ELECTRONIC VISIT VERIFICATION (EVV)

Customer Training

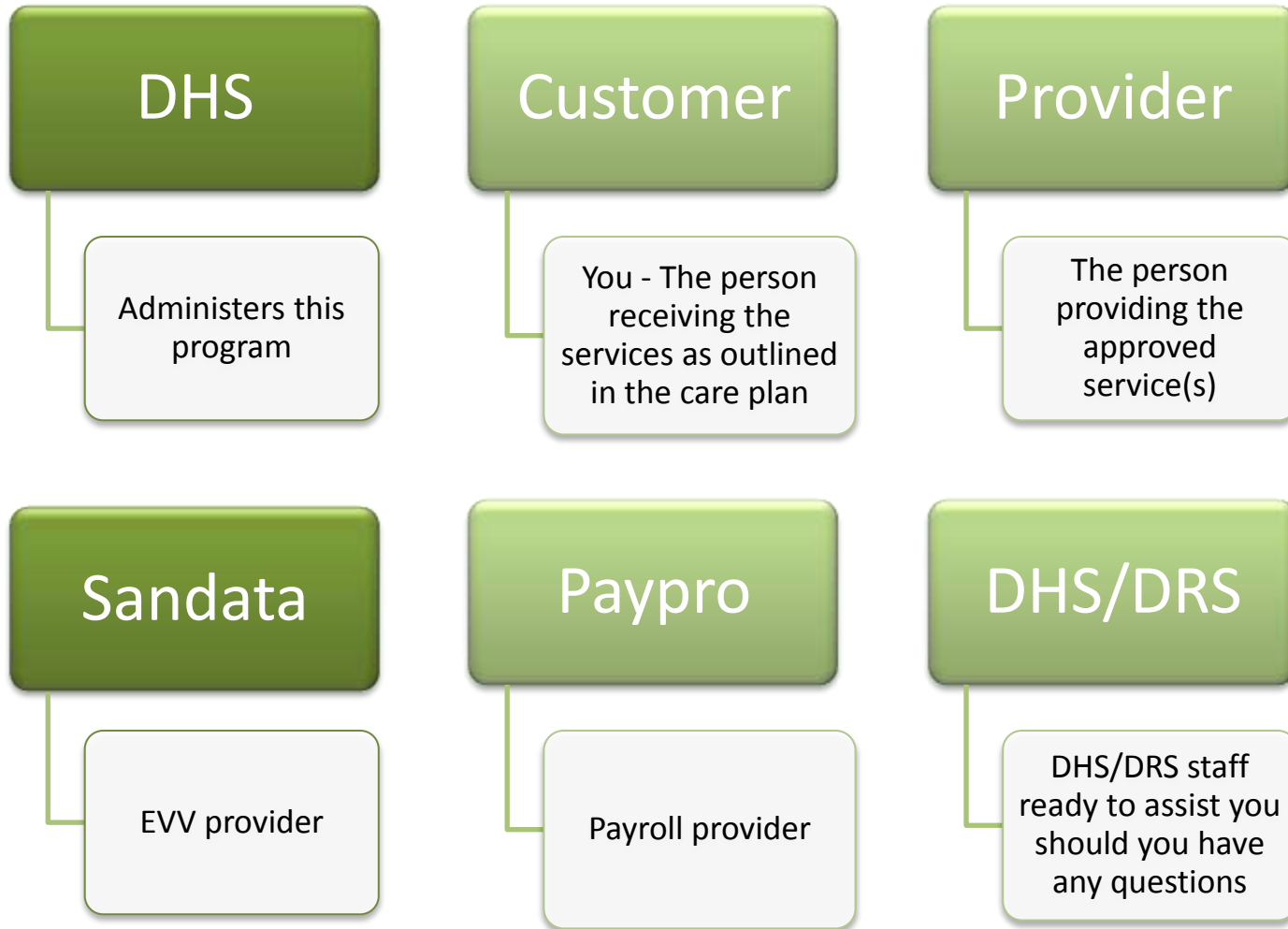# Introduction

What is EVV?

How will **my** Provider use EVV?

