



Sandata

Get more right from the start

Pennsylvania DHS: Alternate EVV Town Hall

April 11, 2022

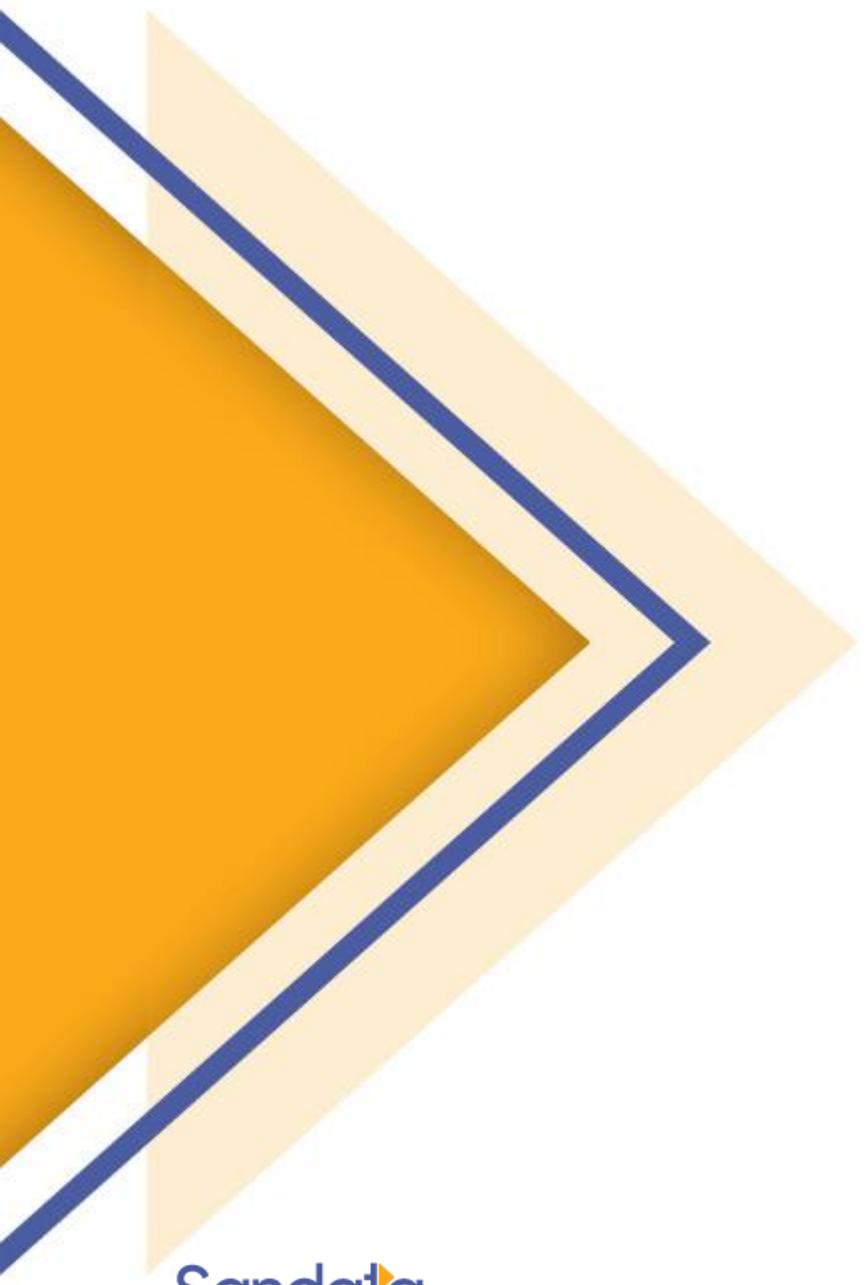
Sandata

Welcome and Live Event Guidelines

- This is an overview of the Alternate EVV process including the PA-DHS EVV Personal Care Services (“PCS”) and Home Health Care Services (“HHCS”) Programs.
- During the live event, please remember to:
 - All participants will be automatically muted.
 - Presentation specific questions? Please post using the Q&A feature.
- Feedback Welcome!
 - We will be sending a survey post-webinar to improve this experience moving forward.



Topics for Discussion	Lead
Alternate EVV Overview	Sandata Team
Alternate EVV Specifications and JSON	Sandata Team
Alternate EVV Common Issues	Sandata Team



Alternate EVV Process Overview

Alternate EVV Key Milestone Dates

- **Existing PA-DHS AltEVV Vendors**

- **April 8, 2022:** "DHS Alternate EVV Quick Reference Guide (Recertification)" was published to the [PA-DHS AltEVV Webpage](#)
- **April 15, 2022:** PA AltEVV Support Team will send out recertification information to start the process
- **August 10, 2022:** Existing AltEVV vendors must adopt all system changes, complete testing and recertification
 - **Failure to re-test and recertify will result in file rejections and PCS claims to deny after the Aug. 10, 2022 (Sandata 8.10 Release) deployment.**

- **New Vendors (Not Previously Certified)**

- **April 8, 2022:** "DHS Alternate EVV Quick Reference Guide (New Vendor Certification)" was published to the [PA-DHS AltEVV Webpage](#)
- **April 15, 2022:** New providers may begin online enrollment process (details on Slide 5).
- **August 10, 2022:** New vendors must adopt system changes, complete testing and certification
 - **New Home Health Care Services (HHCS) providers are expected to begin submitting HHCS AltEVV files to the DHS EVV Aggregator on Aug. 10, 2022.**



New Providers to AltEVV in PA-DHS EVV Program

1. If you are a **new provider** to the PA-DHS EVV program, you will need to complete the "PA-DHS Home Health Alternate EVV New Provider Registration Form" to initiate the process.
2. A link to the online registration form will be added to the PA-DHS Alternate EVV Webpage on April 15th.
 - Link will be posted on the DHS EVV AltEVV page:
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
3. Agencies will receive a response email from support@sandata.zendesk.com
4. Sandata support will notify your agency if:
 - A. Your vendor is recertified and issue agency their credentials within 5 business days.
 - B. Your vendor is currently testing to be recertified
 - Agency credentials will be provided once vendor completes recertification
 - C. Your vendor is new to the PA-DHS EVV program.
 - Sandata will provide your vendor testing information via the email you provided with registration.



