

Electronic Visit Verification Implementation Frequently Asked Questions, December 2022

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What is the due date for EVV Implementation?

EVV requirements have been in place since January 1, 2021. In other words, the requirements have been effective since that date. Home Care Agencies have been capturing and storing the required EVV data elements since late 2020, per the requirements from Management Bulletin [H21-041 Home Care Agency EVV System](#). DSHS is now actively working with Home Care Agency providers to complete implementation by consistently and fully submitting required EVV data elements into ProviderOne, Washington's data aggregator. DSHS staff are providing support and information to agency staff in order to proceed through the requirements so that Washington can demonstrate fully compliant EVV claims submission, adjudication, and data aggregation to our federal partners.

Claims submitted to ProviderOne currently undergo an automated review of the required EVV elements as part of claims adjudication. The information that this review process generates is referred to as an "edit" in the payment system, and some edits will allow a payment to be generated and some will not. The system review of EVV elements currently allows payment to be generated. DSHS will not move toward the edit being shifted to not allow payment until the quality of the claims submissions by Home Care Agencies indicates that technical issues around rostering, servicing provider associations and other technical issues appear resolved and the quality of the data indicates clear competencies and success with submission of all EVV elements.

Until that milestone is made, DSHS will not move forward with any changes to the existing ProviderOne EVV edits. Health Care Authority staff are working closely with DSHS teams to develop reports to assist with this tracking, and provide technical support with system issues as they arise. DSHS staff are working closely with Home Care Agencies to provide training and help develop competencies with these new billing requirements. As EVV data continues to become available in claims submissions, analysis will occur which will inform any dates or projections about the right timing for this shift, and this will be communicated to Home Care Agencies.

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[Roster Template & Uploads to ProviderOne](#)

How do we maintain new hires? How often do you recommend we upload rosters?

Add new hires to the Provider Roster Template and upload this completed document through your ProviderOne portal. Reference the training posted at [DSHS Home Care Agency EVV Resources](#) for resources that show:

- The most current Provider Roster Template;
- Instructions for How to Complete a Roster;
- Instructions for uploading the roster to ProviderOne; and

- Instructions for downloading the Social Services Servicing ProviderOne ID numbers for rostered staff.

These are the steps to follow to obtain the Social Services Servicing ProviderOne ID number that is assigned to your caregiver employee, through the rostering process. Your agency can determine the frequency of uploading a new roster, based on factors such as how often hiring occurs, or plan to upload at regular intervals such as weekly or monthly. To ensure that you have the most accurate records it is recommended to upload a new roster frequently, or whenever new caregiver employees join your agency.

Can we edit a roster already uploaded to ProviderOne to add new hires? Or does a new roster need to be uploaded each time?

A new roster must be uploaded each time. Please ensure you are using the most recent Roster Upload Template. You can find the most recent version of the Roster Upload Template at [DSHS Home Care Agency EVV Resources](#).

I tried to upload a roster in ProviderOne but I'm getting an error message that says I do not have sufficient access. What do I do next?

Contact your agency's ProviderOne System Administrator to obtain the access level needed to upload rosters, either the *EXT Provider Social Services* or *EXT Provider Social Services Medical* profiles. Information for Adding New Users and Assigning Profiles can be found at [HCA ProviderOne for Social Services](#).

If we have an employee's ProviderOne ID number why do we still need to roster them to our agency?

Even if a new hire has an existing Social Services Servicing ProviderOne ID number from ProviderOne, you still must roster them to your agency's Billing Provider ID in order to submit claims with this employee as a Social Services Servicing Provider. The connection between Servicing Provider and Billing Provider must be established in ProviderOne between your agency and that person. This is completed through the rostering process. Claims submitted by an agency using a servicing provider not rostered to that agency will see a claim error advising that the servicing provider is not valid.

Should Supervisors also have a SSSOP ID if we have to cover client services?

Any staff at your agency who provides Personal Care Services or Respite Care Services to clients in the at-home setting would need to have a Social Services Servicing Provider ID rostered to the Home Care Agency as the Billing Provider.

If a caregiver changes their name (marriage, divorce, etc.) will they be required to obtain a new ProviderOne ID?

No.

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Claims Submissions

How do we know the Location ID for Social Services Servicing Providers?

When the claims are submitted which include the Social Service Servicing Only ProviderOne (SSSOP) ID number, that ID needs to include two components. One is the 7 digit Social Service Servicing Provider ID number, and the second is the 2-digit "SS Servicing Location code", or "Location ID".

The SS Servicing Location Codes are found in a report that you download in Excel form from your ProviderOne portal. Each time new hires are rostered, download this report to obtain the ProviderOne ID number (7 digits) assigned to these newly added caregivers. Filter by Date Added in Excel to quickly locate the newest rostered employees. This report also provides the 2-digit Location ID. Both segments are necessary to comprise the 9-

digit SSSOP ID number and for successful (error-free) EVV-compliant claims submission for adjudication & payment.

For most Social Service Servicing Only Providers, the Location ID is '00'. If the SSSOP has a pre-existing record in ProviderOne (i.e. from being an Individual Provider at any point), then their Location ID may be '01' or '02'. Claims submitted will need to reflect the Location ID consistent with what is displayed in the SSSOP ID report from ProviderOne. The instructions for downloading this report can be found at [DSHS Home Care Agency EVV Resources](#).

Because we want payments to agencies to continue with minimal interruption, please make 2 attempts to submit your claims with all required fields including the full 9-digit SSSOP ID. If after 2 attempts there are lines that continue to deny please omit the SSSOP ID so the claim submission will adjudicate for payment. DSHS staff can work with Home Care Agencies to problem-solve the submission issue your agency is experiencing through scheduled one-on-one consultations with the EVV Program Manager or during open Office Hours sessions.

What should be entered for these proximity and verification fields?

- 1. Client-Provider Proximity for Start Time**
- 2. Client-Provider Proximity for End Time**
- 3. Client Verification for End Time**

These are Optional fields and are not in use at this time. We advise to leave them blank as these will likely be repurposed for another function at a later date.

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GPS coordinates

How many decimal places to the right of the decimal are needed for Latitude and Longitude location? Our system exports a much longer number than is needed and we need to truncate it.

Four digits is what is required to the right of the decimal point for Latitude and Longitude coordinates.

What is the correct entry for the Geo-data fields if the caregiver uses IVR to clock in and out?

If the caregiver is using a telephone system connected to Interactive Voice Recognition (IVR) software, the expectation is that the telephone used is a landline connected to the residence. The Latitude/Longitude locations of the residence is the correct entry for these fields.

Is a caregiver allowed to clock in and out via IVR using the client's cell phone?

IVR should only be used from a landline telephone, connected to the residence. The Latitude/Longitude locations of the residence are the correct entries for the Geo-data fields.

If the caregiver employee was unable to Clock In or Out, so the Location coordinates are 0.00, is it acceptable to enter 0.0000? Where do we provide explanation of this circumstance?

Yes, it is allowable to enter 0.0000 as the location data when the servicing provider is unable to clock in/out. The explanation method for this is a Manual Entry code. More information will be shared on this process at a later date.

GPS coordinates are captured when a caregiver uses the mobile EVV application to Clock In and Out. When the mobile application is used, are the latitude/longitude coordinates captured from the mobile device what should be submitted with the claim?

Yes.

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ProviderOne questions

What is the ProviderOne Login link?

<https://www.waproviderone.org/>

If we have questions about claim submissions or payment issues, who should we ask?

- [Jacqueline Pinkerton](#) is the Social Services Billing Program Manager at DSHS/ALTSA.
- [HCA ProviderOne Billing support](#)

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