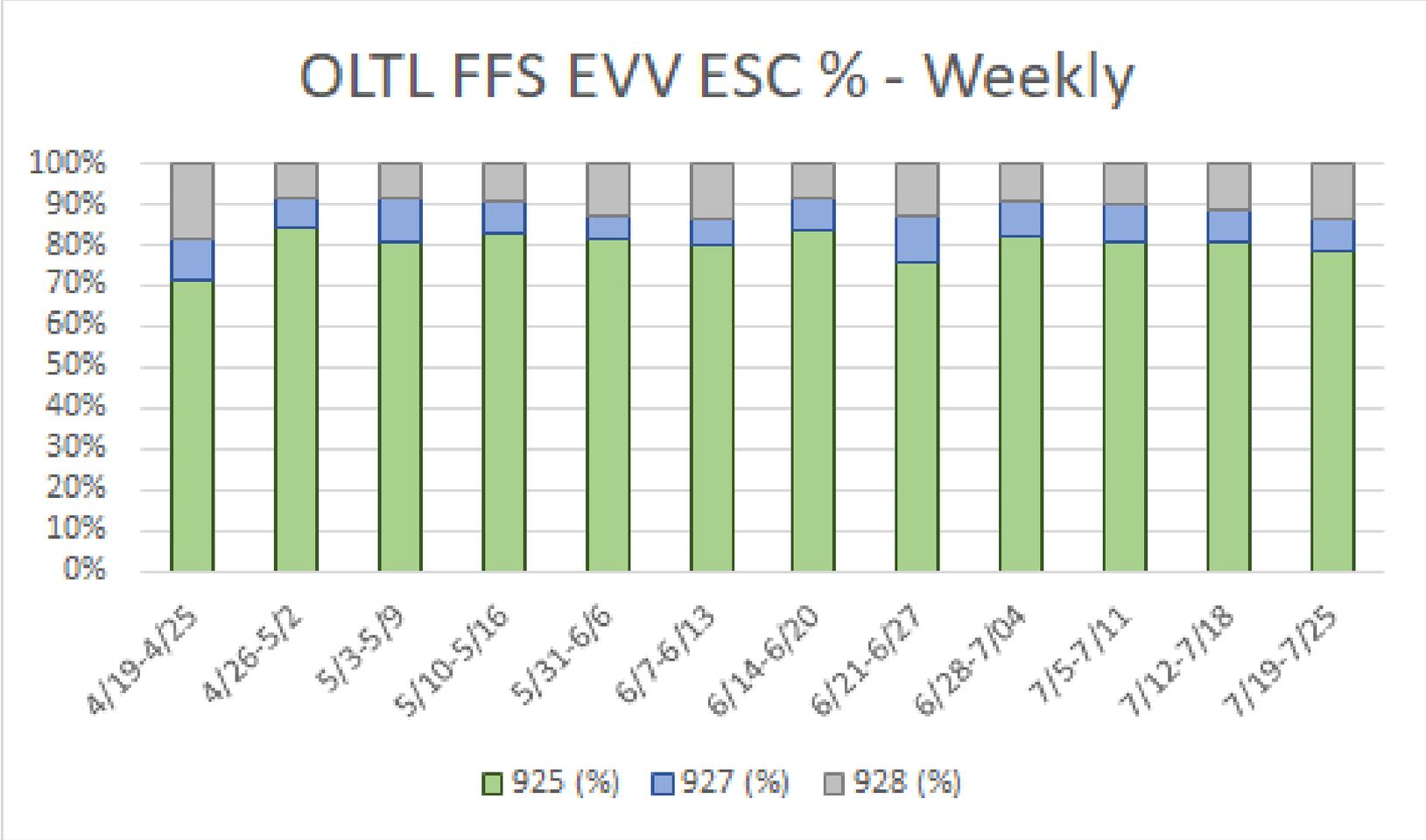
Error Description By Program Office	Jul 2021	Percentage for the month of Jul	Status After January 1st
<b>OLTL- FFS</b>			
925 - EVV VISIT VERIFIED	8,985	80.64%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	906	8.13%	Deny
928 - EVV VISIT NOT FOUND	1,251	11.23%	Deny
<b>ODP- FFS</b>			
925 - EVV VISIT VERIFIED	181,919	90.18%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	6,612	3.28%	Deny
928 - EVV VISIT NOT FOUND	13,188	6.54%	Deny
<b>OMAP- FFS</b>			
925 - EVV VISIT VERIFIED	342	61.07%	Pay & List
927 - UNITS BILLED EXCEED UNITS VERIFIED IN EVV	131	23.39%	Deny
928 - EVV VISIT NOT FOUND	87	15.54%	Deny

