PA-DHS Third Party EVV

Aetna

Addendum v1.2.3

Version Update

Name	Title	Changes	Date
P. Brooks	Product Management	v1.0 Initial draft	09.21.2020
P. Brooks	Product Management	V1.1 Added field 3 in the Employee General section and field 4 in the Visit General section "EmployeeOtherID" as a required field with specific notes on values that should be provided	12.16.2020
P. Brooks	Product Management	V1.2 Removed exceptions not applicable to program	12.23.2020
P. Brooks	Product Management	V1.2.1 – Updated format to expected value fields.	1.5.2021
P. Brooks	Product Management	V1.2.2 – Removed "An email Address is Optional" from Third Party EVV API; EmpoloyeeEmail, removed UN modifier as it was deemed not applicable.	1.15.2021
P. Brooks	Product Management	v1.2.3 – Updated valid values for EmployeeIdentifier in Employee General and Visit General segments; added U3 modifier to appendix	03.34.2021
P. Brooks	Product Management	V1.2.3 – Updated ClientZip format in Expected Value column Added clarifying language for modifier fields Cleaned up several text alignment issues In Appendix 4.7 added clarifying language for that appendix Removed "Alpha Letters" from Appendix 4.5 Field Level Errors Removed mention of "See Appendix 4.5 for Error details" in ClientQualifier and EmployeeQualifier elements.	04.05.2021

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1 Overview

This specification is intended to document any additional required attributes and the attributes that have values specific for PA-DHS pertaining to the Third Party EVV API that are required or recommended. Any additional attributes sent by PA-DHS Third Party EVV Providers will not be validated but will be stored by Sandata.

1.1 Intended Audience

The intended audience of this document is:

- Project Management and Technical teams at Sandata.
- Project Management and Technical teams at PA-DHS OMP PH MCOs implementing this interface.

2 PA-DHS Specific Requirements

This interface, for PA-DHS, is intended for Third Party EVV Vendors to provide completed visits on at least a daily basis to the Sandata Aggregator. Visits are considered to be completed when all required information has been supplied for the visit and all visit exceptions have been remediated. Sandata will verify that visits received pass all PA-DHS edit rules on receipt. Note that the expectation is that all visit changes will be supplied along with the final completed visit.

3 Third Party EVV API

Index	Element	Description	Max Length	Type	Required?	Expected Values
Provider Identification						
1	ProviderQualifier	Identifier being sent as the unique identifier for the provider. Values: SandataID, NPI, API, MedicaidID, TaxID, Taxonomy, Legacy, Other.	20	String	Yes	NPI
2	ProviderID	Unique identifier for the agency.	64	String	Yes	10 Digit ProviderID NPI Format: ##########
Client General Information						
2	ClientFirstName	Client's First Name.	30	String	Yes	LIVE DATA See Appendix 4.5 for Error details
4	ClientLastName	Client's Last Name.	30	String	Yes	LIVE DATA See Appendix 4.5 for Error details
5	ClientQualifier	Value being sent to uniquely identify the client. Values: ClientSSN, ClientOtherID, ClientCustomID. Should be the same as the value used by the Payer if a client feed is provided by the payer.	20	String	Yes	ClientCustomID
6	ClientMedicaidID	Unique ID provided by the State Medicaid program to the client.	64	String	Yes	MedicaidID (10-digit ID) Format: ##########
7	ClientIdentifier	Payer assigned client identifier identified by ClientQualifier. If client	64	String	Yes	MedicaidID (10-digit ID) Format: ##########

