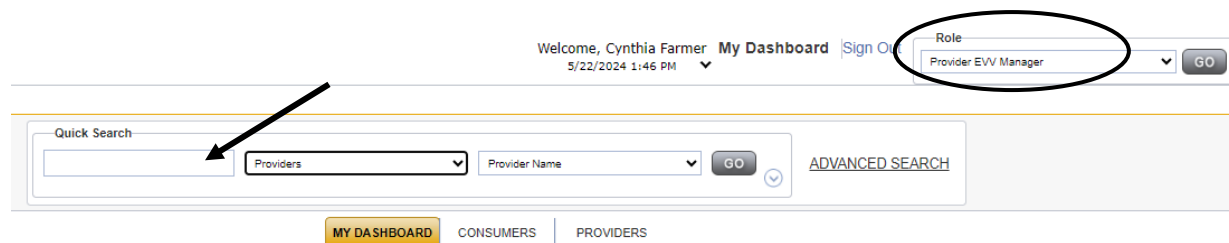## Reviewing EVV Activities* in iConnect

Introduction

Documentation required in accordance with Appendix A shall be entered into iConnect confirming that a service has been rendered. When a service is rendered, the provider must document the service and submit billing documentation in iConnect in accordance with Appendix A. **It is imperative that Agency Owners and/or designated administrative staff (using Provider EVV Manager role) review all documentation in iConnect for completeness and correctness prior to billing for services.** This guide was created for stakeholders to understand the steps required in reviewing EVV Activities documentation records.

EVV Activities are a type of Provider Documentation required for providers who are mandated to use Electronic Visit Verification.

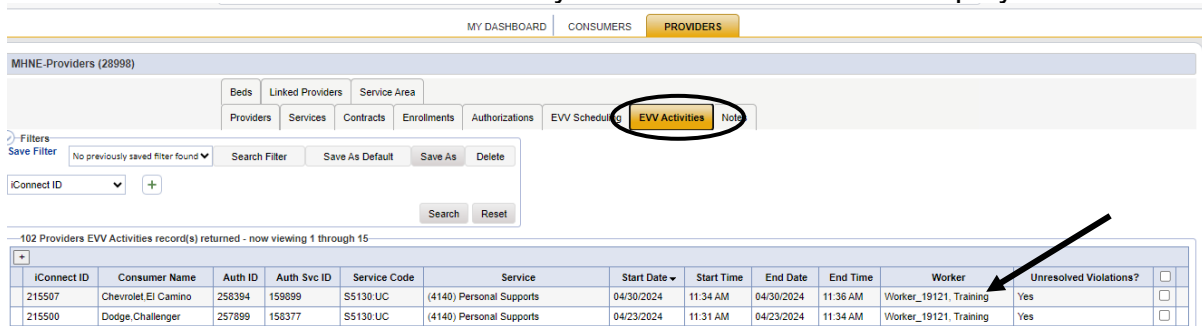### Reviewing EVV Activities Documentation Records

EVV Provider Documentation Activities should be reviewed by accessing the EVV Activities tab in the Provider's record.

1. To review EVV activities, using the **Provider EVV Manager** role, from My Dashboard, navigate to the Provider's record by completing a **Quick Search**.
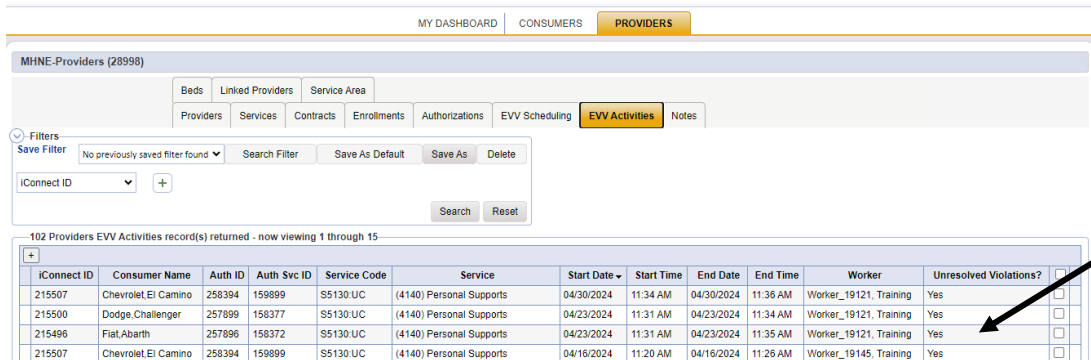   - Ensure that the second field contains Providers, the third field contains Provider Name and click **GO**.