# ODP EVV ESCs

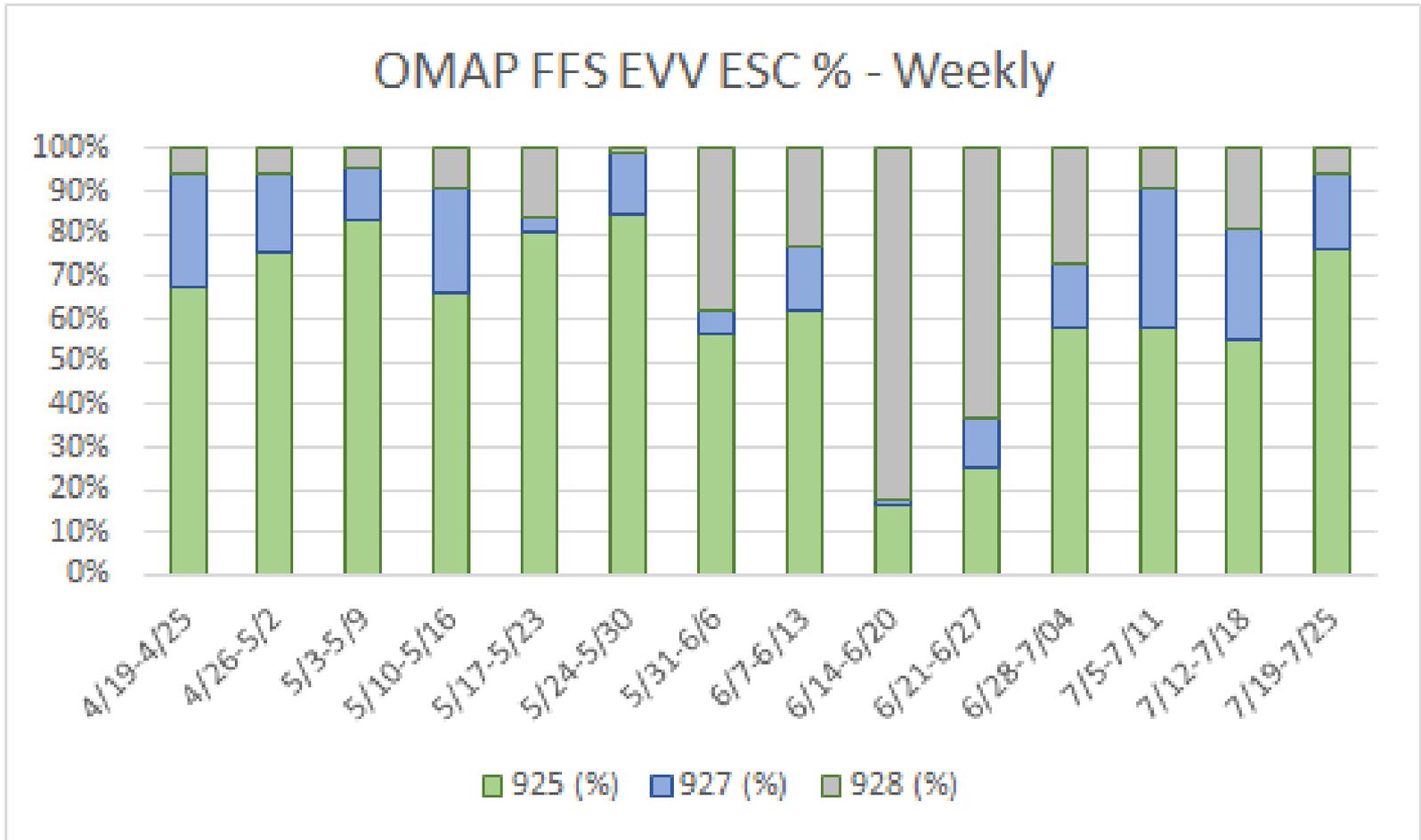
## ODP EVV ESC % - Weekly



# ▶ OLTL EVV ESCs



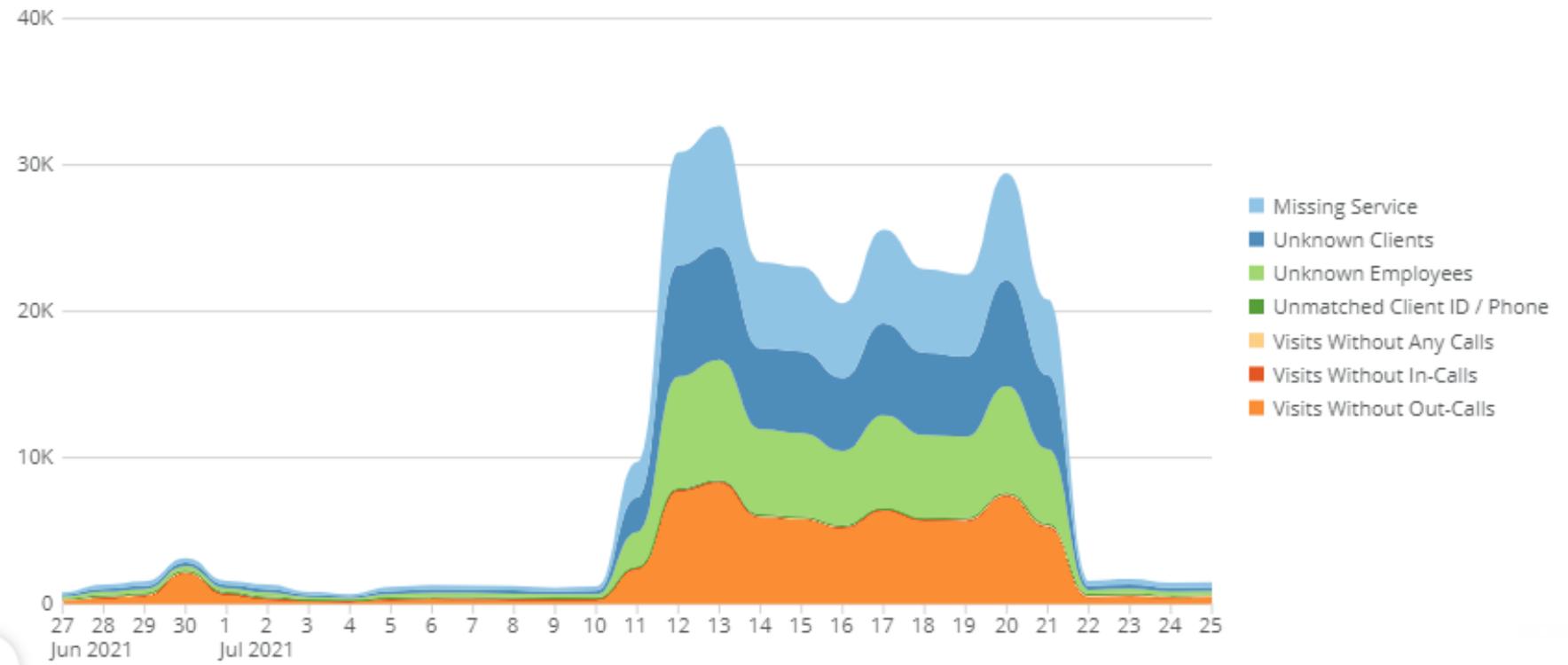
# OMAP FFS EVV ESCs



# Frequent Visit Exceptions

Current Visit Exceptions Last 31 Days ▾

## 80,064 Visits



# Frequent Visit Exceptions

- When performing Visit Maintenance, agencies should only see the following exceptions in **DHS Sandata EVV** or the **DHS Aggregator (ALT EVV users)**:
  1. Invalid Service
  2. Missing Service
  3. Unknown Client
  4. Unknown Employee
  5. Unmatched Client ID / Phone
  6. Visits Without In-Calls
  7. Visits Without Out Calls
- If your visit lists an exception **other** than #1-7, please contact:
  - DHS Sandata EVV -- PAC Support- [papac1@dx.com](mailto:papac1@dx.com)
  - DHS Aggregator (Alt-EVV)- [PAALTEVV@Sandata.com](mailto:PAALTEVV@Sandata.com)
    - \*\* Please be sure to provide examples\*\*

# DHS EVV System Updates

- Alternate EVV Fee-for-Service (FFS) Addendum to be updated: New Employee Identifier format to be supported for FFS in addition to existing formats. PA-DHS strongly recommends supporting the new format to avoid duplicate employee ID errors.
- PA-DHS will be releasing an upcoming listserv requesting comments on the PH-MCO Rounding Rule Options.