Index	Element	Description	Max Length	Type	Required?	Expected Values
		information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided.				
9	SequenceID	The Third Party EVV visit sequence ID to which the change applied.	16	Integer	Yes	LIVE DATA For HHA System users, the value is the system generated key.
10	ClientCustomID	Additional Client User-Defined ID. Commonly used to customize the built-in client ID within the system. Must be provided if billing is in scope. May be equal to another ID provided.	24	String	Yes	MedicaidID (10-digit ID) Format: ##########
13	ClientTimeZone	Client's primary time zone. Depending on the program, this value may be defaulted or automatically calculated. Please see the Appendix for acceptable values.	64	String	Yes	US/Eastern
Client Payer Information						
1	PayerID	Sandata EVV assigned ID for the payer. Payer ID is determined during the implementation process.	64	String	Yes	See Appendix 4.2 for list of values
2	PayerProgram	If applicable, the program to which this visit belongs. Potential use and list of values to be determined during implementation.	9	String	Yes	See Appendix 4.2 for list of values
3	ProcedureCode	This is the billable procedure code which would be mapped to the associated service. For most programs, it is the HCPCS number.	5	String	Yes	See Appendix 4.3 for list of values
Client Address						
1	ClientAddressType	Values: Home, Business, Other. Note that multiple of the same type can be provided. Default to Other if not available.	12	String	Yes	Home | Business | Other
2	ClientAddressIsPrimary	One address must be designated as primary. Values: true/false	5	String	Yes	True | False
3	ClientAddressLine1	Street Address Line 1 associated with this address. PO Box may not be acceptable for Billing and	30	String	Yes	LIVE DATA

Index	Element	Description	Max Length	Type	Required?	Expected Values
		PO Box will not function correctly for MVV.				
4	ClientCity	City associated with this address.	30	String	Yes	LIVE DATA
7	ClientState	State associated with this address. Two Character standard abbreviation.	2	String	Yes	LIVE DATA
8	ClientZip	Zip Code associated with this address. Required for Billing. 9-digit primary address zip code. If additional 4 digits are not known, provide zeros.	9	String	Yes	LIVE DATA Format #########
Client Phone (optional)						
1	ClientPhoneType	Values: Home, Mobile, Business and Other. Note that multiple of the same type can be provided. Default to Other if not available.	12	String	Conditional	Home | Mobile | Business | Other Required if provided in MCO's records
2	ClientPhone	Client phone number.	10	String	Conditional	LIVE DATA Required if provided in MCO's records Format: ##########
Employee General Information						
1	EmployeeQualifier	Value being sent to uniquely identify the employee. Values: EmployeeSSN, EmployeeRegID, EmployeeCustomID.	20	String	Yes	EmployeeCustomID
2	EmployeeIdentifier	Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided and should be defined as the same value.	6-24	String	Yes	Provide value in one of the below three formats (the same format must be used in both the EmployeeGeneral and VisitGeneral segments): The EmployeeIdentifier value will contain two pieces of information: 1. a two-character vendor specific prefix (see appendix 4.7 for complete list) 2. the vendor system's identifier for the caregiver/employee These two values should be concatenated together, with no separator between them, and with the two-character prefix first; e.g. if the prefix = AA and the vendor system identifier = 00123456, then the EmployeeIdentifier should be "AA00123456". ~~ PA-DHS Unique Registry ID – 6-character alphanumeric value ~~ Last 5-digits of SSN format

						0000##### (WARNING: This value is being phased out due to a higher occurrence of duplicate caregiver rejections.)
3	EmployeeOtherID	Unique employee identifier in the external system, if any.	64	String	Yes	DO NOT PROVIDE
4	SequenceID	The Third Party EVV visit sequence ID to which the change applied	16	Integer	Yes	LIVE DATA For HHA System users, the value is the system generated key.
5	EmployeeSSN	Employee Social Security Number. Employee SSN may be required depending on the program rules.	9	String	Yes	Last 5-digits of SSN format 0000##### Must be Unique within each Agency
6	EmployeeLastName	Employee's Last Name	30	String	Yes	LIVE DATA See Appendix 4.5 for Error table
7	EmployeeFirstName	Employee's First Name	30	String	Yes	LIVE DATA See Appendix 4.5 for Error table
8	EmployeeEmail	Employee's clien	64	String	Optional	LIVE DATA