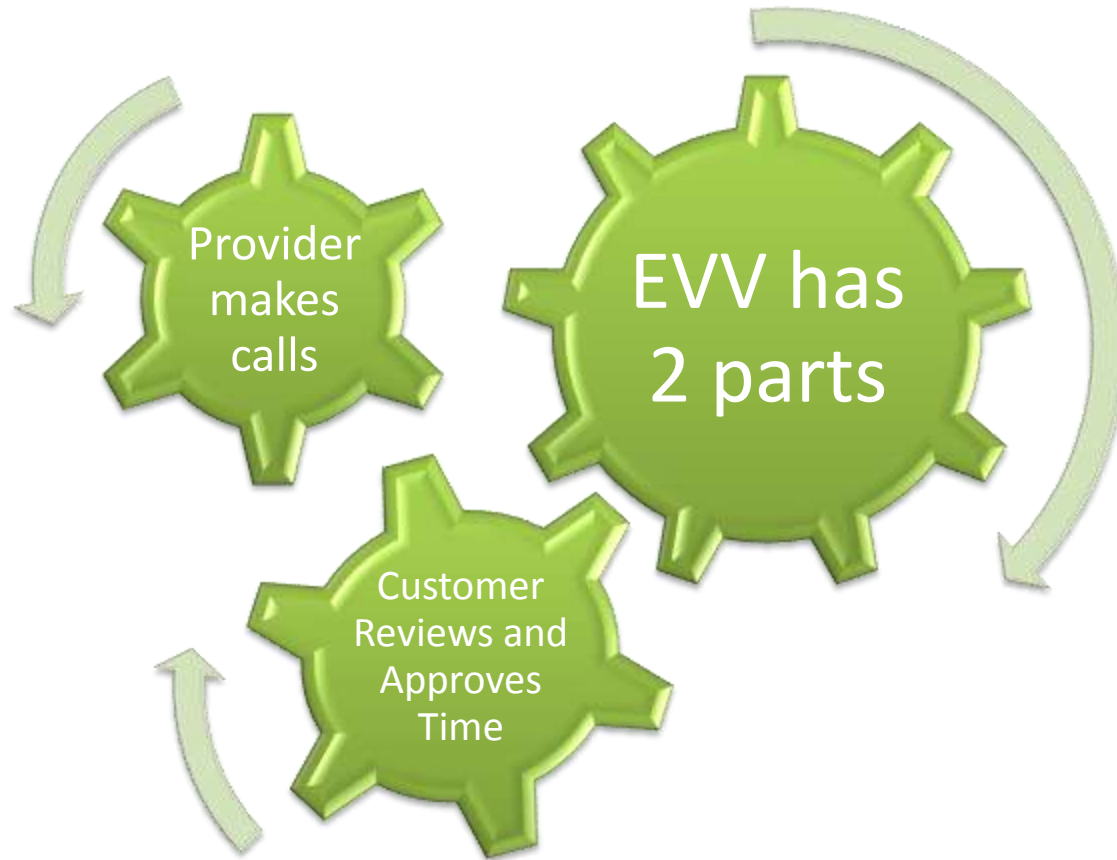How will **I** approve my provider's time?
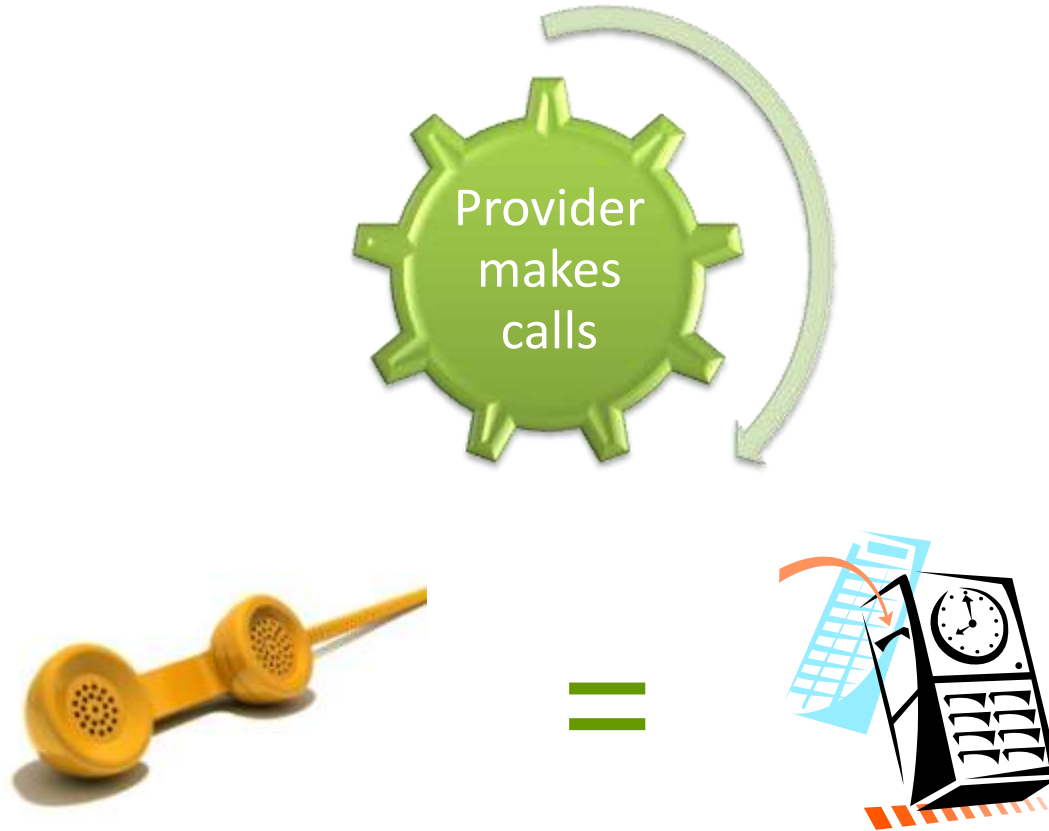
How will **I** use EVV?

