AHCCCS sends Service Confirmation

Data from AHCCCS that includes Members and Providers is uploaded to the EVV System

Health Plans

Provider enters Service Confirmation Portal if prior-auth not required. Provider enters members Designee, Contingency Plan, and schedule.

DCW delivers service to member by logging in and out using EVV

Alternate Vendor sends provider’s data to Sandata

Data from Health Plan that includes Prior Auths/Service Confirmations is uploaded to the EVV System

Sandata EVV

AHCCCS also sends FFS Prior Authorizations/Service Confirmations to Sandata.

Member verifies visit using the EVV system or communicating with the agency.

Agency Resolves Exceptions via EVV Portal

Member

Provider enters members Designee, Contingency Plan, and schedule.

Direct Care Worker

Agency Admin

Start

Sandata ALT EVV Workflow
Health Plan requests claims validation via EVV Aggregator.

Scenario 1: If the units in the EVV Visit(s) is greater than the units reported in the Claim (pass claims validation).

Scenario 2: If the units in the EVV Visit(s) equal the units reported in the claim (pass claims validation).

Scenario 3: If the units in the EVV Visit(s) are fewer than the units in the claim (does not pass claims validation).

Claims Validation?

Health Plans must resubmit the claims file for validation after the provider resubmits the claim.

Missing Info:
- Member
- Provider Agency
- Units
- Service
- Employee
- Date/Time Service Began/Ended
- Location

Sandata ALT EVV Workflow

Agency Resolves Exceptions via EVV Portal

Agency Admin goes into visit maintenance to look at dashboard to address visit verification exceptions.

What’s missing?

Agency Admin resolves Exception

Visit now in Verified State

A

Agency Admin Submits Claim

Health Plan performs standard edits on claims

Health Plan requests claims validation via EVV Aggregator

The EVV Aggregator system Validates Claims

Sandata checks to make sure visits associated with the claim result in one of the following scenarios.

Scenario 1: If the units in the EVV Visit(s) is greater than the units reported in the Claim (pass claims validation).

Scenario 2: If the units in the EVV Visit(s) equal the units reported in the claim (pass claims validation).

Scenario 3: If the units in the EVV Visit(s) are fewer than the units in the claim (does not pass claims validation).

Yes

Claims Validation?

No

Sandata sends notifications via daily files to AHCCCS or Health Plans

End

Go To Repeat Exception Process

A
Sandata ALT EVV Workflow Shape Key

- **Storage**
- **Decision**
- **Off Page Connector** (Click on the symbol in the flow and it will take you to another page)
- **Process**
- **On Page Connector**
- **Manual Process**
- **System Process**