Index	Element	Description	Max Length	Type	Required?	Expected Values
Visit General Information						
1	VisitOtherID	Visit identifier in the external system	50	String	Yes	LIVE DATA (FROM VENDOR)
2	SequenceID	The Third Party EVV visit sequence ID to which the change applied	16	Integer	Yes	LIVE DATA For HHA System users, the value is the system generated key.
3	EmployeeQualifier	Value being sent to uniquely identify the employee. Values: EmployeeSSN, EmployeeRegID, EmployeeCustomID.	20	String	Yes	EmployeeCustomID
4	EmployeeOtherID	Unique employee identifier in the external system, if any.	64	String	Yes	DO NOT PROVIDE
5	EmployeeIdentifier	Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided and should be defined as the same value.	6-24	String	Yes	Provide value in one of the below three formats (the same format must be used in both the EmployeeGeneral and VisitGeneral segments): The EmployeeIdentifier value will contain two pieces of information: 3. a two-character vendor specific prefix (see appendix 4.7 for complete list) 4. the vendor system's identifier for the caregiver/employee These two values should be concatenated together, with no separator between them, and with the two-character prefix first; e.g. if the prefix = AA and the vendor system identifier = 00123456, then the EmployeeIdentifier should be "AA00123456". ~~ PA-DHS Unique Registry ID – 6-character alphanumeric value ~~ Last 5-digits of SSN format 0000##### (WARNING: This value is being phased out due to a higher occurrence of duplicate caregiver rejections.)

7	ClientIDQualifier	Value being sent to uniquely identify the client. Values: ClientSSN; ClientOtherID, ClientCustomID. Should be the same as the value used by the Payer if a client feed is provided by the payer.	20	String	Yes	ClientCustomID
8	ClientID	Identifier used in the client element.	64	String	Yes	MedicaidID (10-digit ID)
10	ClientIdentifier	Payer assigned client identifier identified by ClientQualifier. If client information is received from the payer, this information will be used to link the received Third Party EVV information with the payer information provided.	64	String	Yes	LIVE DATA Populate with vendor specific identifier for the Client (member). This may or may not be equal to MedicaidID (10-digit ID)
11	VisitCancelledIndicator	True/false – allows a visit to be cancelled / deleted based on defined rules.	5	String	Conditional	True | False Required, if applicable Pass NULL if not applicable or True if visit is cancelled.
12	PayerID	Sandata EVV assigned ID for the payer. Payer ID is determined during the implementation process.	64	String	Yes	See Appendix 4.2 for list of values
13	PayerProgram	If applicable, the program to which this visit belongs. Potential use and list of values to be determined during implementation.	9	String	Yes	See Appendix 4.2 for list of values

Index	Element	Description	Max Length	Type	Required?	Expected Values
14	ProcedureCode	This is the billable procedure code which would be mapped to the associated service.	5	String	Yes	See Appendix 4.3 for list of values
15	Modifier1	Modifier for the HCPCS code for the 837. Up to 4 of these are allowed. Please consult specific program requirements for exact usage.	2	String	Conditional	Live Data Required, if applicable
16	Modifier2	Modifier for the HCPCS code for the 837. Up to 4 of these are allowed. Please consult specific program requirements for exact usage.	2	String	Conditional	Live Data Required, if applicable
17	Modifier3	Modifier for the HCPCS code for the 837. Up to 4 of these are allowed. Please consult specific program requirements for exact usage.	2	String	Conditional	Live Data Required, if applicable
18	Modifier4	Modifier for the HCPCS code for the 837. Up to 4 of these are allowed. Please consult specific program requirements for exact usage.	2	String	Conditional	Live Data Required, if applicable
19	VisitTimeZone	Visit primary time zone. Depending on the program, this value may be defaulted or automatically calculated. Please see the Appendix for acceptable values. Should be provided if the visit is occurring in a time zone other than that of the client.	64	String	Yes	US/Eastern
Calls						
1	CallExternalID	Call identifier in the external system	16	String	Yes	LIVE DATA FROM VENDOR SYSTEM
2	CallDateTime	Event date time. Must be at least to the second.	20	DateTime	Yes	Format: YYYY-MM-DDTHH:MM:SSZ
3	CallAssignment	Values: Time In, Time Out, Other	10	String	Yes	Time In	Time Out	Other
5	CallType	The type of device used to create the event. Values: Telephony, Mobile, FVV, Manual, Other. Any call with GPS data collected should be identified as Mobile. FVV should be used	20	String	Yes	Telephony	Mobile	FVV	Manual	Other