Frequently Asked Questions

How to get help if I need it

DHS

Administers this program

Customer

You - The person receiving the services as outlined in the care plan

Provider

The person providing the approved service(s)

Sandata

EVV provider

Paypro

Payroll provider

DHS/DRS

DHS/DRS staff ready to assist you should you have any questions

EVV = Electronic Visit Verification

Provider makes calls

EVV has 2 parts

Customer Reviews and Approves Time

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Provider makes calls

=

1.   SANTRAX ID

2.   SPEAKER VERIFICATION

Check In

- Upon arrival, your provider calls the Santrax toll free number

- The system will prompt your provider to enter their Santrax ID

- The system will prompt your provider to repeat the phrase: "At Santrax, my voice is my password" ***If your provider has already recorded their voice print***

- Press the # key to continue

- The system will prompt your provider to press 1 if it is a call-in time

- Stay on the line until the system says "received at" and a time

- Hang Up … start time is captured in the system

The Basics – Check Out

Check Out

- Your provider calls the Santrax toll free number

- The system will prompt your provider to enter their Santrax ID

- The system will prompt your provider to repeat the phrase: "At Santrax, my voice is my password" **If your provider has already recorded their voice print**

- Press the # key to continue

- The system will prompt the provider to press 2 for a call-out time

- The provider will then need to enter the two digit task code for that visit

- Stay on the line until the system says "Thank You. Bye"

- Hang Up … the end time is captured in the system

Check In and Check Out

- Upon arrival, your provider will press and release a button on the FVV device to receive your 6 digit number for the start time.

- Before leaving, your provider will press and release a button on the FVV device to receive your 6 digit number for the end time.

- 15 minutes after the visit, your provider may Call the Santrax toll free number

- The system will prompt your provider to enter their Santrax ID

- The system will prompt your provider to repeat the phrase "At Santrax, my voice is my password" *** If your provider has already recorded their voice print***

- The system will prompt your provider to press the * key for an FVV visit

Check In and Check Out...*continued*

- ◆ The system will prompt your provider for the customer ID

- ◆ The system will prompt your provider to enter the first 6 digit reference number

- ◆ The system will prompt your provider to enter the second 6 digit reference number

- ◆ The provider will then need to enter the task for the type of service performed during the visit

- ◆ The system will prompt your provider to enter the next customer ID

- ◆ The Provider should enter the next customer ID if calling in FVV values for multiple customers or hang up if done.
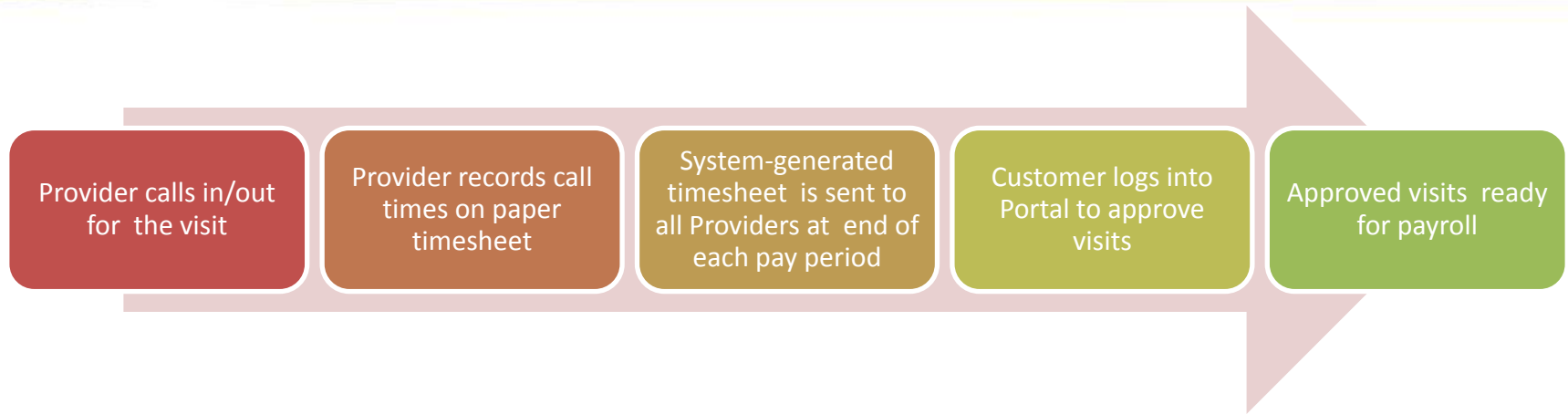
Customer Approval/Certification

All time worked must be certified by you.

