



Arkansas EVV Sandata
Town Hall, October 22, 2024
Questions and Answers

Version 1.0

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Sandata EVV Functionality

1. What if there is no mobile/cell phone service at the clients care location?

Sandata Mobile Connect will work offline. Visit data will be uploaded to EVV once there is a signal.

Registration

1. Will our employees need to call in or use the mobile application to check in and out of a patient visit?

Yes. Employees will need to record visit information through Sandata Mobile Connect. Sandata also provides a Telephony Visit Verification system to capture visit data using the beneficiary's landline.

2. How does registration work for agencies and for each individual clinician?

Only the agency will register in the Sandata portal. The individual clinicians will enroll through Arkansas Medicaid as individual providers.

3. For clarification, each clinician will need their own Arkansas Medicaid ID, rather than using the Agency ID, and their own login for the Sandata portal?

This is correct. Each clinician will enroll with their own Arkansas Medicaid ID. They will have login credentials for Sandata Mobile Connect which will be created using their email address. Each clinician/employee will be required to have a unique email address, and not the agency email address.

4. Do PTs and PTAs need to register with Arkansas Medicaid as an individual, and receive an NPI?

Yes. Each PT and PTA will need to have an NPI. This is required to enroll with Arkansas Medicaid. PTs and PTAs must 1) have an NPI, and 2) enroll with Arkansas Medicaid. For additional information, please refer to the Arkansas Medicaid Provider Manual. [Specifically, Section 1 - 141.000, Provider Enrollment.](#)

5. When can we register to start training for the Sandata EVV system?

Training for the Providers who will be using Sandata EVV will be conducted just prior to go-live to ensure knowledge retention. Self-paced training will also be available on SandataLearn. Training will begin in December 2024.

6. What provider type should our therapists enroll under?

They should enroll under provider type 21. Both physical therapists and physical therapy assistants should enroll with provider type 21 and the appropriate specialty, PT for therapists and PA for assistants.

Sandata Training and Learning Resources

1. Where can I sign up for Training?

Once training courses and sessions are available, provider administrators and their staff will need to sign up on Sandata Learn, Sandata's Learning Management System ("LMS"). Target: January 2025.

2. If we have 20 employees in our agency, does this mean each one of them will have to complete training, and will each one require individual login credentials?

Agency administrators are required to complete a self-paced course on Sandata Learn on system security. Agency office staff can register for virtual instructor-led training or self-paced courses in Sandata Learn. Caregivers, therapists, and similar employees will be trained on Sandata Mobile Connect and Telephone Visit Verification by agency trainers who have gone through Sandata's training. The Caregiver Library is available without logging in to Sandata On-Demand and is available 24/7.

Alternate EVV (Alt EVV) Questions

- 1. We are transitioning to EPIC Dorothy as our Home Health EHR next year. Do you already work with other agencies that use this EHR, and if so, how does that interface work and what steps need to be taken to prepare for that transition?**

Each separate Alternate EVV Vendor must complete the registration and testing process, to be certified to send data to production for that state. EPIC themselves is not a vendor. Each individual provider, using Epic, must register in the Vendor Portal and complete the testing process. EPIC will need to follow the same steps as any other Alt EVV vendor. We prefer the new vendor's name to be the provider's name followed by Epic (i.e. Providence Home Health - Epic).

- 2. If the provider is using Authenticare currently for EVV for Personal Care Services, is that an option for Home Health EVV as well?**

Providers using the State-sponsored AuthentiCare EVV system for Personal Care services will not be able to use it for Home Health, unless they have a separate relationship with AuthentiCare as an Alt EVV vendor for their agency, specifically for Home Health.

- 3. For an Alt EVV vendor, when will testing credentials be provided?**

Testing credentials will be available for testing and certification. Both the Provider Self-Registration and Vendor Registration portals will open in December 2024. Vendors being able to test is dependent upon the provider agency registering in the Provider Self-Registration portal. Once a provider has registered and associated their Alt EVV vendor, an email will be generated with next steps so the Alt EVV vendor can proceed with registering in the Vendor portal.