2. Locate the Provider's record, click on the **EVV Activities Tab**. A list of EVV Documentation records created by workers of services will display:

3. To open an EVV Activity provider documentation record, **click on the row for the record** to complete the review:

Once the EVV Activity record is open, the specifics of the documentation will be listed:

4. When reviewing documentation records, review and verify each line of the record to ensure accuracy and completeness.
   a. **<u>Under Activity Times</u>**:
   - First, review the Date and Time(s) of the service.
     - For Personal Supports, Respite, Skilled Respite, Skilled Nursing, & Private Duty Nursing services – verify there is only ==ONE DATE== per record.
     - Provider EVV Managers are able to adjust/edit these times as needed.

b. **Under Authorization**:
- Auth ID = Next, review the Authorization (Auth) ID to ensure that the correct authorization has been included on the documentation.
  - If the Auth ID is incorrect, the documentation record will need to be deleted and recreated as a Manual EVV activity selecting the correct Auth ID number.
  - Also ensure that the correct consumer's iConnect ID number, first and last name should also appear:

c. **Under Activity Details**:
- Division = APD
- Provider = Provider Agency Name
- Worker = Direct Care Worker's Name
- Delivered Via EVV = Mobile App Upload

- - Unresolved EVV Violations(s)? = will be checked if violations occurred on the delivery or unchecked if no violations occurred
  - Status = Pending and will need to be placed in Complete status upon final review
  - Primary Diagnosis = primary diagnosis will be listed
- Provider Documentation = Service Log/Progress Note (Please refer to the iBudget Handbook for specifics and always follow established workflows in manuals and job aids).
  - o This field can also be edited by the Provider EVV Manager as needed, if incorrect.

d. **Under Activity Services**:
  - Index/SubObject = auto populates for fund code
  - Total Cost = auto calculates based on date and times listed above on the activity
  - Service = Service Type auto populates (ensure correct service listed)
  - Place of Service = Home/Office/Other
  - Units = Number of units provided

e. **Under Activity Service Details**:
  - Secondary Code = secondary code will auto populate
  - Rate = the established rate will auto populate
  - Unit Type = unit type, if applicable, will auto populates (for example, in minutes)

Activity Services

Index/SubObject *	Index / SubObject				Total Cost *	$1.09
	IndexCode	Index Description	SubObject	SubObject Description		
	Southeast	Southeastern Region	Waiver	iBudget Waiver		
Service *	S5130:UC	(4140) Personal Supports		...	Place of Service *	Other ▼
	Clear					
Units *	0.2					

Activity Service Details

Secondary Code	S5130:UC	Rate *	$5.47
Unit Type *	15 mins		

5. For Documentation that used Electronic Visit Verification (EVV), users will review a separate tab located within the Provider Documentation Record.
   - Click on the **EVV Details** sub-page, to review the EVV documentation.

- **Under EVV Details**:
  - o Verify the address information listed is correct and reflects the address at which the delivery was provided.
  - o Delivery Notes = Review the Service Delivery Log Notes per Handbook Requirements
  - o Consumer's Signature (if available)
  - o Service Delivery Ended Automatically – will automatically be unchecked unless the service was auto-ended after 24 hours. It will need to be justified by the Provider EVV Manager.

MHNE-Providers **EVV Details**
Last Updated by margaret.halle@apdcares.org
at 4/23/2024 11:43:32 AM

File

An asterisk (*) indicates a required field

Stated Delivery Address

Address *	Residence Address 1234 Main Street OKEECHOBEE OKEECHOBEE FL 34974	...
Lat/Long	Lat: 0 Long: 0
Allowable Difference (feet)	500

Start Location

Recorded Lat/Long	30.332153, -81.54333350000001
Address	550 Chancellor W Dr Jacksonville FL 32225
Actual Difference (feet)	30172842

End Location

Recorded Lat/Long	30.332153, -81.543335
Address	550 Chancellor W Dr Jacksonville FL 32225
Actual Difference (feet)	30172842