- Agency – Continue to follow the agency procedures for certifying time.

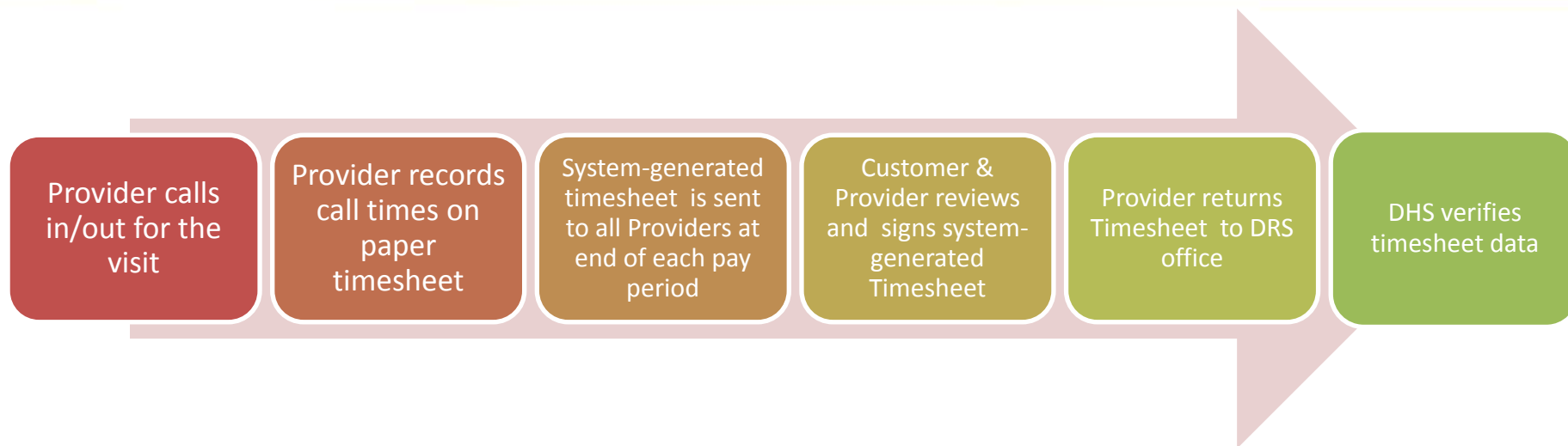- Non-Agency – Two methods of certification/approval:

Time Approval

Customer Reviews and Approves Time

Time Approval Electronic Process

Provider calls in/out for the visit	Provider records call times on paper timesheet	System-generated timesheet is sent to all Providers at end of each pay period	Customer logs into Portal to approve visits	Approved visits ready for payroll

- ◆ Provider must call-in/call-out using the EVV telephony system

- ◆ Provider should record the exact time of the call in/out, as indicated by the EVV telephony system, on a hand-written timesheet

- ◆ At the end of the pay period, a system-generated timesheet will be printed and mailed and/or emailed to all Providers

- ◆ If you have internet access, you should use the EVV Customer Portal website to review, correct, and approve visits for that pay period by the Due Date on the payroll schedule

- ◆ Approved visits will be ready for payroll processing

Benefits of the Electronic Process

◆ Less stress about timesheet due dates

◆ No more signing paper timesheets. Time worked is automatically calculated based on the provider's call in/out to Santrax.

◆ Ability to see your service plan at any time

◆ Ensures full pay for all hours worked

◆ Real time control over your information

◆ New tools to help in answering Payroll questions for your provider

Time Approval Paper Process

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Provider calls in/out for the visit → Provider records call times on paper timesheet → System-generated timesheet is sent to all Providers at end of each pay period → Customer & Provider reviews and signs system-generated Timesheet → Provider returns Timesheet to DRS office → DHS verifies timesheet data
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◆ Provider must call-in/call-out using the EVV telephony system

◆ Provider should record the exact time of the call in/out, as indicated by the EVV telephony system, on a hand-written timesheet

◆ At the end of the pay period, a system-generated timesheet will be printed and mailed and/or emailed to all Providers

◆ You and the Provider should review, correct, and sign the system-generated timesheet and return it to the DRS office by the Due Date

◆ If a system-generated timesheet does not arrive before the Due Date...

- Provider should call the DRS office to see if a system-generated timesheet can be printed, emailed, sent to or picked up by the Provider

- If so, the Provider should bring this system-generated timesheet to the Customer, and the Customer and IP should review, correct, and sign the system-generated timesheet and return it to the DRS office by the Due Date.

◆ If the DRS office cannot be reached, or a system-generated timesheet cannot be sent, emailed or picked up in time...

- You and the Provider should sign the hand-written timesheet and deliver it to the DRS office by the Due Date.

- If times on the hand-written timesheet do not closely match the times indicated by the EVV system when the Provider called in/out, the Provider's paycheck may be delayed.

