

Electronic Visit Verification - Provider Welcome Letter

March 4th, 2020

Dear Medicaid Home Health, Home Care, and 1915(c) Intellectual/Developmental Disabilities (I/DD) Waiver Providers:

Later this year, Med-QUEST will require Medicaid providers of home health agency services and home and community-based services to use Electronic Visit Verification (EVV). EVV is an electronic-based system that verifies when and where provider visits occur and documents the precise time services begin and end. It ensures that members receive their authorized services.

Participation in the EVV implementation is mandatory for the following programs:

- QUEST Integration (1115 waiver) program
- I/DD (1915(c) waiver)

Benefits of the EVV system include:

- Helps providers track care givers activity, reducing the likelihood of errors
- Increases efficiency because tracking is automated and claims submission is cleaner
- Improves quality of care by making care givers activities transparent and measurable

Med-QUEST has contracted with Sandata Technologies to deliver the EVV services. Sandata is collecting information from you through a survey to support the EVV implementation and training activities. Your input is vital in helping us to design an effective system. If you have not already taken the survey, please complete by Tuesday March 31st, 2020.

Please access the survey at https://www.surveymonkey.com/r/HawaiiGov_EVV_Survey

Information and updates about EVV are at <http://www.medquest.hawaii.gov/EVV> We encourage you to visit the website often for the latest EVV news and any upcoming training announcements.

We look forward to working with you on a successful EVV program. If you have questions about EVV or the survey, please send questions to EVV-MQD@dhs.hawaii.gov

Sincerely,

Jon Fujii