Alternate EVV Vendor Recertification Process

Vendor Recertification:

- For vendors who were certified in the PCS EVV programs.
- These vendors will receive an email on April 15th from the PA AltEVV Support Team detailing the process to recertify.
- The recertification email contains recertification/testing instructions, testing credentials and a testing checklist.
- Vendor will perform self-paced testing and submit completed testing checklist to PA AltEVV Support Team for review.
- PA AltEVV Support Team will email the vendor indicating if the vendor checklist passed or needs additional work.
- Refer to the PA-DHS [Alternate EVV Technical Specifications](#) and [DHS Alternate EVV Quick Reference Guide \(Recertification\)](#) on the [PA-DHS Alternate EVV Webpage](#) for other important information.



PA-DHS Alternate Electronic Visit Verification (AltEVV) Systems Recertification Quick Reference Guide

This document is intended to briefly describe the required Alternate EVV (AltEVV) vendor testing and recertification process for agencies using an EVV System *other* than the free DHS EVV system, Sandata Agency Management, or HHAeXchange (HHAX).

Note: This document is intended only for EVV vendors whose EVV systems were previously certified in Pennsylvania during the launch of the PCS EVV program. New vendors should review the [PA-DHS Third-Party/Alternate EVV Webpage](#) for the "PA-DHS Alternate EVV Quick Reference Guide (New Vendor Certification)."

Due to changes in the "Alternate EVV Technical Specifications" targeted to be deployed on August 10, 2022, *all* vendors are required to adopt the changes, "re-test," and recertify AltEVV systems for PCS and/or HHCS with the PA AltEVV Support Team. Failure to re-test and recertify will result in file rejections and PCS claims to deny after the deployment.

The testing and credentialing process is a collaborative effort between the PA AltEVV Support Team and the provider's AltEVV vendor. Vendors only need to complete testing and credentialing once (for all provider agency clients) before submitting live PCS and HHCS EVV data.

Vendors are expected to collaborate with their provider agency clients throughout the testing process. It is advised that vendors take time to review the AltEVV specification documents with each of their provider agency clients.

PLEASE NOTE: All 6 steps in the testing process will be completed in the same (one) support ticket, per vendor.

Step One: Provider downloads and reviews the Alternate EVV Documents on the PA-DHS Third-Party/Alternate EVV Webpage

Vendors and provider agencies can locate the "Alternate EVV Technical Specifications" on the PA-DHS Third-Party/Alternate EVV webpage by clicking [here](#). Technical Specifications are condensed into **one specification** document containing information for both Personal Care Service and Home Health Care Service programs.

**Please bookmark the [Third-Party/Alternate EVV Webpage](#) (Link) so you can locate technical specification document updates and helpful guides on this page for the life of the PA-DHS EVV Program.

Step Two: Sandata is sending all PA DHS PCS certified vendors an email with a testing checklist, testing credentials, and testing instructions.

Once the vendor has addressed the changes and is ready to begin the process, the Provider's AltEVV vendor begins testing using the detailed instructions provided to them in email. If a vendor has not received the testing email by April 18, 2022, please contact PAAltEVV@sandata.com for assistance and copy: rapwevissues@pa.gov.

You may also update the vendor contact information with the PA AltEVV Support Team. Please note that one email is sent "ccing" all vendor contacts in the same email.

Please monitor your email and spam filters for the delivery of test credentials every day as testing credentials are sent via secure email.

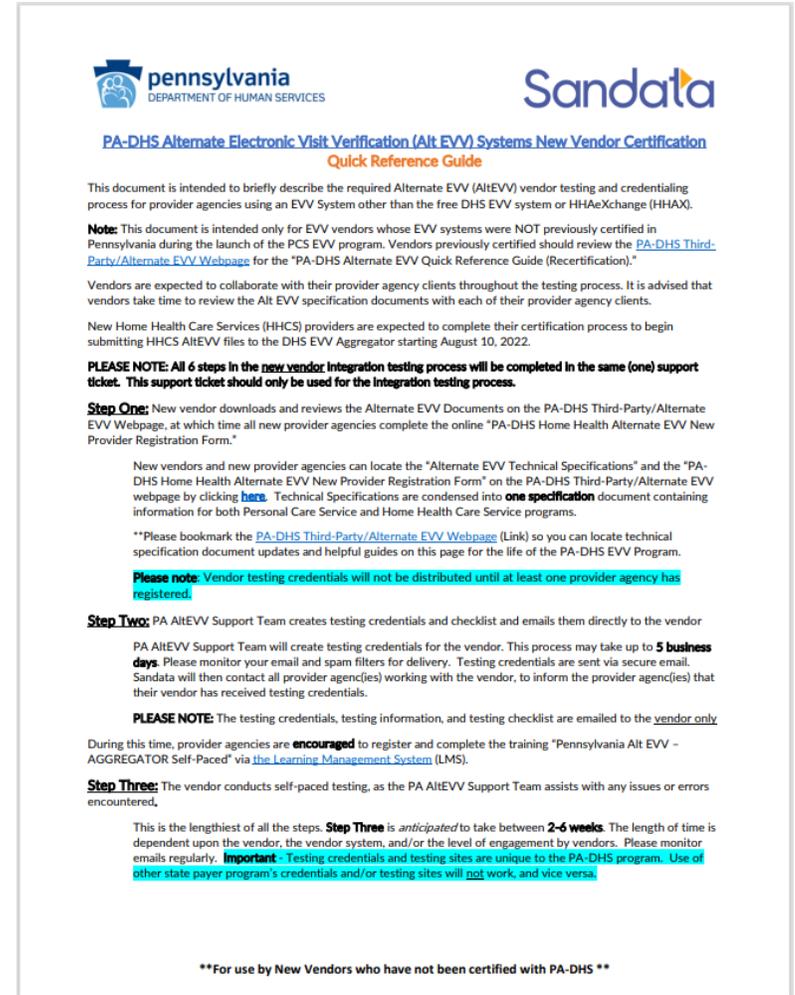
PLEASE NOTE: Testing email and checklist are emailed to the vendor only.