Website:

https://www.youvegotpaid.net

Highlights:

◆ Electronic pay stub via a secure email message

◆ Print or save pay stubs from online portal

◆ Anytime access to account online

◆ View account information

Q: What happens if my provider forgets to call in or out? What do I do?

> **A:** You will need to update the hours worked in the Visits screen in the Customer Portal. Or, document it on the paper timesheet if you do not have access to the internet.
> *** This process may change and DHS review.*

Q: What if the phone is not available when my provider needs to check in or out?

> **A:** You will need to make the phone available to your provider to call in and call out unless there is a real emergency.

Q: Does my provider need to enter their Santrax ID and use their voice as their password every time they check in or out?

A: Yes. The provider will need to do both items when checking in or out from the toll-free number to record their visit.

Q: Do I need a computer to have my provider call in or call out?

A: No. Your provider will need a phone or a Fixed Visit Verification device.

Customer Care

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Now You Know…

✓ EVV stands for Electronic Visit Verification

✓ You and Your provider will start using the EVV as of 1/1/14. You are still required to approve/certify your provider's time.

✓ The EVV has 2 main parts – the telephone (Santrax) and certifying time (Timesheet or Customer Portal)

✓ Your provider must call in and call out for every visit using Santrax

✓ You must certify time by signing the Timesheet or using the Customer Portal

✓ If you need help, your HSP help desk or HSP field office is there to help you with any questions you may have
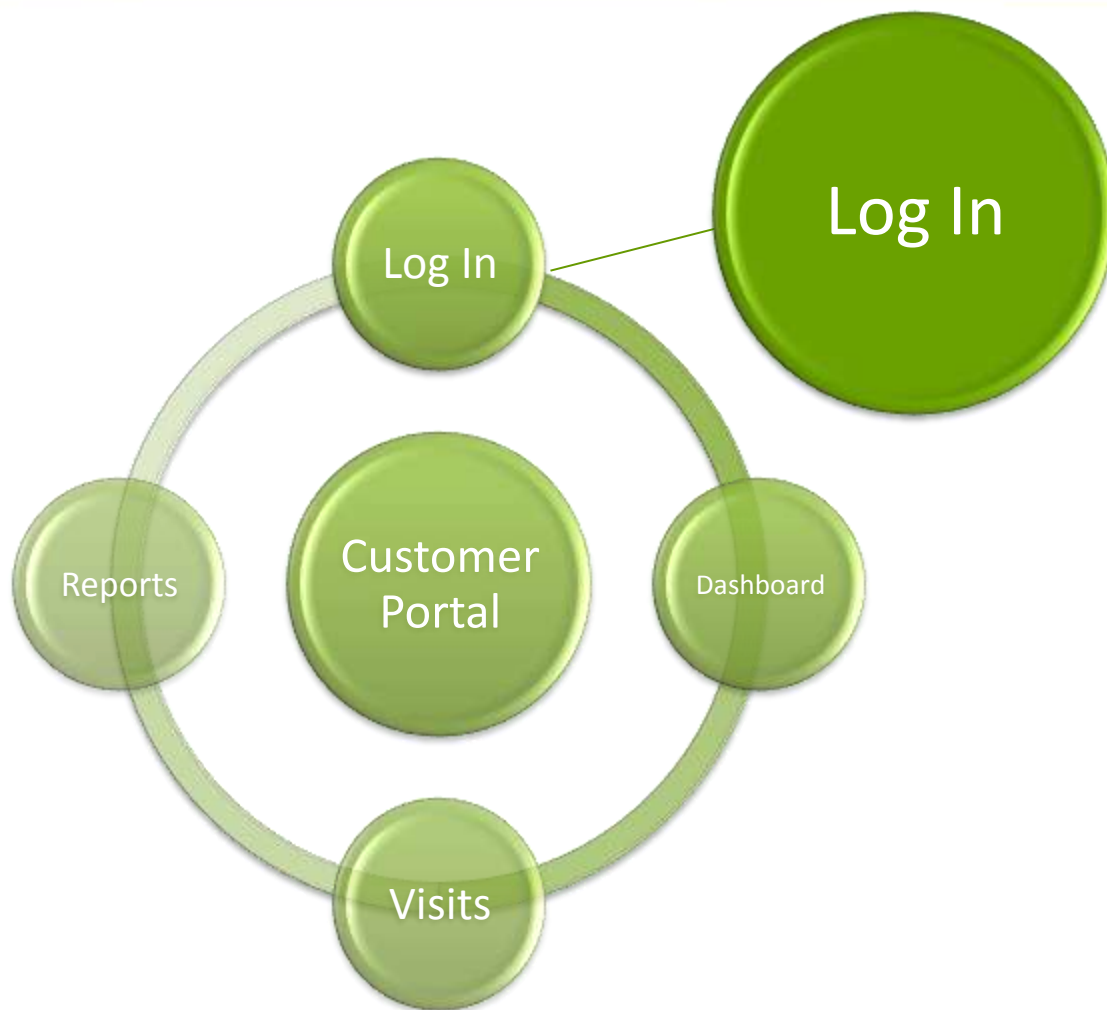
Customer Portal