Index	Element	Description	Max Length	Type	Required?	Expected Values
		for any type of Fixed verification device.				
5	ProcedureCode	This is the billable procedure code which would be mapped to the associated service.	5	String	Yes	See Appendix 4.3 for list of values
6	ClientIdentifierOnCall	If a client identifier was entered on the call, this value should be provided.	10	String	Conditional; see description in spec	MedicaidID (10-digit ID)
	Visit Exception Acknowledgement					
1	ExceptionID	ID for the exception being acknowledged. Exact values for exceptions implemented are based on program rules.	2	String	Conditional	Required if applicable. See Appendix 4.6 for a list of exception codes
	Visit Changes					
1	SequenceID	The Third Party EVV visit sequence ID to which the change applied	16	String	Yes	Matching ID to Visit General - For HHA System users, the value is the system generated key.
2	ChangeMadeBy	The unique identifier of the user, system or process that made the change. This could be a system identifier for the user or an email. Could also be a system process, in which case it should be identified.	64	String	Yes	LIVE DATA Required – Username or User Identifier who completed the change to the visit information (Audit)
3	ChangeDateTime	Date and time when change is made. At least to the second.	20	DateTime	Yes	Format: YYYY-MM-DDTHH:MM:SSZ
5	ReasonCode	Reason Code associated with the change.	4	String	Conditional	Required if applicable. See Appendix 4.4 for values
6	ChangeReasonMemo	Reason/Description of the change being made if entered. Required for some reason codes.	256	String	Conditional	Required if ReasonCode = Other, Optional otherwise

4. Appendices
4.1 Assumptions

1. Transmission Frequency

   For optimal system performance, it is recommended that visits be sent as often as systems configuration allows, but no less than daily. It is expected that information is sent as it is added/changed/deleted in the Alternate EVV Data Collection System. Note that rejection responses will be delivered on a separate API call that is initiated by the third party-in near real time.

2. Transmission Limits

   A single transaction may contain from 1 to 5,000 records. A single record set would include all associated elements.
   If the group size exceeds the maximum limit for the group, the complete group will be rejected.

   During peak loads, records received may be queued and processed as resources permit. Other transactions received for the Provider ID will be queued behind these until they are processed since they must be processed in the proper order.

4.2 Payer & Programs

Payer ID	Payer Name	Program IDs
PAABH	Aetna PH MCO	43, 50, 53, 56, 59

4.3 Services & Modifiers

HCPCS	Description	Modifier1	Modifier2	Modifier3	Modifier4
S9122	Aide In Home Care – Hr				
S9122	Aide In Home Care – Hr - UC	UC			
S9122	Aide In Home Care – Hr - U3	U3			
S9122	Aide In Home Care – Hr - UN	UN			

4.4 Reason Codes

Reason Code	Description	Note Required?
10	Direct Care Worker Error	No
20	Participant Unavailable	No
30	Mobile Device Issue	No
40	Telephony Issue	No
50	Participant Refusal	Yes
60	Service Outside the Home	No
70	Other	Yes

4.5 Field Level Errors

Section	FieldName	Description
Client General	ClientFirstName	Only the following special character will be accepted: • Hyphens • Periods • Apostrophe All other special characters will be rejected.
	ClientLastName	Only the following special character will be accepted: • Hyphens • Periods • Apostrophe All other special characters will be rejected.
Client General	ClientQualifier	The value is the actual string value "ClientQualifer" and is required to be mixed case.
Employee General	EmployeeLastName	Only the following special character will be accepted: • Hyphens • Periods • Apostrophe All other special characters will be rejected.
Employee General	EmployeeFirstName	Only the following special character will be accepted: • Hyphens • Periods • Apostrophe All other special characters will be rejected.
Employee General	EmployeeQualifier	The value is the actual string value "EmployeeQualifer" and is required to be mixed case.

4.6 Exceptions

Exception Code	Exception Name	Description
34	Invalid Service	Exception when the service selected for a visit is not valid for the program / recipient of care.
23	Missing Service	Exception when the service provided during a visit is not recorded or present in the system.
0	Unknown Client	Exception for a visit that was performed for a recipient of care that is not yet entered or not found in the EVV system.
1	Unknown Employee	(Telephony only) Exception for a visit that was performed by a caregiver who was not yet entered or not found in the EVV system (At the time the visit was recorded).
15	Unmatched Client ID / Phone	(Telephony only) Exception when the visit was recorded from a phone number that was not matched to a recipient of care in the EVV system.
3	Visits Without In-Calls	Exception thrown when a visit is recorded without an "in" call that began the visit.
4	Visits Without Out Calls	Exception thrown when a visit is recorded without an "out" call that completed the visit.