# DHS Sandata EVV System

## DHS Sandata EVV Billing Submodule Option

- Any provider using DHS Sandata EVV will receive notice when Billing is “live” and functional.
- When Billing is live, providers will be directed to take the recommended "Scheduling and Billing Training" in the DHS Sandata LMS system.
- The Commonwealth has completed testing activities and is currently working with its vendors on scheduling a production deployment date for the billing submodule.

# DHS EVV Billing Submodule

## Conditions to Use Criteria

- ✓ Provider must use the DHS EVV solution.
- ✓ Provider must opt to use the Scheduling module.
- ✓ Provider must have either an active BES account or a billing software capable of accepting 837 files from an external source or submit paper claims.
- ✓ For *Agency with Choice (AWC) providers*, services are only billable under the lowest active service location.

Note: Some data fields may need to be manually entered by the provider (e.g. Recipient Birth Date)

## **Frequent Claims Issues & Resolution Steps for Personal Care Services (PCS) (Fee-For-Service Programs Only)**

# Claims Verification Steps

- Error Status Codes (ESCs) are actively setting for all claims with services subject to EVV that are submitted through PROMISe for **fee-for-service** programs.
- Providers should be actively reviewing these ESCs to determine if their claims and EVV data are matching appropriately.
- The ESC guide published on the DHS EVV website outlines when claims would deny due to ESC 927 or ESC 928.

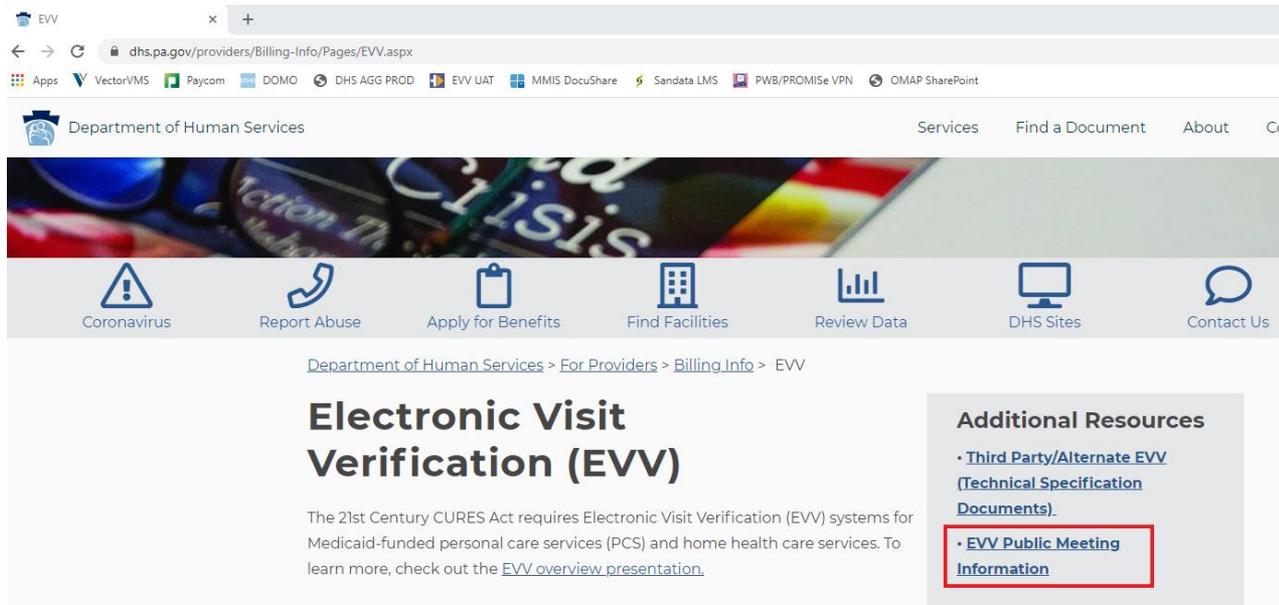
# EVV Claims Resolution Contacts

**For billing issues** such as why EVV ESCs are setting, what the EVV ESCs mean, questions about what is in the Aggregator, please contact the following program office claims:

ODP Claims Resolution Section	1-866-386-8880, <a href="mailto:RA-odpclaimsres@pa.gov">RA-odpclaimsres@pa.gov</a> Hours of operation: Monday-Friday, 8:30 a.m.-noon and 1-3:30 p.m.
OLTL Provider Call Center	1-800-932-0939 Hours of operation: Monday-Thursday, 9 a.m.-noon and 1-4 p.m.
OMAP Provider Inquiry Line	1-800-537-8862, choose option 2, then option 6, then option 1 Hours of operation: Monday-Friday, 8:00 a.m.-noon and 12:30 p.m.-4:30 p.m.