Customer Reviews and Approves Time

Log In

Log In

Customer Portal

Reports

Dashboard

Visits

Log In

Log In Screen

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Q: What should I put under the agency name?
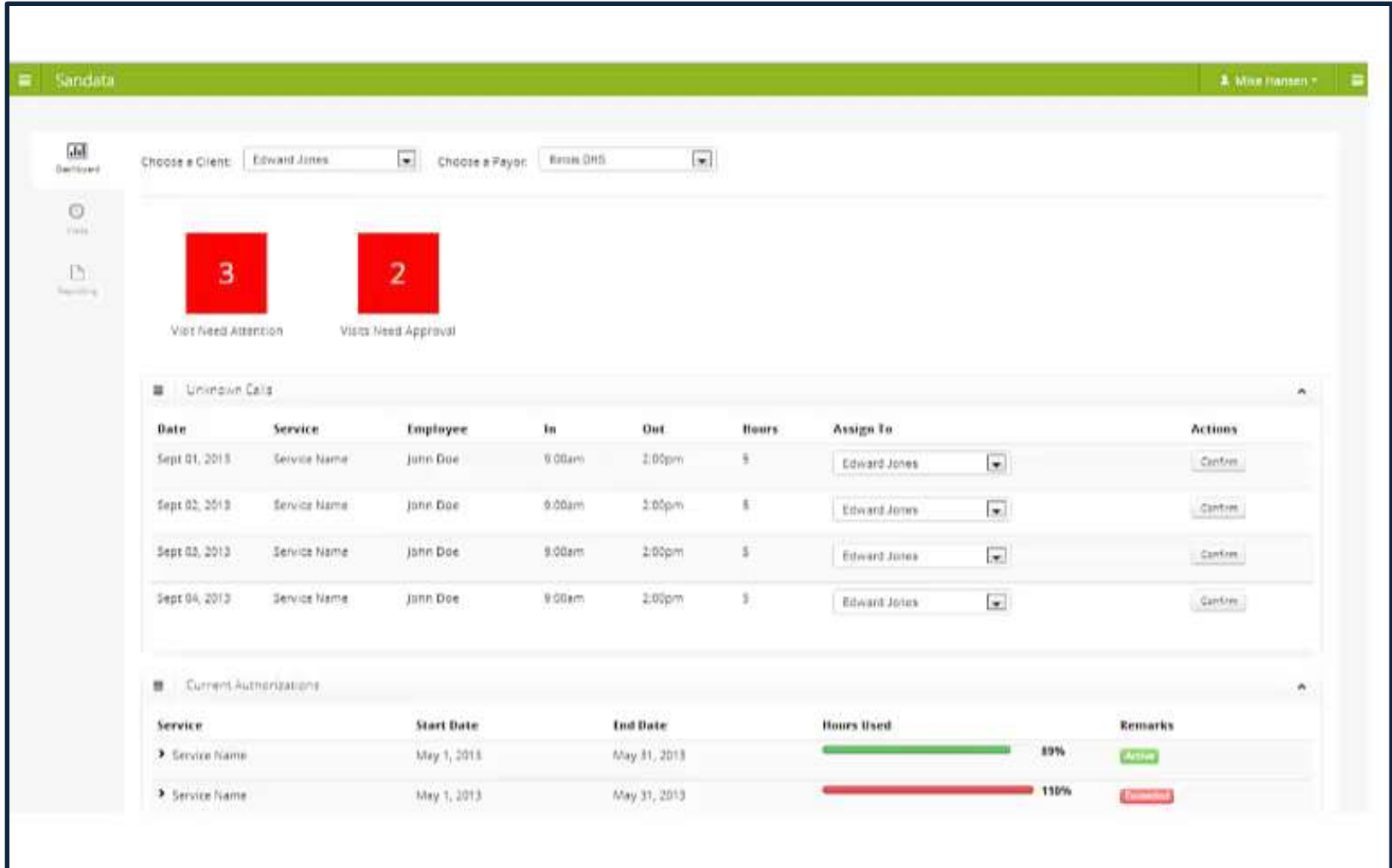
   A: This information will be provided to you. It will be STX####.

Q: Who should I contact if I don't have my user name and password?

   A: Contact your DHS office

Q: What if I forget my user name and password? How do I get a new one?

   A: Contact your DHS office

Dashboard

Dashboard
(Continued…)

Q: Who should I contact if I don't see an authorization on my dashboard that I think should be there?

