

## **AZ December 2022 EVV Provider Update**

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## Valued DCI Customer -

As we approach the hard claims edit deadline of January 1, 2023, we want to inform you of the following changes made in the DCI system per the latest communication from the state:

- Aggregation of all visits for EVV-required services, not just those visits that are EVV compliant
- Live-in Caregiver Exception Codes
- Late Call-In Exception Codes
- Real-time Group Service Visit Aggregation

**To ensure a seamless go-live on 1/1/2023, the DCI team is requesting all feedback and issues with the above changes or any EVV-related concerns to be reported by Tuesday 12/13/2022. This deadline will give us adequate time to investigate and resolve the reported issues before hard edits go into effect.**

A summary of the changes we made are below:

### EVV- Required Visit Aggregation:

Previously any visits that were not EVV compliant would not be sent to Sandata. DCI is now sending all visits, EVV compliant or not. With this change comes enhanced visibility, where you can view, manage, and take action to assign resolution and/or exception codes for all visits.

As a reminder, your organization must log in to the Sandata portal and review your aggregation results daily. Sandata will always be your first point of contact to triage any rejections, as they are the experts on visit failures, reasoning, and verbiage. If the visits require DCI intervention to re-aggregate, please submit a Help Desk support ticket (Zendesk) as soon as possible. Please refer to the following article in the help center for how to submit a support ticket, [Submitting a DCI Support Ticket for EVV Aggregation Issues and Resolutions](#).

### Live-In Caregiver Exception Codes:

As you know, EVV visits for live-in caregivers don't require schedules. As such, live-in caregiver exception codes can be hard-coded for visits linked to employee service accounts with a relationship type of "live-in caregiver."

This recommended change was communicated to all customers, and if you responded with your approval, the change was released.

### Late Call-In Exceptions:

The late call-in exception code will be automatically assigned to any visit that starts 60 minutes after the scheduled start time.

This recommended change was communicated to all customers, and if you responded with your approval, the change was released.

### Real-time Group Services Visit Aggregation:

DCI completed the development work required for real-time group service visits to be EVV compliant. If you haven't already received communication from the help desk support ticket (Zendesk) regarding this change, you will receive communication shortly. Please view the help center article [Group Service Enter a Punch – Mobile App](#) for more information.

### Provider Best Practices

For the best results and experience, please review and implement the Provider Best Practices listed below:

- Identify team member(s) responsible for EVV visit maintenance
- Log in to your Sandata portal daily
- View EVV visits and aggregation status in the aggregator portal
- Triage EVV errors with your state and/or aggregator as the first point of contact
- Review DCI EVV Aggregation reports that are emailed to you daily
- Perform visit maintenance in DCI to correct visit errors
- Review all six required aggregation requirements:
  - Type of service performed
  - Individual receiving the service
  - Date of the service
  - Location of the service
  - Individual providing the service
  - Time the service begins and ends
- If the error in DCI cannot be resolved independently, submit a help desk support ticket (Zendesk) for DCI

For additional information and to stay current with changes, visit our help center links below:

[Arizona - EVV Aggregation](#)

[EVV Electronic Visit Verification Alternative Vendor Aggregation](#)

For your reference, please see the communication from AHCCCS regarding the notice for hard claims edits beginning **January 1, 2023**. You may click the link to view the [EVV Hard Claims Edit Notice](#) document. This change will require an EVV visit to exist for associated claims payments.

*If you are no longer your organization's EVV point of contact, please email [evvsupport@dcisoftware.com](mailto:evvsupport@dcisoftware.com) with the updated contact information.*