



EVV

If you use Stratus ID to submit your EVV information to the SanData aggregator, you are considered an **Alternate EVV user**. PA DHS issued an update on 3/29 reminding alternate EVV users regarding:

ESC CODE CLIENT NOT FOUND

Per DHS: For Alternate EVV users, visits previously submitted that inaccurately generated the “Client Not Found” error message will need to be resubmitted by providers for claims to process and to be considered for payment. If providers still receive a “Client Not Found” error, please open a ticket with Sandata to address this issue via email, paaltevv@sandata.com, and copy the EVV Issues resource account: ra-pwevvissues@pa.gov

Remember to review your **Trade File Import** to review ESC codes.

MAINTAINING CONSUMER AND EMPLOYEE EVV INFORMATION

Per DHS: Vendor software should ensure that employee and client records are submitted prior to any visit record submission for those employees and clients. For visit records to be accepted, providers must submit employee and client records prior to submitting any visit records. Failure to submit both employee and client records will result in the records being rejected. This may alleviate some of the issues that providers are experiencing with EVV claims denials.

As you are submitting consumer and employees to the aggregator – when they are successfully submitted the system automatically marks them as such. If you need to resubmit for a specific time frame, it will only pull those consumers/employees that have not been marked as submitted. If you need to change something (email, name, etc.) then uncheck the Sandata registered box in either the consumer master or employee master then re-run the submission process.

DUPLICATE VISIT RECORDS – CLAIMS WILL DENY

Per DHS: If a provider submits duplicate visit records, this will cause claims to deny. If a duplicate visit record is generated, the provider needs to either modify the records (if they are incorrect) or one of the visits needs to be omitted so there is no longer a duplicate. For Alternate EVV systems, if the visit is a duplicate that should be omitted, the “Bill Visit” indicator should be set to “False” to indicate that the visit should be disregarded for billing purposes. The visit status will then be set to omit by the DHS Aggregator. The correct visit will need to be resent using the “VisitOtherID” provided by the Alternate EVV system.

Remember to review your EVV submission reports before you submit the file to the aggregator.

TOTAL NUMBER OF RECORDS

Per DHS: Fee-for-service providers using an Alternate EVV system should confirm the number of records going into the DHS Aggregator via the DHS Aggregator portal. If any issues are identified, Alternate EVV users should contact the PA Sandata Alternate EVV support team via email at paaltevv@sandata.com or by phone at 1-855-705-2407.

Remember to review your EVV submission report before you submit the file and then compare the total to the total uploaded to the aggregator.