A: Contact your DHS office

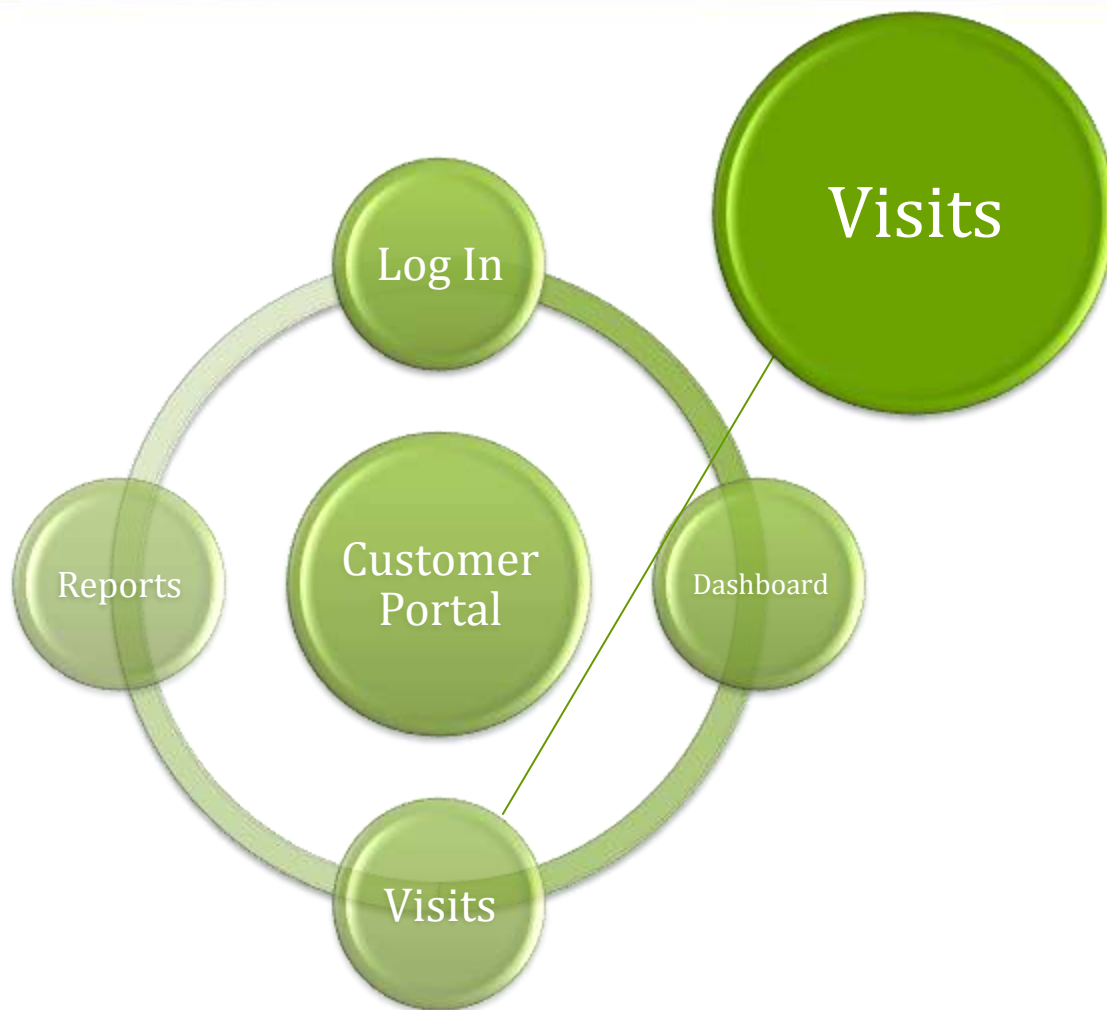**Q:** When will alerts appear on my dashboard?

A: Once you log in to the system your alerts will appear. The dashboard updates every time you access it.

Q: How do I see the detail for each of the items under the current authorization area?

    A: By clicking the arrow next to the name of the service on the dashboard screen.

Q: What does it mean if an authorization on my dashboard says expired?

    A: The authorization's end date has passed.

Visits

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Q: When do I need to approve my visit in order for my provider to get paid?