During this time, provider agencies are **encouraged** to take a moment and review the training "Pennsylvania Alt EVV - AGGREGATOR Self-Paced" via [the Learning Management System](#) (LMS).

** Previously Certified PA DHS Vendors**

Alternate EVV New Vendor Certification

- Vendors who are **NOT** certified in the PCS EVV programs can review the PA-DHS [Alternate EVV Technical Specifications](#) and the [DHS Alternate EVV Quick Reference Guide \(New Vendor Certification\)](#) on the [PA-DHS Alternate EVV Webpage](#).
- Once a new provider to the PA-DHS EVV program completes the "PA-DHS Home Health Alternate EVV New Provider Registration Form," the new vendor will be contacted by PA AltEVV Support Team.
- PA AltEVV Support Team will email testing credentials to the new Vendor based on information the provider submitted in the registration form.
- Vendor completes testing until the submitted checklist is passing the PA AltEVV Support Team checks.
- PA AltEVV Support Team informs vendor and creates credentials for all registered provider agencies.



The screenshot shows the title page of a document titled "PA-DHS Alternate Electronic Visit Verification (Alt EVV) Systems New Vendor Certification Quick Reference Guide". It features the logos for Pennsylvania Department of Human Services and Sandata. The document outlines the process for new vendors to get certified, including a note that the process is for vendors not previously certified in the PCS EVV program. It details the steps: Step One (downloading and reviewing documents), Step Two (receiving testing credentials), and Step Three (conducting self-paced testing). A key note states that testing credentials and sites are unique to the PA-DHS program and will not work for other state payer programs. The document is intended for use by new vendors not certified with PA-DHS.

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Sandata

PA-DHS Alternate Electronic Visit Verification (Alt EVV) Systems New Vendor Certification Quick Reference Guide

This document is intended to briefly describe the required Alternate EVV (AltEVV) vendor testing and credentialing process for provider agencies using an EVV System other than the free DHS EVV system or HHAcXchange (HHAX).

Note: This document is intended only for EVV vendors whose EVV systems were NOT previously certified in Pennsylvania during the launch of the PCS EVV program. Vendors previously certified should review the [PA-DHS Third-Party/Alternate EVV Webpage](#) for the "PA-DHS Alternate EVV Quick Reference Guide (Recertification)."

Vendors are expected to collaborate with their provider agency clients throughout the testing process. It is advised that vendors take time to review the Alt EVV specification documents with each of their provider agency clients.

New Home Health Care Services (HHCS) providers are expected to complete their certification process to begin submitting HHCS AltEVV files to the DHS EVV Aggregator starting August 10, 2022.

PLEASE NOTE: All 6 steps in the new vendor integration testing process will be completed in the same (one) support ticket. This support ticket should only be used for the integration testing process.

Step One: New vendor downloads and reviews the Alternate EVV Documents on the PA-DHS Third-Party/Alternate EVV Webpage, at which time all new provider agencies complete the online "PA-DHS Home Health Alternate EVV New Provider Registration Form."

New vendors and new provider agencies can locate the "Alternate EVV Technical Specifications" and the "PA-DHS Home Health Alternate EVV New Provider Registration Form" on the PA-DHS Third-Party/Alternate EVV webpage by clicking [here](#). Technical Specifications are condensed into **one specification** document containing information for both Personal Care Service and Home Health Care Service programs.

****Please bookmark the [PA-DHS Third-Party/Alternate EVV Webpage](#) (Link) so you can locate technical specification document updates and helpful guides on this page for the life of the PA-DHS EVV Program.**

Please note: Vendor testing credentials will not be distributed until at least one provider agency has registered.

Step Two: PA AltEVV Support Team creates testing credentials and checklist and emails them directly to the vendor. PA AltEVV Support Team will create testing credentials for the vendor. This process may take up to **5 business days**. Please monitor your email and spam filters for delivery. Testing credentials are sent via secure email. Sandata will then contact all provider agency(ies) working with the vendor, to inform the provider agency(ies) that their vendor has received testing credentials.

PLEASE NOTE: The testing credentials, testing information, and testing checklist are emailed to the vendor only.

During this time, provider agencies are **encouraged** to register and complete the training "Pennsylvania Alt EVV - AGGREGATOR Self-Paced" via [the Learning Management System](#) (LMS).

Step Three: The vendor conducts self-paced testing, as the PA AltEVV Support Team assists with any issues or errors encountered.