# Claims Verification Steps

- Slides 29 - 48 from the April 23, 2021 Public Meeting covered PCS EVV ESC claims resolutions steps in detail.
- These are available for review on the DHS EVV Webpage under EVV Public Meeting Information



The screenshot shows a web browser window with the URL [dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx](https://dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx). The page header includes the Department of Human Services logo and navigation links for Services, Find a Document, About, and Contact Us. A navigation bar below the header contains icons and labels for: Coronavirus, Report Abuse, Apply for Benefits, Find Facilities, Review Data, DHS Sites, and Contact Us. The main content area features a breadcrumb trail: [Department of Human Services](#) > [For Providers](#) > [Billing Info](#) > [EVV](#). The primary heading is **Electronic Visit Verification (EVV)**. Below this heading, a paragraph states: "The 21st Century CURES Act requires Electronic Visit Verification (EVV) systems for Medicaid-funded personal care services (PCS) and home health care services. To learn more, check out the [EVV overview presentation](#)." To the right, an **Additional Resources** section lists two links: [Third Party/Alternate EVV \(Technical Specification Documents\)](#) and [EVV Public Meeting Information](#). The second link is enclosed in a red rectangular box.

## EVV Contacts

# EVV Contacts

- **For technical issues** such as DHS Sandata account assistance, Welcome Kit reissuance, account unlock issues either for DHS Sandata EVV, please contact Provider Assistance Center (PAC) – [papac1@dxc.com](mailto:papac1@dxc.com) or 1-800-248-2152
- **For issues related to Alternate EVV** such as account unlock issues for the DHS Aggregator Portal, integration status inquiries, or issues with the DHS Aggregator accepting file submissions, please contact the AltEVV Support Team – [paaltev@Sandata.com](mailto:paaltev@Sandata.com) or 855-705-2407
- **For issues related to HHAeXchange and CHC billing**, please contact HHAeXchange at [support@hhaexchange.com](mailto:support@hhaexchange.com) and/or the appropriate CHC-MCO. Vendors needing to integrate with the CHC-MCO HHAeXchange should contact [PAintegration@hhaexchange.com](mailto:PAintegration@hhaexchange.com)
- **For issues related to PH-MCO claims and billing questions**, please contact the appropriate PH-MCO.

# EVV Contacts

- **For general EVV program issues** or requests to be added to the EVV Listserv, please contact EVV Resource Account at [ra-pwevnotice@pa.gov](mailto:ra-pwevnotice@pa.gov)
- **Providers with technical issues reaching out to PAC or Sandata Alternate EVV team** may copy DHS on those emails at the following email address:

[RA-PWEVVISSUES@pa.gov](mailto:RA-PWEVVISSUES@pa.gov)

- **Providers with support ticket numbers they wish to escalate** with DHS should reach out to DHS at the following email address:

[RA-PWEVVISSUES@pa.gov](mailto:RA-PWEVVISSUES@pa.gov)

# Contacting EVV Support

- Alternate EVV vendors may not understand your agency processes.
  - Please be as detailed and descriptive as possible so support teams understand your issue to the best of their ability.
  - Screenshots are helpful.
- **If you have specific examples, or screenshots, always send them via secured/encrypted email due to PHI/PII.**
- If a provider is working with an Alternate EVV vendor and has a ticket number, please provide the ticket number.
- Check your Spam folders regularly for emails from PADHS, Sandata, HHAx, or other approved listservs, programs or agencies.

# Contacting EVV Support

## **Ticket Submission Requests due to Technical errors:**

- Technical difficulties arising in the DHS Sandata EVV system or DHS Aggregator must have sufficient evidence for tickets to be created and resolved efficiently.
- Please supply the following to the appropriate mailbox, based upon your issue, as determined on the following slides:
- Specific issue (with details), a quality image of the error (screenshot), additional details
  - Steps taken to receive error
  - Complete Contact Information, Including:  
Provider Name, Medicaid ID, STX Number,  
Contact Name, Email, and Direct Phone #

Thank you!