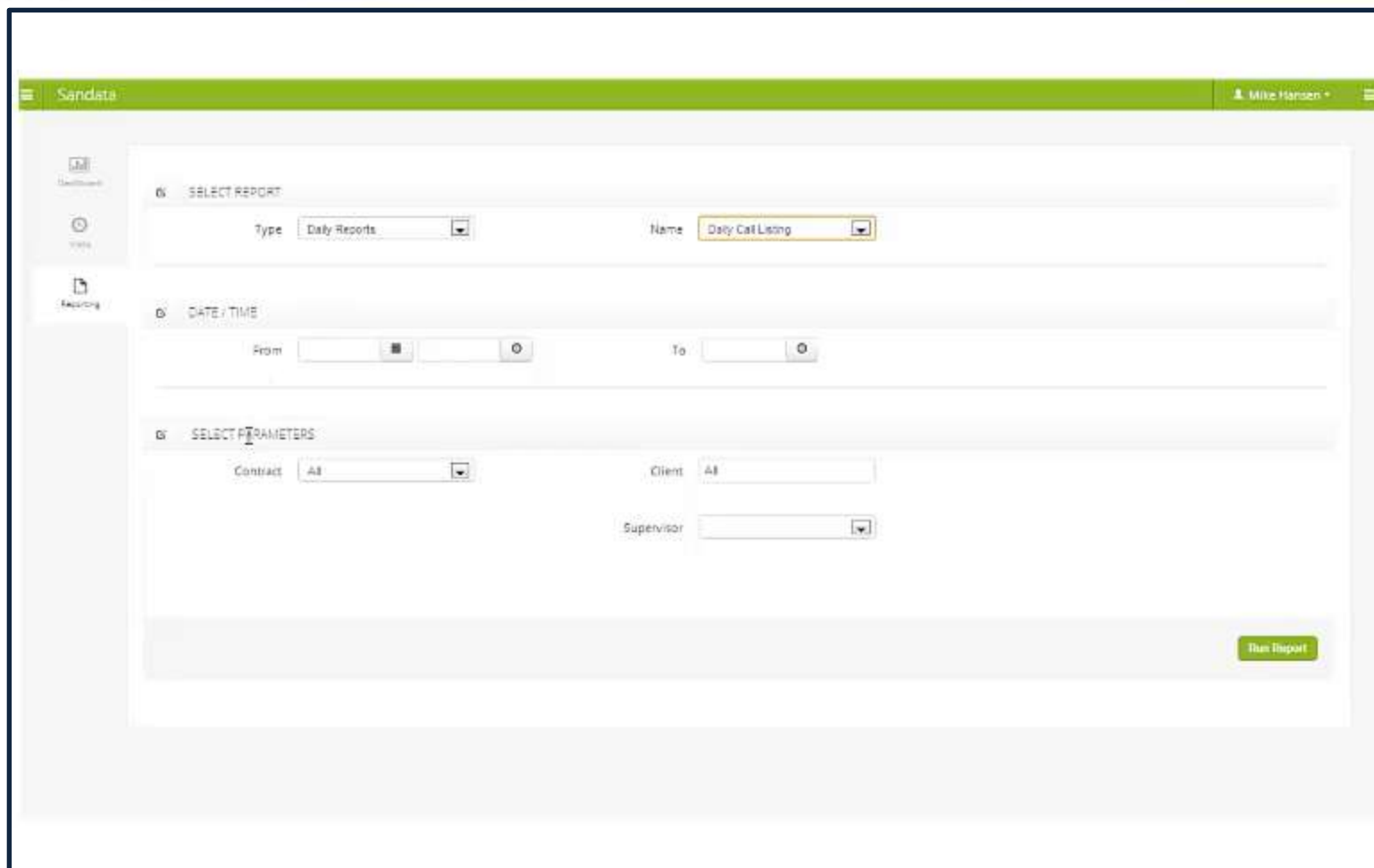   **A:** Visits should be approved upon receipt of the Timesheet.

Q: What do I put in the Payor box on the visit page?

    A: There is currently one option – Illinois DHS. This box will default to this option.

Q: Can I ignore a visit?

    A: Yes you can ignore a visit by pushing the ignore button.

Reports

Weekly Call Summary Report

Santrax ID / Program	Client Name / Client ID / Service		9/30 Monday Sch	Act	10/1 Tuesday Sch	Act	10/2 Wednesday Sch	Act	10/3 Thursday Sch	Act	10/4 Friday Sch	Act	10/5 Saturday Sch	Act	10/6 Sunday Sch	Act	Total Sch	Act	Diff
Smith, John 111222201	Williams, Sara 111222301	Start						00:07											
		End						01:07											
		Hours						01:00											
2	PA	Total						01:00										01:00	
You, Mason 111222202	Williams, Sara 111222301	Start								14:40									
		End								17:16									
		Hours								02:36									
2	PA	Total								02:36								02:36	
	Department Total							01:00		02:36								03:36	
	Grand Total							01:00		02:36								03:36	

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Q: Do I have the same filter options for every report?

    A: No, the filter options change based on the report you select.

Q: Can I save a report to my computer?

    A: Yes, you can save this report to your computer. You can also print this report or download it to Excel.

Q: Can another customer run a report on my information?

A: No. All information in the system is secure and HIPAA compliant. No other customer is able to see your information.

Q: How far back can I run reports?

A: Information for reports begin when you start using the EVV system. You can go back to the beginning but you can only run one year's worth of information at a time.

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Now You Know...

✓ EVV stands for Electronic Visit Verification

✓ You and Your provider will start using EVV as of 1/1/14.
You are still required to approve/certify your provider's time.

✓ How to approve the visit by using the customer portal

✓ If you need help, the help desk is there to help you with any questions you may have

THANK YOU FOR YOUR TIME!