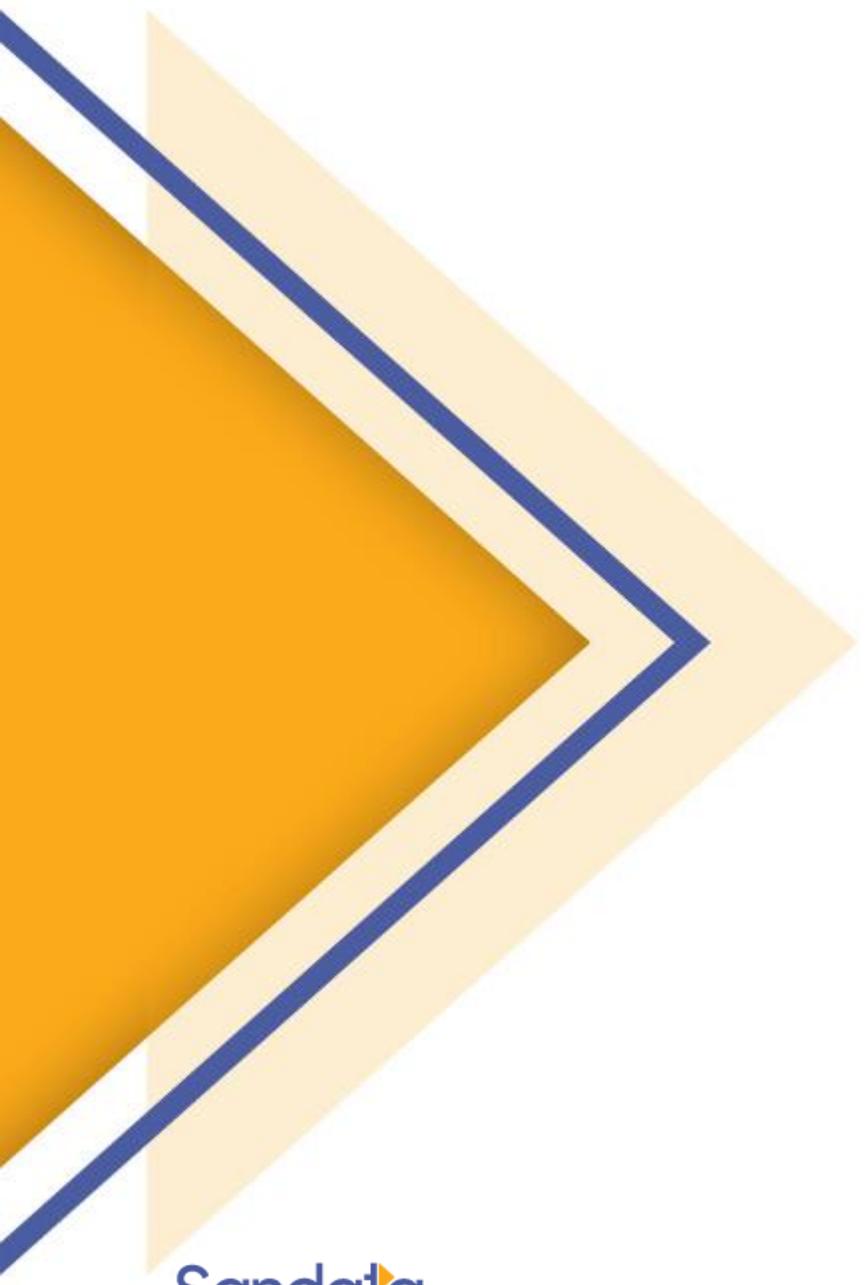
This is the lengthiest of all the steps. **Step Three** is *anticipated* to take between **2-6 weeks**. The length of time is dependent upon the vendor, the vendor system, and/or the level of engagement by vendors. Please monitor emails regularly. **Important - Testing credentials and testing sites are unique to the PA-DHS program. Use of other state payer program's credentials and/or testing sites will not work, and vice versa.**

****For use by New Vendors who have not been certified with PA-DHS ****

Vendor Certification

- Vendor certification is required in the PA-DHS EVV program. Certified vendors in other states will require recertification in the PA-DHS EVV program.
- Vendor certification/re-certification is required to submit HHCS and PCS visit data in the PA-DHS EVV program.
- Timelines will be provided when available.





Alternate EVV Specifications and JSON

Understanding the Specification

The [PA-DHS Alternate EVV Technical Specifications](#) for the Program can be found on the [PA-DHS Alternate EVV Webpage](#) – Encompasses all payer programs

PayerID	Payer Program	Payer Name	Program Description
PAOLTL	OLTL	Office of Long Term Living	Office of Long Term Living
PAODP	ODP	Office of Developmental Programs	Office of Developmental Programs
PAOMAP	OMAP	Office of Medical Assistance Programs	Office of Medical Assistance Programs
PAABH	PHC	Aetna PH MCO	Physical HealthChoices
PAGHP	PHC	Highmark Whole Care PH MCO	Physical HealthChoices
PAHPP	PHC	Health Partners PH MCO	Physical HealthChoices
PAUHC	PHC	United Healthcare PH MCO	Physical HealthChoices
PAGEIS	PHC	Geisinger Health Plan PH MCO	Physical HealthChoices
PAAHPH	PHC	AmeriHealth Caritas PH MCO	Physical HealthChoices
PAKPH	PHC	Keystone First PH MCO	Physical HealthChoices
PAUPPH	PHC	UPMC PH MCO	Physical HealthChoices
PAUPMC	CHC	UPMC CHC MCO	Community HealthChoices
PAHW	CHC	PA Health and Wellness CHC MCO	Community HealthChoices
PAACP	CHC	AmeriHealth Caritas CHC MCO	Community HealthChoices
PAKF	CHC	Keystone First CHC MCO	Community HealthChoices

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

The PA-DHS Alternate EVV Technical Specifications have been consolidated to be a single specification for the PA-DHS Alternate EVV submissions.



Client Overview: Specification

- ▶ Four Segments for client records
 - Client General – Required
 - Client Payer – Required
 - Client Address – Required
 - Client Phone – Required for PA-DHS EVV program, if available
- ▶ Identifiers are used for matching logic
 - ProviderID values:
 - Service definition Appendix 9.1.1 “HCPCS Procedure Codes” will specify
 - “NPI” – ProviderID value is the 10-digit National Provider ID
 - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
 - ClientIdentifier: 10-Digit MedicaidID
- ▶ Client Validation
 - Matching ProviderID
 - ClientIdentifier length
 - Client Payer Segment provided
 - Required Segments



Client Overview: JSON

AltEVV data is sent via RESTful API / JSON transmissions

- Example: PA-DHS Client API

Index	Element	Description	Max Length	Type	Required?	Expected Value
ProviderIdentification - Required						
1	ProviderQualifier	Unique identifier for the provider as determined by the program definition.	20	String	Yes	"MedicaidID" or "NPI" Refer to Appendix 9.1.1 for required format (based upon Payer/Service)
2	ProviderID	Unique identifier for the agency. ID type must match to the ProviderQualifier value being passed for Provider validation and lookup.	50	String	Yes	MedicaidID - 9-digit ProviderID Format: ##### OR NPI - 10-digit ID Format: ##### Refer to Appendix 9.1.1 for required format (based upon Payer/Service)
ClientGeneralInformation - Required						
1	ClientQualifier	Value being sent to uniquely identify the client. Should be the same as the value used by the Payer if a client feed is provided by the payer.	20	String	Yes	ClientCustomID
2	ClientIdentifier	Unique client identifier used by the state to reference the member data across all Medicaid activities. This value will need to be the same as the ClientCustomID.	64	String	Yes	MedicaidID (10-digit ID) Format #####
3	ClientFirstName	Client's First Name.	30	String	Yes	Client's First Name (See Field Level Errors in Appendix 9.7)
4	ClientMiddleInitial	Client's Middle Initial.	1	String	Optional	Client's Middle Initial
ClientPayerInformation - Required						
1	PayerID	Sandata EVV assigned ID for the payer. Payer ID is determined during the implementation process.	64	String	Yes	Valid Values = PAOLTL, PAODP, PAOMAP, PAABH, PAGHP, PAHPP, PAUHC, PAGEIS, PAAHPH, PAKPH, PAUPPH, PAUPMC, PAHW, PAACP, PAKF
2	PayerProgram	If applicable, the program to which this visit belongs.	9	String	Yes	Valid Values = OLT, ODP, OMAP, PHC, CHC
3	ProcedureCode	This is the billable procedure code which would be mapped to the associated service.	5	String	Yes	Billing Service code as listed. See Appendix 9.1.1
4	Modifier1	Modifier for the HCPCS procedure code (when applicable). Up to 4 modifiers are allowed. It is required to apply modifier values in the order specifically listed in the Appendix.	2	String	Conditional	Service Code modifiers as listed in Appendix. Value must match distinct values from reference tables and modifiers must be in order as defined. Should be "NULL" if nothing is provided. See Appendix 9.1.1

