Policy Question	Resource
Do live in family caregivers need to have clock in and out schedule?	Live-in Caregiver FAQ
Is scheduling required for live in?	Live-in Caregiver FAQ
For home health visits, skilled providers may not schedule a specific time for a visit. For example a provider may have 4 clients they need to see on a given day, but there isn't a specific time assigned How should this be handled?	Scheduling is required and the schedule should be input into the system when you have a good understanding of the start time. It should also be informed by the members preferences/needs for service delivery. It is important to note that a visit isn't considered late until it is 60 minutes after the scheduled start time.
Most manual adjustments that we make are due to the allot time for the authorization and what the caregiver clocked reduced down. Meaning if they are only approved 20 hours but the caregiver was at 20.25 we adjust them down, do we need to have a special note for those to send?	The EVV system should only keep a record of the exact times of service delivery. You should not adjust the visit times in the EVV system to account for payroll adjustments. If you bill less units that what the system records, it will pass claims validation.
We have clients who live in rural areas and their address is showing to the nearest post office or chapter house. How do we get their address fixed?	While the documentation of the location of service delivery is required in order to bill and get paid for a visit, the location is not listed as a standard exception because the location of the service does not have to be pre-approved or occur in a predetermined location. Note: For providers of DES/DDD HCBS, locations of service delivery outside of the member's home or a community setting require Life Safety Inspection (LSI) by DES/Office of Licensing, Certification and Regulation (OLCR), please see AAC6-18-701f. This process is separate and apart from the EVV requirements.
When a scheduled visit starts after the 60 minute window allowance. Is the original schedule to be edited with Reason/Exception Code and a new times, or are we to only add the Reason/Exception Code to the original schedule and then add a new schedule that matches the new time worked?	If the late visit exception is triggered, you just need to resolve it by adding the appropriate reason/resolution codes. You do not enter in another schedule. The reason/resolution codes explain why the visit was late.
What If the Family Caregiver clocking and out has issues with mobile, internet, busy with their client and that is the reason why they are not able to clock in or out on time and we are to fix the time. Are we not allowed to adjust the time?	Visit Maintenance and Documentation FAQ
If a shift ends an hour early or goes an hour late, can we manual edit that shift after the shift is completed or do we have to unscheduled it, and create a new shift manually.	You can manually edit the visit times. That said, you should not adjust the visit in the EVV system to account for payroll adjustments. You should only edit the visit times to make sure they accurately reflect the start and end time of the visit.
What happens if our Family caregivers schedule is 8am-4pm but the clock in and outs 8:14am-5:18pm, so we adjust their time in our system but in Sandata it shows their time 8:14am-5:18pm so its over our time. How does that affect billing?	If you bill less units that what the system records, it will pass claims validation.

Policy Question	Resource
Does a verified status in Sandata mean the claim will be paid 100%?	Verified status means that the visit meets the criteria to pass EVV claims validation performed by Sandata as defined by the 21st Century Cures Act. It is possible that the claim may not be paid because of edits by the health plan which are unreleated to EVV.
What are the reasons or exceptions for unscheduled visits?	Visit Maintenance and Documentation FAQ
Is there a set number for allowable exceptions?	Visit Maintenance and Documentation FAQ
Do we need to create and submit invoices using Sandata EVV after ensuring all visits are in verified status?	Billing FAQ
How do we handle issues with the providers not being able to clock in or out with their mobile device.	Visit Maintenance and Documentation FAQ
We are new to using the whole system, is there a one on one training that is offered?	EVV One Pager