4.7 EmployeeIdentifier Vendor Prefix Codes

Use the prefix of the vendor system submitting visit data to the Sandata DHS EVV Aggregator.

VENDOR	PRODUCT	PREFIX
Alora Health	Alora Plus	AL
AUGUST SYSTEMS	AssuriCare/AugustSys	AU
Aveanna	Aveanna	AV
AXISCARE	AXISCARE	AX
Brightree	Brightree	BR
Brightstar	ABS	BS
Caresmartz360	Caresmartz360	CR
CellTrak	CellTrak	CT
ClearCare	ClearCare	CC
COMPLIA HEALTH	COMPLIA HEALTH	CH
Cyberwolf	Cyberwolf	CY
DELTA HEALTH TECH	DELTA HEALTH TECH	DH
DIRECT CARE INNOVATIONS	DIRECT CARE	DC
ERSP	ERSP	ER
E-SYSTEM	E-SYSTEM	ES
EvergreenElm	EvergreenElm	EV
GENERATIONS	GENERATIONS	GN
HHAX	HHAX	HH
Horizon Information Systems	Horizon Information	HI
INTELLINETICS	INTELLINETICS	IT
JOTFORM	JOTFORM	JT
JULISOFT	JULISOFT	JL
KALEIDA SYSTEMS	KALEIDA	KL
KALEIDOSCOPE	KALEIDOSCOPE	KS
KANTIME	KANTIME	KT
KDG	KDG	KD
KICHI CODE	KICHI CODE	KI
MATRIX CARE	MATRIX CARE	MC
Maxim	MaximCare Mobile	MX
MEDSKED	MEDSKED	MD
MITC	MITC	MT
PA UPSELL	PA Upsell	UP
PALCO	PALCO	PL
POST-EVV	POST-EVV	PE
Salo Solutions	TrueTrak	SS
SAM Raw Calls	Raw Calls	SD
SetWorks	SETWORKS	SW
SHOSHANA	SHOSHANA	SH
SOLANA	SOLANA	SL
Stryker	Stryker	ST

SwyftOps	SwyftOps	SW
T3 Test	T3 Test	T3
TANGRA	TANGRA	TG
TELLUS	TELLUS	TE
THERAP	THERAP	TH
UNICENTRIC	UNICENTRIC	UC
UNISON WORKFORCE	UNISON WORKFORCE	UW

4.8 Abbreviations

Abbreviation	Name
ANI	Automatic Number Identification
BYOD	Bring Your Own Device
CDS	Consumer Directed Services
EVV	Electronic Visit Verification
FI	Fiscal Intermediary
GPS	Global Positioning System
IVR	Interactive Voice Response – the underlying system used for telephony
MVV	Mobile Visit Verification
PA	Prior Authorization
PIN	Personal Identity Number
SMC	Sandata Mobile Connect
SSN	Social Security Number
TVV	Telephonic Visit Verification
AKA	Also Known As
API	Application Programming Interface
GMT	Greenwich Mean Time
HTTP	Hyper Text Transfer Protocol
JSON	Java Script Object Notation
SOAP	Simple Object Access Protocol
TBD	To Be Determined
UTC	Universal Time Coordinated
XML	Extensible Markup Language

4.9 Terminology

Sandata Terminology	Other Possible References
Agency	Agency Provider Provider Account Billing Agency
Authorization	Service Plan Prior Auth
Client	Individual Patient Member Recipient Beneficiary
Contract	Program Program Code
Employee	Caregiver Admin Home Health Aide Consumer Directed Worker Staff Worker Individual Provider Scheduler
HCPCS	Bill Code Procedure Code Service Code
Payer	Admission Insurance Company Contract Managed Care Organization (MCO) State
Provider	Agency Third Party Administrator (TPA)