Electronic Visit Verification (EVV) Stakeholder Webinar

March 22, 2022

DDS Department of Developmental Services

HOUSEKEEPING

Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."

ASL interpreters have been "Spotlighted" and live closed captioning is enabled

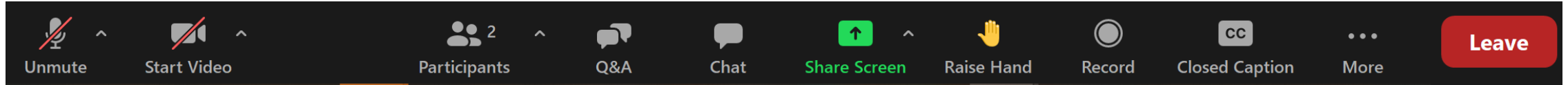This meeting is being recorded and will be posted to the DDS website

Materials will be available at: https://www.dds.ca.gov/services/evv/

Submit written comment via email to EVV@dds.ca.gov

ZOOM TIPS

All attendees can type questions or comments in the Q&A

Leave the webinar at the end of the meeting

- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen

- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Agenda Items for Today

Welcome and Thank You for Joining!

What's New in EVV

Available Training

FAQs

Resources/Questions/Comments/Stay Connected
A time for questions and to provide comments.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

DDS EVV Office Hours:

Office Hours are a time to join a Zoom call to ask questions regarding identified topics.

Each Office Hour date, time and topic will be posted to the DDS EVV webpage under the 'Meetings' tab, linked here, and notifications will go out when new dates, times and topics are available.

Advanced registration is not required. People may join the link at any time during the call to ask questions and do not need to remain on the call the whole hour.

Many of the topics in this webinar will be supported by upcoming Office Hours.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

New features available in CalEVV and the CalEVV Aggregator – coming soon!

Email from Sandata will include:
- Information about the capabilities of the new features
- Clarifies which users have access to the new features
- Steps to access the new feature in the system

Training through Sandata is available for these new features *beginning March 25th*.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

Provider ID Maintenance

- Allows authorized users to verify, add, update or delete provider identifiers
- Available to 'administrators' of both CalEVV and CalEVV Aggregator
- Available under the Security menu, under 'Manage Provider Identifiers'
- Eliminates the need to submit a support ticket to change/correct Provider Identifiers
  - Examples: During self-registration, an incorrect vendor ID was entered, or a provider has a new vendorization to add to their account.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

Scheduled Reporting

- Allows authorized users to schedule a report and log back into the system at a later time to view the results
- Available to 'administrators' of both CalEVV and CalEVV Aggregator
- A new button 'Schedule Reports' is available on the Report screen
- Reports are available in PDF

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

In-App Messaging

- Allows authorized users to send messages to other users within their CalEVV account(s)
- Available to 'administrators' of both CalEVV and CalEVV Aggregator
- Messages are created and will appear under a new menu option called Messaging

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

Security

- Applies only to CalEVV users who manually entered client records
- This feature *links* clients to regional centers (i.e. Jurisdictional Entities)
- This ensures staff at regional centers and at the State will only have access to information for their clients
- New clients entered into CalEVV will require this information before saving the client detail page
- If not already in place, existing clients will need this information before you can save any edits/changes to their client record

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

Payer: CADDS

Jurisdiction: Client's Regional Center

From Date: Date you started using CalEVV

Program: PCS

Service: Select the service and code this client receives

Click 'ADD'

Add/Edit Payer ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	SUPERVISOR
None	None	None	None

* indicates required field

PAYER *
Select Payer ▼

PROGRAM *
Select Program ▼

SERVICE *
Select Service ▼

JURISDICTION *
Select Jurisdiction ▼

CLIENT PAYER ID
Enter Client Payer Id

FROM DATE * MM/DD/YYYY
Select From Date 📅

TO DATE MM/DD/YYYY
Select To Date 📅

CANCEL   ADD

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

What's New in EVV

Additional languages in the mobile app and phone prompts when staff record a visit:

- English
- Spanish
- Tagalog
- Cantonese
- Mandarin
- Vietnamese
- Arabic
- Korean

Available Training

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Available Training

For users of CalEVV, videos of various training topics will be available soon.

Each video has closed captioning and lasts no longer than 20 minutes.

Viewers can select a specific video topic and can fast forward through the videos to pin-point what they're looking for.

These trainings will also be available in Spanish.

Access to these videos will come via an email link from Sandata.

Available Training

Training Topic	Training List
Overview	• Video Training Introduction (10 min) • Video 1: First Time User Login (15 min) • Video 2: Navigating EVV (15 min)
Data Entry	• Video 1: Clients (15 min) • Video 2: Employees (15 min)
Visit Capture	• Video 1: Mobile App (15 min) • Video 2: Creating Visits (20 min) • Video 3: Telephonic Visit Verification (8 min)

Available Training

Training Topic	Training List
Visit Maintenance	• Video 1: Visit Maintenance Introductions (15 min) • Video 2: Visit Detail Tabs (10 min) • Video 3: Exceptions (20 min) • Video 4: Manual Entry (10 min)
Group Visit Agency	• Video 1: Group Visit – Introduction (10 min) • Video 2: Visit Maintenance for Group Visits (20 min)
Group Visit Caregiver	• Video 1: Mobile app Creating Visits (20 min) • Video 2: Telephonic Visit Verification (8 min)

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

FAQs

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

FAQs

Question: Why is it taking so long for my Alternate EVV solution to complete testing with Sandata?

Answer: Testing can take from 2 weeks to a couple of months. Sandata is doing outreach to see if any Alternate solutions need assistance and to check status of testing.

Questions can be directed to the Alt Customer Care Support Team:

Email: CAAltEVV@sandata.com

Phone: 855-943-6069

FAQs

Question: Once my Alternate EVV solution has completed testing with Sandata, do I have to send data back to January 1st ?

Answer: No, this is not required. Begin sending your data to the CalEVV Aggregator once their testing is approved and your staff are using the system.

*Please note, if you began collecting data back to January 1st, you have the option to send all the data you have back to that date.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

FAQs

Question: I completed self-registration after March 1st and I'm using the CalEVV system. Do I have to go back to March 1st and manually enter visit information?

Answer: No, this is not required.

Additional Resources

More information can be found on the DDS webpage:

https://www.dds.ca.gov/services/evv/

Including links to:

DDS EVV FAQs: https://www.dds.ca.gov/wp-content/uploads/2021/11/EVV_FAQ_11102021.pdf

DHCS EVV Stakeholder Website: https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx

Medicaid.gov EVV Guidance Documents: https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html

Additional Resources

Technical questions:

For providers using the CalEVV system:

Customer Care at Sandata at (855) 943-6070 or at CACustomerCare@sandata.com

For providers or Alternate EVV Solutions:

Alt Customer Care at Sandata at (855) 943-6069 or at CAAltEVV@sandata.com

Other questions and to be added to the email notification list:

EVV@dds.ca.gov

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

Questions/Comments