



Division of Fee for Service
Management

AHCCCS E.V.V.

ELECTRONIC VISIT VERIFICATION

*****This notice is intended for stakeholders interested in information on Electronic Visit Verification*****

This notice is intended to provide an update on the upcoming EVV training to support stakeholders in preparing to comply with the EVV mandate.

*****Updated Phone Number*****

In the coming weeks and months, AHCCCS will be posting to the EVV webpage FAQ documents on specific topics of interest based on questions and concerns that have been shared with us by stakeholders.

AHCCCS is pleased to announce the creation of two **new** FAQ documents to help stakeholders prepare to comply with EVV.

Live-In Caregiver This FAQ will explain why EVV is required for members with live-in caregivers and the flexibilities being offered to accommodate the flexible ways in which members receive services.

Required Use of DCWs SSN:

This FAQ will explain why the DCW's Social Security Number (SSN) is required and how the data is protected.

Providers who plan to use the Sandata EVV System:

AHCCCS is pleased to announce that an email was sent on October 7, 2020 to the provider agency's EVV primary point of contact (agency administrator) regarding the details of the training including how to register for the pre-requisite training and requirements for agency administrators. The agency's

EVV primary point of contact was identified by the agency on the Differential Adjusted Payment attestation submitted earlier in the year or subsequently was confirmed by one of the health plans.

If you feel that you should have received this email for your agency but did not, please contact Sandata Customer Care at **855-928-1140** for assistance. More information for training is provided on the AHCCCS EVV Webpage (www.azahcccs.gov/EVV) under the “Sandata EVV System Training” tab.

Providers who plan to use an alternate EVV System:

- **If you plan to use an alternate EVV system, please contact 844-289-4246 or AZAltEVV@sandata.com as soon as possible** to initiate the process to send information to the Sandata aggregator in order to comply with EVV.
- Alternate EVV users will be required to complete some basic online training. This training is specific to viewing your data sent to the EVV aggregator. You should have already received a link to this training from Sandata.
- If the Alternate EVV Vendor's system is not making timely progress to with testing for system compliance, the provider agency will be expected to complete all required training offered by Sandata in preparation to use the Sandata EVV system should the alternate system not be ready on January 1, 2021. AHCCCS and Sandata will be monitoring Alternate EVV vendor progress to conduct provider specific outreach to ensure providers are ready to comply with EVV on January 1, 2021.
- In the coming weeks, AHCCCS will be releasing updated technical specifications that both remove and add requirements. Many of the changes are in response to stakeholder feedback generated during the past few months. Therefore, AHCCCS is permitting Alternate EVV Vendors additional time to comply with the updated technical specifications. This means that Alternate EVV Vendors can complete phase one of testing without verification of the updated specifications and the vendors will be required to undergo a phase two of testing to verify the updated specifications are met prior to the January 1, 2021 mandatory use date.

If you have questions about using an alternate EVV system or are waiting for testing information, please contact support at 844-289-4246 or AZAltEVV@sandata.com.

Stay Informed

Please sign up for the AHCCCS Constant Contact email list to receive any and all EVV notices (like this one) from AHCCCS under the “Stay Informed” tab on the AHCCCS website.

AHCCCS appreciates the active engagement of the providers and continues to monitor and respond to emails while noting the topics of most interest to the stakeholder community. This correspondence along with other provider outreach and engagement activities continues to help us to prioritize communication topics as well as build our directory and timeline for the release of future FAQ installments.