ClientAddress - Required						
Required segment. At least one record for each client is required for the program. Multiple addresses are accepted with different address types.						
1	ClientAddressType	This field designates the client address type. Note that multiple of the same type can be provided. Default to Other if not available.	12	String	Yes	"Home" "Business" "Other"
2	ClientAddressIsPrimary	One address must be designated as primary by sending true. Additional addresses will be false.	5	String	Yes	"true" "false"
3	ClientAddressLine1	Street address line 1 associated with this address. PO Box may be used for Safe at Home participants. PO Box may impact GPS reporting.	30	String	Yes	Address Line 1

```
{
  "ProviderIdentification": {
    "ProviderQualifier": "MedicaidID",
    "ProviderID": "100746421"
  },
  "Client Qualifier": "ClientCustomID",
  "ClientIdentifier": "0028185262",
  "ClientFirstName": "Sixteen",
  "ClientLastName": "PA",
  "ClientMedicaidID": "0028185262",
  "SequenceID": "2021010116",
  "ClientOtherID": "0028185262",
  "ClientTimezone": "US/Eastern",
  "ClientCustomID": "0028185262",
  "ClientPayerInformation": [
    {
      "PayerID": "PAODP",
      "PayerProgram": "ODP",
      "ProcedureCode": "T2025",
      "Modifier1": "GO",
      "Modifier2": "U2",
      "Modifier3": "",
      "Modifier4": "",
      "ClientStatus": "02",
      "EffectiveStartDate": "2021-01-01"
    }
  ],
  "ClientAddress": [
    {
      "ClientAddressType": "Home",
      "ClientAddressIsPrimary": "false",
      "ClientAddressLine1": "138 Main St",
      "ClientCity": "Harrisburg",
      "ClientState": "PA",
      "ClientZip": "171200000"
    }
  ],
  "ClientPhone": [
    {
      "ClientPhoneType": "Home",
      "ClientPhone": "1234567890"
    }
  ]
}
```

Client Payer Child Segment

Required client data for service authorization from the provider. Five (5) required elements for ClientPayerInformation segment to be provided.

- ▶ PayerID – Appendix 9.1
- ▶ PayerProgram – Appendix 9.1 (Note: MCO values updated)
- ▶ Service – Appendix 9.1.1
- ▶ Client Status
- ▶ New Fields: Modifier1, Modifier2, Modifier3, Modifier4

Index	Element	Description	Max Length	Type	Required?	Expected Value
ClientPayerInformation – Required						
1	PayerID	Sandata EVV assigned ID for the payer. Payer ID is determined during the implementation process.	64	String	Yes	Valid Values = PAOLTL, PAODP, PAOMAP, PAABH, PAGHP, PAHPP, PAUHC, PAGEIS, PAAHPH, PAKPH, PAUPPH, PAUPMC, PAHW, PAACP, PAKF
2	PayerProgram	If applicable, the program to which this visit belongs.	9	String	Yes	Valid Values = OLTL, ODP, OMAP, PHC, CHC
3	ProcedureCode	This is the billable procedure code which would be mapped to the associated service.	5	String	Yes	Billing Service code as listed. See Appendix 9.1.1
4	Modifier1	Modifier for the HCPCS procedure code (when applicable). Up to 4 modifiers are allowed. It is required to apply modifier values in the order specifically listed in the Appendix.	2	String	Conditional	Service Code modifiers as listed in Appendix. Value must match distinct values from reference tables and modifiers must be in order as defined. Should be "NULL" if nothing is provided. See Appendix 9.1.1



Provider Identification Qualifier

ProviderQualifier will change to match the unique identifier for the agency required in relationship to the services rendered per the specification.

- ▶ Service definition Appendix 9.1.1 will specify, please check the Payer/Program/Service combination for when to use Medicaid ID (MPI) or National Provider ID (NPI)
 - “NPI” – ProviderID value is the 10-digit National Provider ID
 - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID

Index	Element	Description	Max Length	Type	Required?	Expected Value
ProviderIdentification - Required						
1	ProviderQualifier	Unique identifier for the provider as determined by the program definition.	20	String	Yes	"MedicaidID" or "NPI" Refer to Appendix 9.1.1 for required format (based upon Payer/Service)
2	ProviderID	Unique identifier for the agency. ID type must match to the ProviderQualifier value being passed for Provider validation and lookup.	50	String	Yes	MedicaidID - 9-digit ProviderID Format: ##### OR NPI - 10-digit ID Format: ##### Refer to Appendix 9.1.1 for required format (based upon Payer/Service)



Employee Overview

- ▶ One Required Segment for Employee (Caregiver, Direct Care Workers)
 - Employee General Information
- ▶ Identifiers are used for matching logic
 - ProviderID values:
 - Service definition Appendix 9.1.1 will specify
 - “NPI” – ProviderID value is the 10-digit National Provider ID
 - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
 - EmployeeIdentifier (See next slide)
- ▶ Employee Validation
 - EmployeeIdentifier length check
 - EmployeeIdentifier will be matched to existing records:
 - No Match = Insert New Record
 - Yes Match = Update Existing Record



