# Utah - 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.

In Utah EVV is required for all Personal Care Services and Home Health Care Services under Medicaid effective July 1, 2019*. Providers must select their own EVV service vendor and have records available for review upon request. All systems must be compliant with the Cures Act requirements include:

- the type of service performed
- the individual receiving the service
- the date of the service
- the location of service delivery
- the individual providing the service
- the time the service begins and ends
- the date of creation of the electronic record

*While a July 1, 2019 compliance date has been set, recoupment/penalties for not having EVV

## Important Websites

- Utah Department of Health and Human Services

## 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
- 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.**

## State Specific Aggregation Topics

- Aggregation in UT is handled through a CSV upload.
- DCI will aid in the format and preparation of the CSV file and the client will own uploading and troubleshooting errors.

## Common EVV Aggregation Failure Results

| Failure Reason | CSV Field | DCI Field | Reasons why aggregation is failing | Steps to Update/Correct |
|---|---|---|---|---|
| Member ID | Member ID | Medicaid ID or Member number | <ul><li>If the member ID field is empty</li><li>If non-numeric value</li><li>If under minimum length</li><li>If over maximum length</li></ul> | 1. Login to DCI<br>2. Click Home on the main menu<br>3. Click Clients on the sub menu<br>4. Search for the client and select the client name in the table by clicking anywhere in the row.<br>5. Verify the Medicaid ID or the Member number on the client profile page<br>6. There should be only numbers and the value should be 9-10 digits |
| Service Code | Service Code | HCPCS Code | <ul><li>If the member ID field is empty</li><li>If there are invalid characters</li><li>If under minimum length</li><li>If over maximum length</li></ul> | 1. Login to DCI<br>2. Click **Settings** on the main menu<br>3. Click **Funding Sources** on the sub menu<br>4. Search for the **Funding Source** applicable to the visit.<br>5. select the **Funding Source name** in the table by clicking anywhere in the row.<br>6. Scroll down to the list of **Service Codes** select the **Service Code** in the table by clicking anywhere in the row.<br>7. Verify the **HCPCS** on the Service Code page<br>8. Ensure there is a HCPCS populated and that it has the correct value. |