

<https://www.azahcccs.gov/AHCCCS/Initiatives/EVV/>

[Frequently Asked Questions](#) Updated September 27, 2019

AHCCCS will be providing a series of FAQs to help provide information on EVV including new information or updates on the timeline, outreach, training and basics on how the system will function. If you have a question that you would like to see in a future FAQ installment, please email it to evv@azahcccs.gov.

[Information for Members and Family Members](#) Updated September 27, 2019

- We are using EVV to make sure that you get the services that you need when you need them. These services may be provided by different provider agencies, including:
 - Attendant Care, Personal Care, and Homemaker
 - Companion Care
 - Habilitation
 - Home Health
 - Respite
 - Skills Training and Development
- We are configuring the system to fit all types of lifestyles including whether or not you mostly stay at home or you are out in the community when you get your services.
- We are designing the system to support how you manage your care including scheduling your services and monitoring your service hours.
- You will have the option to choose which device is used to verify that you have received a service.
- Your provider agency has the choice to use AHCCCS' EVV System or use an alternate EVV system approved by AHCCCS.

AHCCCS is required to start EVV by January 1, 2020. The timeline is in the federal regulation and is the timeline for AHCCCS to comply without incurring penalties. AHCCCS sets the compliance timeline for providers. At this time, AHCCCS expects our timeline to be extended through the first half of 2020. Before November 30th, AHCCCS will be submitting a request and justification to the Centers for Medicare and Medicaid Services (CMS) to extend the timeline for compliance. A copy of the request will be posted to the AHCCCS website.

AHCCCS understands the need to have timeline details available to all stakeholders regarding what to expect and when to expect it. In the interim, the following provides a general timeframe to help stakeholders plan for the type of information and when it can be expected. When AHCCCS has more details on the extended timeline, this chart will be updated.

Timeline	Description	What you can expect?
5-6 months before go live	Outreach	Members will receive general information about how EVV will work including information from providers about whether or not they are planning to use the AHCCCS EVV system or another system.

3-4 months before go live	Devices	Members will receive information about each device or visit verification method and what to consider when choosing an EVV device or method.
2-3 months before go live	Training	Members will receive information on EVV training options, including one-on-one training from a provider agency and online training materials.
1-2 months before go live	Go Live	Members will receive information about who to contact with questions about the EVV system, devices, the online portal to manage your DCWs schedule, and what to do if your caregiver misses an appointment.

- Additional information can be found in the [EVV System Model Design](#) document.

Stay Informed

Subscribe to the HCBS email notification list to receive updates on the EVV initiative, including outreach and training information. Click this button to subscribe:

[EVV Sign Up](#)

[Information for Providers and MCOs](#) Updated October 22, 2019

What is YOUR Plan for EVV?

To support providers in making an informed decision about an EVV system, AHCCCS will be hosting a provider agency webinar (demonstration) of the Sandata system. Providers will be able to see the flow of the Sandata system from authorization to billing along with a high level description of forthcoming Arizona-specific configuration to track and monitor timely service delivery and access to care for members.

The provider webinar has been scheduled for ***Thursday, November 7th from 9:30am to 12pm.*** The agenda will include a brief update regarding the program, Sandata demo (majority of the time), question/answer period, and wrap up comments. The meeting will be recorded and available for download on the AHCCCS EVV website. We look forward to your questions and sharing the EVV system with you. Providers will need to register for the webinar using the [AHCCCS Sandata Provider Webinar](#).

The webinar will be hosted using Zoom. [Test your system with Zoom.](#) [Learn how to join the Zoom webinar.](#) Both links provide step by step video instruction.

AHCCCS and Sandata would like to understand some of the questions that you may have regarding the EVV system and how it may compare to others you have researched/used in the marketplace. Also, Sandata may be able to answer some of the questions live during the

presentation and/or reference key topics that you are interested in. If you have specific questions regarding Sandata’s software and/or its functionality, please submit your questions to EVV@azahcccs.gov by **Friday, November 1st**. AHCCCS will also be using the questions to develop the next FAQ installment to be posted to the AHCCCS website.

