Pennsylvania - EVV Aggregation

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. EVV is a federal requirement and is a mandatory program. All individuals who receive services from Pennsylvania Department of Human Services (DHS) must participate.

The services impacted are:

- Personal Assistance Services (PAS)
- Home Health Services (HHS)
- Habilitation Services
- Respite Services

Important Websites

- Pennsylvania Department of Human Services (DHS): https://www.dhs.pa.gov/
- DHS EVV Webpage: https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx
- DHS EVV Technical Assistance: EVVtech@dhs.pa.gov

Provider Best Practices

- · Identify team member(s) responsible for EVV visit maintenance
- Log in to your aggregator portal daily
- View EVV visits and aggregation status in the aggregator portal
- Triage EVV errors with your state and/or aggregator as a 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
- Create, maintain and verify EVV Locations for clients (members)
- · Review Social Security ID is required and the toggle button is selected Yes for "Allow SSN Retrieval" on the employee profile
- If the error in DCI can not be resolved independently, submit a help desk ticket (Zendesk) for DCI

If you have not already started, please begin these activities. Please be advised the aggregator portal is the source of truth for whether a visit is accepted or rejected.

Additional Pennsylvania EVV Aggregation Requirements:

EVV Locations

EVV locations are a required aggregation element for TMHP. In DCI, clients (members) can have multiple EVV Locations created for their profile and available for employees to select at the time of clock in and clock out via the mobile app or web portal. View the EVV Locations article in the DCI help center for information on how to create and manage DCI. Allowable EVV Locations (service locations) for TMHP are as follows: Member Home, Community, Family Home, and Neighbor Home.

Common EVV Aggregation Failure Results

Failure Reason	Sandata Field	DCI Field	Reasons why aggregation is failing	Steps to Update/Correct
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Verified Visits /Entries	N/A	N/A	 This error may arise when visit/entries are updated and DCI sends the updated visit/entry. In the event you see duplicate visits/entries please open a DCI support ticket. 	 Login to Sandata Navigate to Visit Review Agency: Choose your agency Filter to Client (and) Employee as necessary, or leave blank for date range of population Select date range at minimum back to
Employee SSN Failed	Employeelde ntifier	Employee Profile: SSN & Verify SSN > needs to be entered Allow SSN Retrieval > Select Yes	 Short version (4 digits) of SSN is being aggregated - full SSN required Employee SSN is not entered into DCI 	 Log in to DCI Click Home on the main menu Click Employees on the sub menu Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table Click the Actions button Click Edit Employee in the Actions dropdown The Edit Employee form wizard will open On the Basic Demographics tab verify/update the following fields a. SSN and Verify SSN - enter SSN for employee Allow SSN Retrieval - select Yes Click Yes in the confirmation alert window
Procedure Code Failed	ProcedureC ode	Service Code: Default HCPCS Code	Missing default HCPCS code Default HCPCS code incorrect	 Log in to DCI Click Settings on the main menu Click Funding on the sub menu Use the filter to search for the funding source, select it by clicking anywhere on the line in the table Scroll down and select the Service Code tab Select the Service Code with the error from the table Click teld Service Code in the Actions dropdown Click teld Service Code in the Actions dropdown The Edit Service Code field Click Save Click Yes in the confirmation alert window
Client Address Value or Format Failed	ClientAddres sLine1	Client Profile: Address	 Client address value incorrect (length should be between 1-30) Client address format incorrect (can not contain special characters) 	 Log in to DCI Click Home on the main menu Click Clients on the sub menu Use the filter to search for the client, select the client by clicking anywhere on the line in the table Click the Actions button Click Edit Client in the Actions dropdown The Edit Client form wizard will open On the Basic Demographics tab verify/update the following fields Address Click Save Click Yes in the confirmation alert window
Reason Code Missing (can't be null)	ChangeReas onMerno	Funding Source: Require Reason Code for Manual Entries > Select Yes	Reason code required for manual entries setting on the funding source needs to be turned on	 Require Reason Codes for Manual Entries Log in to DCI Click Settings on the main menu Click Funding Source on the sub menu Use the filter to search for the funding source, select it by clicking anywhere on the line in the table Click the Actions button Click Edit Funding Source in the Actions dropdown The Edit Funding Source form wizard will open Update the Require Reason Code for Manual Entries field to Yes Click Save Click Yes in the confirmation alert window

Reason Code	ChangeReas	Reason Code:	Free text note needs to be entered and required for specific	Add Reason Code and Require Free Text Note
Memo Needed (can't be null)	onMemo	Requires Free Text Note > Select Yes	Free text note needs to be entered and required for specific reason codes	 Log in to DCI Click Settings on the main menu Click Funding Source on the sub menu Use the filter to search for the funding source, select it by clicking anywhere on the line in the table Click the Actions button Click Add Reason Code in the Actions dropdown Fill out the Reason Code form wizard a. Select Yes for the field Requires Free Text Note Click Save Click Settings on the main menu Log in to DCI Click Settings on the main menu Click Settings on the main menu Click Funding Source on the sub menu Use the filter to search for the funding source, select it by clicking anywhere on the line in the table Scroll down and select the Reason Codes tab Select the Reason Code from the table Click the Actions button Use the Reason Code from the table Click tedit Reason Code form the table Click the Requires Free Text Note field to Yes Click Yes in the confirmation alert window
Live In Caregiver	N/A	Employee Service Account: Relationship Type > Select Live In Caregiver from the dropdown	The relationship type live in caregiver is not selected	 Log in to DCI Click Home on the main menu Click Employees on the sub menu Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table Scroll down and select the Accounts tab Select the Account from the table Click the Actions button Click Edit Service Account in the Actions dropdown The Edit Service Account form wizard will open Verify/update the Relationship Type field to Live In Caregiver by selecting it from the dropdown Click Save Click Yes in the confirmation alert window