- 4. Do you have a list of Alt EVV vendors that have already registered with you?**

A list of Alt EVV vendors will be available for selection upon provider registration and will not be provided prior to registration. All Alt EVV vendors must go through a certification process for each new State implementation.

This list will not be provided prior to registration because all Alt EVV vendors must go through a certification process for each new State implementation.

5. Is there a link available to the Alt EVV specifications for Arkansas?

Yes, a link to the Alt EVV tech specs can be found on the [AR-DHS EVV webpage](#) and [Sandata On-Demand](#).

General Questions

1. How accurate is GPS data? We have Location Services turned on for our clinician's iPads for visits and have found that the location indicated is not always showing the actual location of the clinician.

Accuracy is 100% dependent on the device. The Distance Exception is set to 1/8th of a mile. It is recommended that the Call-in & Call-out happen outside of the members' door to have a clear view of the sky.

2. Is Arkansas requiring EVV for MCO payors?

Yes, this is required for MCO (known as PASSEs in Arkansas).

3. Will this affect Private duty nursing, as well?

Private Duty Nursing is not affected.

4. Will the slides for this presentation be available?

Yes, these slides will be available and information on how to access the slides will be sent via email.

5. Will MCOs use Sandata as well or another Aggregator?

The MCOs (PASSEs) in Arkansas will use the EVV vendor they select. Currently, the PASSEs and their chosen vendors are as follows:

- Arkansas Total Care – HHAExchange
- Empower – HHAExchange

- Summit – Carebridge
- Caresource – Carebridge

Both HHAeXchange and Carebridge are considered Alt EVV vendors. The PASSEs will have to access Sandata’s Aggregator to ensure that the information their vendor is capturing is being sent correctly.

6. Is there a “soft” go-live date and a “hard” go-live date for implementation?

Arkansas is targeting an early February 2026 “soft” go-live. Providers will have at least 60 days to transition to EVV and comply with requirements. If the timeframe is adjusted, communication will be shared with providers and PASSEs.

7. Is Sandata replacing Authenticare?

Authenticare is still the vendor for Personal Care Services, so Sandata is not “replacing” Authenticare. Sandata will be used for Home Health services. If an agency chooses to contract with Authenticare as their Alt EVV vendor for Home Health, they will be able to register and test with Sandata during provider registration.

8. Is Home Health like Personal Care, where each PASSE has their own Alt EVV vendor with whom they would send data to the aggregator?

That is correct. Each PASSE can choose which EVV vendor they use, and that vendor sends visit data to the Sandata aggregator. Currently, the PASSEs and their chosen vendors are as follows:

- Arkansas Total Care – HHAeXchange
- Empower – HHAeXchange
- Summit – Carebridge
- Caresource – Carebridge

9. Will there be any webinars or other training material available that is specific to provider enrollment for EVV Home Health?

DHS is working towards planning a webinar for providers and will develop any helpful enrollment material. More information will be shared soon on this.

10. Will a website for billing be available to agency billing managers?

Agency billing managers will continue to submit claims to MMIS in the same manner they do currently. Claims will not be created out of the EVV system.

AR-DHS Policy Questions

1. Is there a “hard stop” regarding when an agency cannot provide Home Health services for a patient?

The go-live date for EVV is targeted for February 2025. There will be, at a minimum, a 60-day period for agencies to transition to EVV and comply with requirements before potential impact to payment. There will not be a point at which agencies cannot provide Home Health services for a patient, but there will be a point—the EVV go-live date or, ideally, ahead of the go-live date—in which Home Health services must be provided using EVV.

2. What if I need more information?

For more EVV Home Health related information, please visit: [AR-DHS EVV webpage](#). Additional questions can be submitted to the Arkansas EVV team directly, at evvarkansas@dhs.arkansas.gov