Employee Identifier

- ▶ Provide value in one of the below three formats:
 1. PA-DHS Unique Registry ID – 6-character alphanumeric value
 - Format 1 is required if the employee has a PA-DHS Unique Registry ID
 - Applicable to OLTL consumer directed model or as instructed
 2. The Vendor-specific EmployeeIdentifier value:
 - A two-character vendor specific prefix (See EmployeeIdentifier Vendor Prefix Codes (Appendix 9.4) in PA-DHS EVV Vendor Specification for the complete list) + the vendor system's identifier for the caregiver/employee
 - These two values should be concatenated together, with no separator between them, and with the two-character prefix first; This can accommodate up to 7 characters in addition to the prefix.
 - e.g., if the prefix = AA and the vendor system identifier = 1234567, then the EmployeeIdentifier should be "AA1234567"
 3. Last 5-digit of SSN format 0000#####. **Warning:** This value is discouraged due to a higher occurrence of duplicate caregiver rejections
- ▶ The same format must be used in both the EmployeeGeneral and VisitGeneral segments.



Visit Overview

- ▶ One Required Segments for Visit Records
 - Visit General
- ▶ Three Conditional Segments for Visit Records
 - Calls
 - Visit Exceptions Acknowledgement
 - Visit Changes
- ▶ Identifiers are used for matching logic
 - ProviderID values:
 - Service definition Appendix 9.1.1 will specify
 - “NPI” – ProviderID value is the 10-digit National Provider ID
 - “MedicaidID” – ProviderID value is the 9-digit Medicaid ID (MPI)
 - VisitOtherID values: ID from Vendor System
 - This value must be consistent for all submissions of an individual visit.
 - ClientIdentifier: 10-Digit (MedicaidID)
 - EmployeeIdentifier: See previous slide



Visit Overview

- ▶ One New Required Field for Calls Segment
 - New Field: VisitLocationType – this specifies the place of service rendered by caregivers as Home or Community.
 - Required for all CallTypes including “Mobile”, “Telephony”, “FVV”, and “Manual”

Index	Element	Description	Max Length	Type	Required?	Expected Value
14	VisitLocationType	Self-Reported visit location REQUIRED for all call types.	25	String	Yes	1=Home, 2=Community

- ▶ GroupCode: field for all Visit segments is up to a 6-character identifier to link visits qualifying as a group.



Visit Overview

- ▶ Procedure Code Validation
 - PayerID, PayerProgram, ProcedureCode, and Modifier(s) must match to a valid record defined in specification.
- ▶ ClientIdentifier must match to existing client record in the PA-DHS EVV Member Feed and be loaded into the agencies account.
- ▶ EmployeeIdentifier must match to existing employee record within the agencies account.
- ▶ Optional Segments are required based on the condition for the segment.
 - Example: When a change is required for a visit previously sent to the PA-DHS EVV Aggregator, the updated visit will require the VisitChange Segment.



Calls: Segment Data Elements for Cures

- **New*** “Other” is no longer a valid CallType and CallAssignment in the PA-DHS EVV program.
 - Valid CallType is “Mobile”, “Telephony”, “FVV”, and “Manual”
 - Valid CallAssignment is “Time In” or “Time Out”
- **New*** FVV – For Calls Segment associated with CallType of FVV, the conditional CallLatitude and CallLongitude fields will now become **required**.
- Following existing logic:
 - Mobile – For Calls Segment associated with CallType of Mobile, the conditional CallLatitude and CallLongitude fields become **required**.
 - Telephony – For Calls Segment associated with CallType of Telephony, the conditional OriginatingPhoneNumber and TelephonyPIN fields become **required**.



Service and Modifiers

9.1.1 HCPCS Procedure Codes

Payers, Program, Services, & Modifiers: Payer = PAODP PCS (Use MPI only)

Payer	Program	HCPCS Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Description
PAODP	ODP	W1724	U1				Companion Basic (1:3) - ECS
PAODP	ODP	W1724					Companion Basic (1:3)
PAODP	ODP	W1725	U1				Companion Level 1 (1:2) - ECS
PAODP	ODP	W1725					Companion Level 1 (1:2)

Payers, Program, Services, & Modifiers: Payer = PAODP HHCS (Use NPI only)

Payer	Program	HCPCS Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Description
PAODP	ODP	T2025	GN	U1			Speech/Language Therapy-15 Mins - ECS
PAODP	ODP	T2025	GN	U2			Speech/Language Therapy - 15 mins - AAW
PAODP	ODP	T2025	GN				Speech/Language Therapy-15 Mins
PAODP	ODP	T2025	GO	U1			Occupational Therapy-15 Mins - ECS
PAODP	ODP	T2025	GO	U2			Occupational Therapy - 15 mins - AAW
PAODP	ODP	T2025	GO				Occupational Therapy-15 Mins
PAODP	ODP	T2025	GP	U1			Physical Therapy-15 Mins - ECS
PAODP	ODP	T2025	GP				Physical Therapy-15 Mins

- ▶ The service list here is for example only.
- ▶ Please refer to the PA-DHS [Alternate EVV Technical Specifications](#) for your defined program found on the [PA-DHS Alternate EVV Webpage](#).
- ▶ Reference Appendix 9.1.1 in the PA-DHS [Alternate EVV Technical Specifications](#) for specific information regarding your Payer/Program combination and Services.