Delivery Notes

| Notes * | Service Log Delivery Notes per Handbook Requirements. |

49947 characters remaining

| Consumer Signature | Unavailable |
| Service Delivery Ended Automatically | |

6. If there are **Violations** listed on the delivery, the Provider EVV Manager will need to justify each violation listed at the bottom of the **EVV Details** screen.

a. On **EVV Details** screen, scroll down to see any **Violations** listed:

Delivery Notes

| Notes * | Service Log Delivery Notes per Handbook Requirements. |

49947 characters remaining
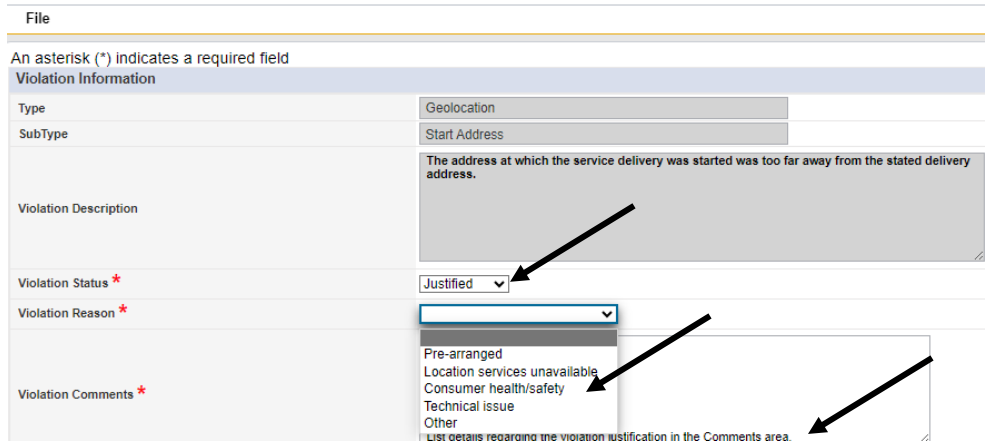
| Consumer Signature | Unavailable |
| Service Delivery Ended Automatically | |

—2 Providers Violations record(s) returned - now viewing 1 through 2—

Type ▲	SubType	Status
Geolocation	Start Address	Unresolved
Geolocation	End Address	Unresolved

b. To justify the violation, click on each violation to open it and then justify (give a reason for) each one. Update the **Violation Status** to *"Justified,"* add the **Violation Reason** for the violation from the dropdown options, and then add the comments regarding the violation in the **Violation Comments**. Be as detailed as possible in comments, including iConnect help desk ticket information/open help desk ticket regarding any issues you are experiencing. For additional information on troubleshooting issues with the EVV mobile site, please review the Top 4 User Related EVV Errors and EVV User Errors and Fixes.

File

An asterisk (*) indicates a required field

Violation Information

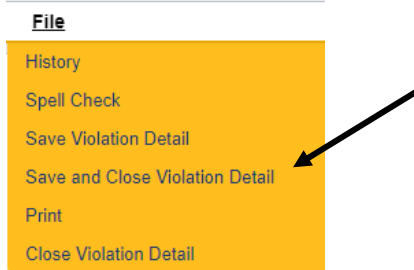| Type	Geolocation
SubType	Start Address
Violation Description	The address at which the service delivery was started was too far away from the stated delivery address.
Violation Status *	Justified
Violation Reason *	

Pre-arranged
Location services unavailable
Consumer health/safety
Technical issue
Other

Violation Comments *

List details regarding the violation justification in the Comments area.

7. Once users have reviewed and justified the violation, go to **File > Save and Close Violation Detail**:
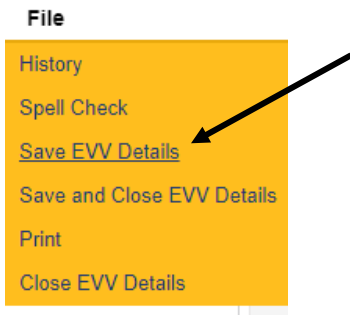
File

History
Spell Check
Save Violation Detail
Save and Close Violation Detail
Print
Close Violation Detail

- *As needed: Complete each of the steps above for each of the violations listed until **all** violations have been justified.*

8. Verify the information for accuracy (opened/reviewed/justified each of the violations), go to **File > Save EVV Details**:

