

# Go Live with EVV via Connect a Voice

Connect a Voice  
1060 Kingsmill Pkwy,  
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Once you are ready to go-live with EVV, the Connect a Voice team will take care of linking your account up with Sandata.

Here are a few steps you'll need to help the Connect a Voice team with to make sure you're submitting and billing timesheets properly.

## 1) Identify which Engagement Levels require the correct EVV billing codes.

EVV is requiring that you send over Timesheets associated with the following Billing Codes:

- HPC
- T1002
- T1003

You will need to work with your contact at Connect a Voice to make sure that your Engagement Levels are attached the proper codes above. For example "Awake Services" would be attached to "HPC" and "Waiver Nursing" would be attached to "T1002 or T1003".

An Engagement Level like On Site On Call would not have an associated Billing Code since it is not required to be sent over to Sandata.

## 2) Update Consumers & Staff with new Information

Staff will need to be updated in Connect a Voice with their Social Security Numbers. You can simply go into the *Staff Members* section in Connect a Voice and edit their record and input an SSN.

Consumers will need to have 2 new things added:

1. Payer Information - simply select the 3 Billing codes and click the arrow pointing Right to move them into the right box (see screenshot below).
2. Medicaid ID - if not already in Connect a Voice, this will need added so that you can bill against them.

# Edit Consumer 'Mike Riverside'

Dashboard / Consumers / Team 2 Consumer B / Edit

Show Edit

**Id** 359  
Optional.

**Sandata payer procedures**

Search

- DODD / DD / HPC
- DODD / DD / T1002
- DODD / DD / T1003

Clear all

Optional.

## 3) Check for any Rejected Staff or Consumers

If a Staff or Consumer is rejected by Sandata you will see their record highlighted in yellow like in the below screenshot.

## List of Consumers

Consumer successfully updated

Dashboard / Consumers

List + Add new Export Add filter Selected items

Filter Refresh Export found Consumers

Id	Team	First name	Last name	Middle name	Provider id number	...
359	Team 2	Test	Consumer	-	-	... i
358	Team 2	Other	Individual	-	-	... i

If you see a rejected record, simply click the Edit button and you will see the error that Sandata has sent back. The most common rejected reasons will be:

Staff:

- **Missing/Incorrect SSN** - this can be fixed by simply editing the Staff and putting in their 9 digit SSN.

Consumer:

- **Missing Payer Information** - this can be fixed by simply moving the 3 Billing Codes to the box on the right and hitting Save.
- **Missing/Incorrect Medicaid ID** - this can be fixed by simply editing the Consumer and adding their 12 digit Medicaid ID.
- **Missing Location** - this can be fixed by simply assigning your Consumer to a Location

#### 4) Have Staff use Connect a Voice like normal

Staff should not notice a difference after the rollout of EVV.

However, they should know that they are still expected to clock-in and clock-out at the actual time of service, not after the shift or the following day.

#### 5) Log into the Sandata Aggregator portal and confirm data is showing up there.

If it is, please contact Sandata through the eTRAC portal and let them know you are seeing live data from Connect a Voice in the aggregator.

#### 6) Frequently Check and Review Timesheets for Rejected Entries

Similar to Staff & Consumers, if a Timesheet is rejected by Sandata it will highlight in yellow.

If a record is rejected, simply click the “edit” button to see the message from Sandata.

To re-send a Timesheet back to Sandata you will need to provide a Reason Code and a Reason Memo. You will not be able to edit a Timesheet without a Reason Code.

- **Reason Code** - the reason why you are re-sending the record back to Sandata. Choose one from the list.
- **Reason Memo** - a quick explanation of why you edited the Timesheet.

The list of Reason codes are:

- **Individual Data Issue** - There was something wrong with the Consumer (Medicaid ID, Payer info, etc.) or Staff (SSN) that you have fixed and need to re-send the Timesheet.

- **DCW/NAP Error** - or “Direct Care Worker Error” means that the Staff made a mistake, such as they forgot to clock in and you are editing their time for them.
- **Device Issue** - There were technical problems with the device, thus the Staff was not able to clock-in/out correctly.
- **Verification Attempt Failed** - the Timesheet was not correctly verified maybe due to misplaced GPS coordinates or some other issue.
- **Split Visit - Overtime**
- **Split Visit - Multiple Programs**
- **Split Visit - Home Care Attendant**
- **Individual Is Displaced**
- **Retroactive Eligibility Determination**
- **Retroactive Payer Change**
- **Group Visit**

The most common types of rejected reasons will be:

- **Missing/Incorrect Staff SSN** - to fix, go to “Staff Members” edit the Staff to the correct SSN. After editing, if it is not highlighted anymore, go back to the Timesheet, provide the “Individual Data Issue” reason code, as well as a memo, and submit.
- **Missing/Incorrect Medicaid ID or Location** - to fix, go to “Consumers” edit the Consumer to the correct ID or Location. After editing, if it is not highlighted anymore, go back to the Timesheet, provide the “Individual Data Issue” reason code, as well as a memo, and submit.

If at any point you come across something you do not understand, please reach out to your contact at Connect a Voice.