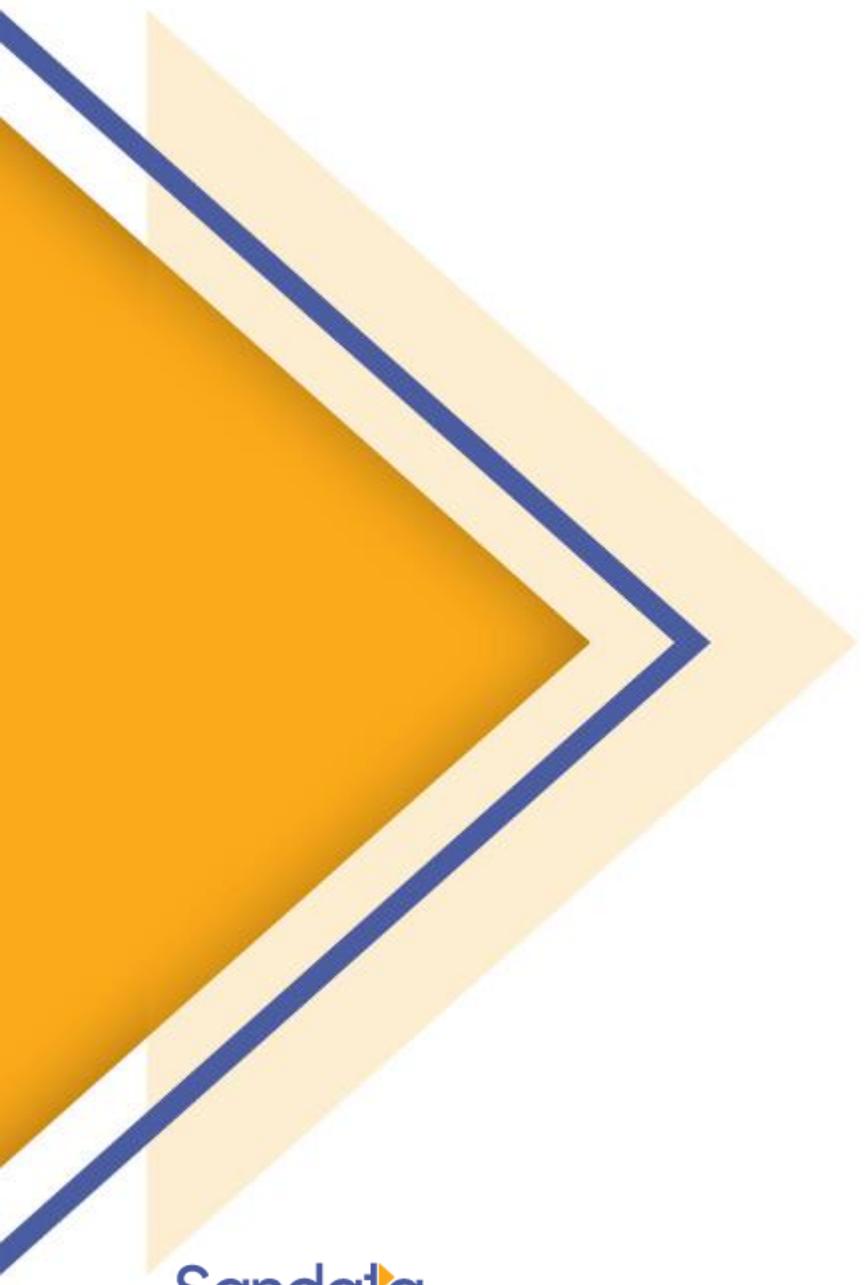
Visit Exceptions

- ▶ Exceptions ensure data align to program definition for the PA-DHS EVV program.
- ▶ PA-DHS exceptions target Cures required data for compliance.
- ▶ Most PA-DHS exceptions will cause visit rejections; therefore, are not “acknowledgeable” via the API.
 - ▶ For example: An Invalid Service provided on a Visit transmission for the PA-DHS EVV program will require correction before the visit will be accepted. Please see the "Sandata Alternate EVV Error Handling Overview and Reference Guide" for more information.
- ▶ Unmatched Client ID / Phone, Visits without In-Calls, and Visits without Out-Calls will need to be fixed in the source system and resubmitted to the PA-DHS EVV Aggregator as an update to existing visit.

Exception Code	Acknowledge/Fix	Exception Name
0	Fix: Resubmit visit	Unknown Client
1	Fix: Resubmit visit	Unknown Employee
3	Fix: Resubmit visit	Visits Without In-Calls
4	Fix: Resubmit visit	Visits Without Out-Calls
15	Acknowledge: submit VisitExceptionAcknowledgement segment	Unmatched Client ID / Phone
23	Fix: Resubmit visit	Missing Service

Location to Error Handling Doc on PA-DHS Website:
<https://www.dhs.pa.gov/providers/Billing-Info/Documents/Sandata.AltEVV%20Error%20Handling%20Overview%20and%20Reference%20Guide.v04.pdf>





Alternate EVV Common Support Issues

Common Support Issues

Invalid Credentials

- ▶ **Error Message:** "Request contains the following providers that are not authorized for the given Account & Credentials: [ProviderID]"



Common Support Issues

Client Not Found – Error Code - 1021 (Client Record)

- ▶ **Error Message:** “Client Not Found”
- ▶ **Root Cause:**
 - Client doesn't exist in Agency Account
 - Client JSON failed to be created
 - Transmission of visit data with incorrect Client Identifier
- ▶ **What can we do to troubleshoot?**
 - Check PA-DHS EVV Aggregator Portal to ensure Client record was successfully added to the provider agency account.
 - Check the PA-DHS [Alternate EVV Technical Specifications](#) for the format and ensure the correct value in the correct field
 - Ensure Visit Client Identifier match client identifier on client record.



Common Support Issues

Worker Not Found – Error Code - 1031 (Visit Record)

- ▶ **Error Message:** “Worker Not Found”
- ▶ **Root Cause:**
 - Employee not properly specified
 - Employee Identifier is not correctly formatted. For example: the Employee ID was 0000##### and the vendors moves to using a vendor generated ID (AA0123456). The lookup will fail until employee record for AA0123456 is successfully loaded to provider account.
 - Improper transmission format where a valid Employee Identifier is in the wrong JSON field
- ▶ **What can we do to troubleshoot?**
 - Check PA-DHS EVV Aggregator Portal to ensure Employee record was successfully added to the provider agency account.
 - Check the PA-DHS [Alternate EVV Technical Specifications](#) for the format and ensure the correct value in the correct field
 - Possible Next Steps:
 - May involve PA AltEVV Support Team for additional troubleshooting
 - Visit maintenance to correct Employee Identifier



Common Support Issues

Service ID – Error Code - 553 (Visit Record)

