



To: Administrator/Director of Nursing

As announced on the Sunshine Health website, your agency has been identified to participate in the Electronic Visit Verification (EVV) program. EVV is defined as a telephone and computer-based system that electronically verifies when visits occur and documents the precise time services begin and end. EVV will be used to schedule visits and submit home visit claims to Sunshine Health. EVV will ensure that individuals are receiving the services authorized for their support and for which Sunshine Health is currently being billed. Your attendants will be required to call a toll-free number when they start work and again when they finish.

Sunshine Health has contracted with Sandata Technologies to provide the EVV system and program orientation. *There is no cost for the EVV program to the individual or provider agency.*

Sandata will be using a survey tool to gather key information to support implementation and training activities, including information about your agency's computer set up as well as current demographic and member information. As the next step in the implementation of the EVV Program, please fill out the survey located on the Sunshine Health website:

www.sunshinestatehealth.com/landing-page-long-term-care/long-term-for-providers/

Beginning November 1, 2013, Sunshine Health will require your agency in Region 10 to utilize the EVV for the services provided to Sunshine Health members.

Services requiring the use of the EVV system:

- Adult Companion Care
- Attendant Care
- Homemaker Services
- Intermittent Skilled Nursing
- Nutritional Assessment and Risk Reduction
- Personal Care Services
- Respite Care
- Occupational Therapy
- Physical Therapy
- Respiratory Therapy
- Speech Therapy

All claims associated with the above services must be submitted through the EVV system. Claims for these services submitted outside of the EVV system will be denied.



Sandata Technologies LLC (www.sandata.com) is pleased to provide its market leading Santrax Telephony Electronic Visit Verification System (EVV) for Sunshine Health's EVV program, and welcomes your agency to the Santrax implementation process. The Santrax implementation includes:

- Training materials and sessions to ensure the EVV program meets user needs
- Agency specific toll free numbers for attendant EVV calls
- A web based EVV system to support agency administrative requirements such as scheduling and claims submission
- A toll free Customer Service line to support EVV users questions.

The benefit that you will receive as a provider will include:

- The assurance that your clients are receiving their authorized services as scheduled: With the "EVV" System, an electronic visit authentication occurs through telephone calls validating the actual time, location and caregiver.
- Real-time field visibility: If no call is received from the patient's location, an alert dashboard will allow you to be ready to act and correct the situation immediately. Alerts will also be sent to Sunshine Health staff under certain circumstances.
- Faster claims processing: Electronic Billing Export is embedded directly in the system for a streamlined process.
- Compliance tracking of your field workers: The compliance module includes a list of employment and regulatory items that can help you track and manage your worker's status and certification.
- A large variety of Management Reports that can assist you with running your business operation.

All EVV related materials and updates will be available on the Sunshine Health website at:

www.sunshinestatehealth.com/landing-page-long-term-care/long-term-for-providers/

We look forward to working with you on a successful EVV program launch. If you have additional questions please feel free to contact Sunshine Health Long Term Care at the toll free number 1-877-211-1999.

Regards,

Sunshine Health Long Term Care