

Electronic Visit Verification

Illinois Home Services Program 2014 Year End Review

Santrax Electronic Visit Verification™ (EVV™) optimizes compliance with the authorized care plan and reduces fraud, waste, and abuse by enabling Payers to monitor in-home care workers in real-time.

How the Department of Human Services' HSP EVV Program Works

Sandata's EVV system technology documents customer and IP IDs, location, arrival and departure times for visits

Step 1: Call Process

Individual Providers (IPs) and agency attendants call in upon arrival to the customer home to start work and call out once their work is completed using the customer's registered phone.



Step 3: Payment

Payroll file from EVV for approved visits is sent to IOC for issuing IP and attendant checks. IPs access "You've Got Paid" website for payment and tax history.

Step 2: Verification

Customers and DHS staff access IP's electronic timesheets for review, adjustment, and approval via Sandata's ADA Section 508 compliant Member Management web portal.



Step 4: Program Oversight

DHS uses EVV jurisdictional view, reporting capabilities, and data warehousing for auditing and oversight over entire HSP program.

Individual Provider (IP) Benefits

- Significantly reduces the need for manual paper timesheets
- Streamlines payment processes
- Improves IP and customer accountability

Illinois DHS Benefits

- Ensures tight control over authorized services and service delivery
- Reduces fraud, waste, and abuse
- Increases transparency into homecare provider networks



DHS Program to Date Highlights*

*As of November 19, 2014

- Program launched January 1, 2014
- 51,000+ registered IPs
- 28,000+ customers
- 32,000 individuals trained on system
- IOC testing completed
- 24,000+ unique IPs using system / month
- Nearly 85% EVV utilization compliance
- 312,000+ calls per week on average
 - 42,000+ calls per week day
 - 26,000 +calls per weekend day
- Over \$21 M in monthly payroll supported

What are Illinoisans Saying about EVV?

"Thanks to Sandata technology, we at R.G.U.S., Inc. were able to get rid of paperwork headaches, improve productivity that in return allowed us to improve client care and change quality of lives. We knew the change will be hard but with the professional help and expert guidance of Sandata implementation and customer support teams we had a peace of mind. Their [Sandata] product constantly evolves and we are looking forward getting additional features that will advance our small agency to the next level! By working with Sandata we not only found an excellent technical provider but also gain a valuable power partner!" - Lana Ananich, Manager, R.G.U.S. Inc. Home Care Agency

"We think it will be a way to give the system more integrity, it'll be the strongest system the state has ever had to maintain the accountability of the Home Services Program, and most importantly, it enables choice for the customer in the Home Services Program." - Tom Green, DHS Communications Director

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"This state-of-the-art electronic timekeeping system will improve the accuracy and oversight of the program while improving the quality of care. This will be the most stringent timekeeping system in the program's history." - IDHS Secretary Michelle R.B. Saddler

"SEIU has told me that they have and will continue to support various fraud-prevention measures, including EVV and more and better training, as well as oversight and transparency." - David McSweeney (R-Lake Barrington)

"Sandata's Electronic Visit Verification technology has been extremely beneficial for our agency. Our processes are much more efficient, which allows us to focus on quality care for customers. It is an easy technology and gives us insight into our field staff activity that we did not have before." - Ron Ford, Chief Executive Officer, Help at Home, Inc.