- ▶ **Error Message:** “Error during retrieving service service_id entered”
- ▶ **Root Cause 1:**
 - Missing service in visit
 - All visits must include the service provided to the member to be verified
- ▶ **What can we do to troubleshoot?**
 - Check the PA-DHS [Alternate EVV Technical Specifications](#) for the valid service and if applicable modifier field combinations and order to ensure the provider has the correctly formatted value in the correct field
 - Possible Next Steps:
 - May require Sandata investigation of service code and visit processing with Sandata Engineering teams
 - Visit maintenance to correct or add the service code



Common Support Issues

Service ID – Error Code - 553 (Visit Record)

- ▶ **Error Message:** “Error during retrieving service service_id entered”
- ▶ **Root Cause 2:**
 - Incorrectly formatted service in visit
 - All services and modifiers are case sensitive and must use capital letters.
 - For example: If **W7060 U4 U1** is a valid service code with modifiers than a visit submitted as **W7060 U1 U4** will reject for invalid combination of modifiers.
- ▶ **What can we do to troubleshoot?**
 - Check the PA-DHS [Alternate EVV Technical Specifications](#) for the valid service and if applicable modifier field combinations and order to ensure the provider has the correctly formatted value in the correct field
 - Possible Next Steps:
 - May require additional investigation of service code and visit processing with Sandata Engineering teams
 - Visit maintenance to correct or add the service code



Integration Best Practices

1. Send Clients (Members) Records **First**
 - Send all Clients as soon as possible
 - Check status to ensure Clients loaded successfully
2. Send Employee (Caregiver) Records **Second**
 - Send all Caregivers as soon as possible
 - Check status to ensure Caregiver loaded successfully
3. Send Visits once Clients and Employees have loaded
4. Continue to send visits on your defined scheduled
5. Send new clients as they are created or an existing record is updated
6. Send new employees as they are created or an existing record is updated



Services Requiring Multiple Caregivers

Services requiring multiple caregivers need each caregiver to be linked to individual EVV visits for valid service matching in claims validation.

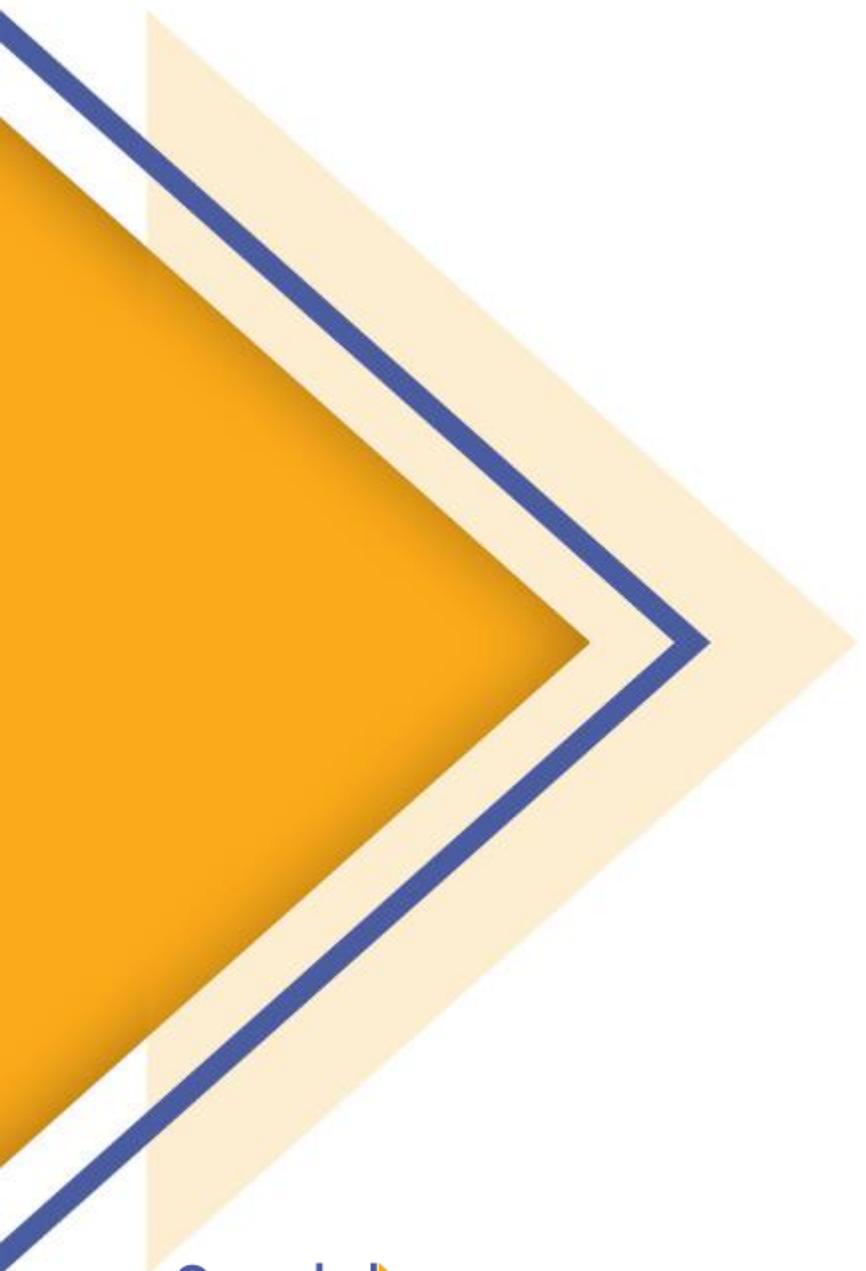
- Visit status for each visit is required to be in a "Verified" state.
- Status reflects the successful collection of visit data per the program with no exceptions.
- Visits are checked for the multiple verified visits condition during the claims matching.



Support Resources

- ▶ PA-DHS EVV Website
 - Resources for the Alt EVV Vendors and Agencies, including the "Sandata Alternate EVV Error Handling Overview and Reference Guide."
 - Link: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/Alternate-EVV.aspx>
- ▶ Learning Management System
 - DHS Aggregator Training at: [Sandata Learn](#)
- ▶ PA Alt EVV Support Team
 - Email: PAAltEVV@sandata.com





Thank You!