File

History
Spell Check
Save EVV Details
Save and Close EVV Details
Print
Close EVV Details

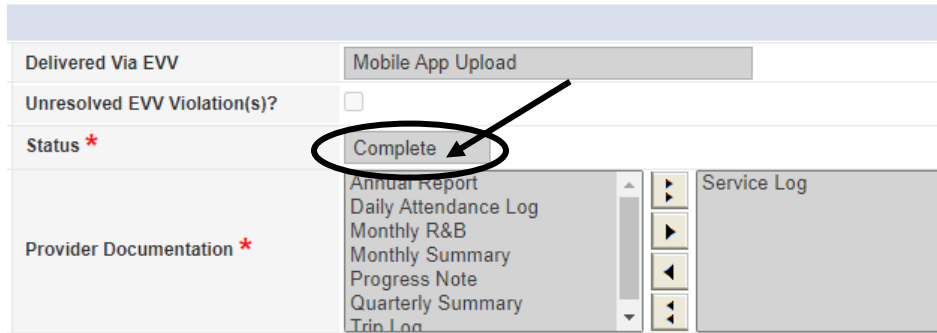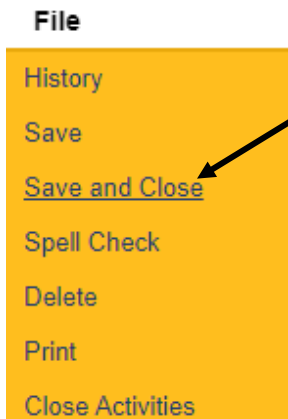9. Then navigate back to the **Activities** Sub-page (located up under the **File** menu):
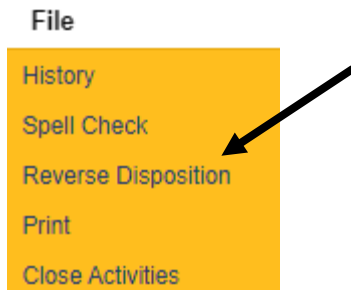
File

Activities
EVV Details
Claims

10. Review the information for accuracy and place the record in a **Complete** status. Keep in mind that placing the record in a **Complete** status will make it read-only and it will be unable to be edited.
   o <u>All</u> EVV activities should be reviewed and placed in a **Complete** status prior to billing.

Delivered Via EVV	Mobile App Upload
Unresolved EVV Violation(s)?	☐
Status *	Complete
Provider Documentation *	Annual Report / Daily Attendance Log / Monthly R&B / Monthly Summary / Progress Note / Quarterly Summary / Trip Log ... Service Log

11. Then go to **File > Save and Close** to save any edits/changes:

File

History
Save
Save and Close
Spell Check
Delete
Print
Close Activities

If the record was placed in a Complete status and additional edits need to be made to the documentation, the Provider EVV Manager role can Reverse the Status Disposition to place the record back in a Pending status to make edits by clicking **File > Reverse Disposition**:
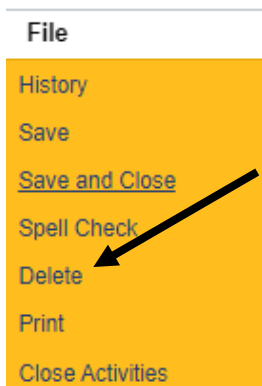
File

History
Spell Check
Reverse Disposition
Print
Close Activities

After additional edits have been completed, remember to **change the status back to Complete** and then click **File > Save and Close:**
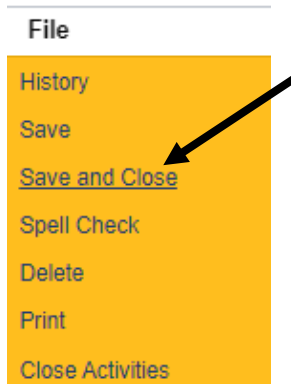
The Provider EVV Manager role also has the capability to Delete the EVV Activities Provider Documentation from the **File** menu by clicking **Delete:**

*There is not an option to undelete. Once deleted the record will no longer exist.

Please refer to the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook for specific documentation requirements.

Review the quick YouTube video tutorial which details: Reviewing EVV Activities and Violation Justification.

Additional materials and resources are also located on the iConnect eLearning Library at: iConnect | Waiver (myflorida.com).

Please contact your Regional Trainer if you have questions.