Providers and Services Subject to EVV

AHCCCS is using EVV to help ensure, track and monitor timely service delivery and access to care for members. We are also using EVV to help reduce provider administrative burden associated with scheduling and hard copy timesheet processing. Below are the provide types, services and places of services subject to EVV:

Provider Description	Provider Type
Attendant Care Agency	PT 40
Behavioral Outpatient Clinic	PT 77
Community Service Agency	PT A3
Fiscal Intermediary	PT FI
Habilitation Provider	PT 39
HomeHealth Agency	PT 23
Integrated Clinic	PT IC
Non-Medicare Certified HomeHealth Agency	PT 95
Private Nurse	PT46

Service	HCPCS Service Codes	DDD FOCUS Codes
Attendant Care	S5125	ATC
Companion Care	S5135	
Habilitation *	T2016 and T2017	HAH, HAI, HID
Home Health Services (aide, therapy, and part-time/intermittent nursing services)		
Nursing	G0299 and G0300	

Home Health Aide	T1021	
Physical Therapy	G0151 and S9131	
Occupational Therapy	G0152 and S9129	
Respiratory Therapy	S5181	
Speech Therapy	G0153 and S9128	
Private Duty Nursing (continuous nursing services)	S9123 and S9124	HN1, HNR
Homemaker	S5130	HSK
Personal Care	T1019	
Respite	S5150 and S5151	RSP, RSD

Skills Training and Development H2014

Place of Service Description POS Code

Home	12
Assisted living Facility	13
Other	99

**Note:*

EVV is required for DDD Individually Designed Living Arrangement settings that do not utilize a service matrix to establish total support hours needed for members living in a shared apartment or home and the provider bills hourly Habilitation (HAI).

EVV is not required for DDD Individually Designed Living Arrangement settings that do utilize a service matrix which establishes total support hours needed for members living in a shared apartment or home and the provider bills a daily rate for Habilitation (HID).

Open-Vendor Model

- We are employing the system as an Open Vendor Model with one statewide EVV contractor. AHCCCS has chosen Sandata Technologies as the statewide contractor.
- Providers and Managed Care Organizations (MCOs) will be able to continue to use existing EVV systems or choose an alternate EVV vendor.

Funding for EVV

AHCCCS will provide funding for the development and initial implementation of the statewide EVV system and additional funding options are currently being explored to compensate for ongoing vendor maintenance costs (e.g. devices and transaction fees) of the statewide EVV vendor for Medicaid members receiving services subject to EVV. Funding considerations include financial constraints, administrative and programmatic costs and provider assurances of cost neutrality.

Timeline

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AHCCCS understands the need to have timeline details available to all stakeholders regarding what to expect and when to expect it. In the interim, the following provides a general timeframe to help stakeholders plan for the type of information and when it can be expected. When AHCCCS has more details on the extended timeline, this chart will be updated.

Timeline	Description	What you can expect?
Now	Survey	You will receive general information about EVV, including information to help you make an informed decision about the EVV system you plan to use. If you have not currently completed the EVV provider survey, an MCO will be reaching out to you to complete the survey.
5-6 months before go live	Outreach	You will receive more detailed information about Sandata’s EVV solution including 3rd party EVV requirements for providers choosing to use an alternate EVV vendor.
2-3 months before go live	Training	Information on how your agency can get trained on EVV. The program offers three different training options including: independent web-based training, instructor-led web-based training, and instructor-led classroom environment training sessions.
To be determined	Go Live	Data will begin to be collected via workers through EVV.

Additional information can be found in the [EVV System Model Design](#) document.

Updated October 22, 2019

[Stay Informed](#)

AHCCCS has created a Constant Contact email notification list to communicate updates on recent developments for initiatives such as the EVV initiative. AHCCCS encourages anyone (members, families, advocates, service providers, etc.) interested in the EVV initiative, such as outreach and training information, to sign up to receive communication directly from AHCCCS. To subscribe, click on the sign up button below:

EVV Sign Up

AHCCCS recognizes the importance of sharing timely information about the EVV initiative, and our goal is to post material and communicate developments on an ongoing basis. In an effort to keep the public informed about the EVV design and implementation process, AHCCCS has posted extensive information on its website. This information includes updates along with information that has not been finalized and is subject to change. In the near future, AHCCCS intends to issue formal guidance regarding EVV. To sign up to receive these communications, click on the [Stay Informed tab](#). Providers are encouraged to evaluate all relevant information, including the formal guidance, before making business decisions regarding the EVV initiative.