



## Introducing the **GordanJacobs™ Firm - EVV Service Bureau**

The **GordanJacobs™ Firm**, a national medical billing operation located in Connecticut, has opened an EVV Service Bureau (**EVVSB**) division to assist the ABI Provider Community, Homemaker & Companion Agencies and Home Health Service Providers.

***Will your operation be successful with EVV?***

The Connecticut Department of Social Services (DSS), their MMIS contractor Hewlett Packard Enterprise (HPE) and Sandata Technologies Inc. has been working to implement Electronic Visit Verification (EVV) in the CT Medical Assistance Program (CMAP) and have finalized their implementation dates for Non-medical and Home Health Services.



The implementation date for non-medical services was January 1, 2017 and Home Health related services was February 1, 2017. Currently, the mandated use of Electronic Visit Verification (EVV) is required to process claims for services provided.

This is where our **Firm** comes in...

Our Firm specializes in the claims operations within the non-medical and home health services area using the EVV system platform.

We assist our clients with the tedious daily tasks in follow-up exception confirmations and claims billing associated with the mandated use of the EVV system.

More importantly, our services ensure that your agency maximizes the monetary value of each consumer/client care plan while reducing adjudication risks and compliance liabilities found within the current version of Connecticut's EVV system platform.

For the first time in the state of Connecticut, your state agency now has “eyes” into your daily operation with regards to your staff, consumer care plans, scheduling, performance, documentation, and billing practices.

### **What does this mean to YOU the service provider?**

As of this writing, if you are a provider of services within the state of Connecticut you are required or rather 'mandated' to use the Electronic Visit Verification (EVV) system to dispense services offered and bill claims onto the appropriate payer within the system or you will not get paid for services provided. For most of you if not all of you are being forced to use a system that you did not select nor test drive before you were required to utilize.

Yes, there have been much training manuals distributed, many workshops scheduled and attended yet, the feeling of uncertainty still looms in provider offices across the state.



Without question, the state's decision to head in this direction to implement the use of an Electronic Visit Verification (EVV) system to all of its providers of service throughout the state was smart and well planned. The EVV system in whole was developed to create efficiencies across the board from care plan management, scheduling, compliance, billing and level of services provided to the end user, the Client/Consumer.

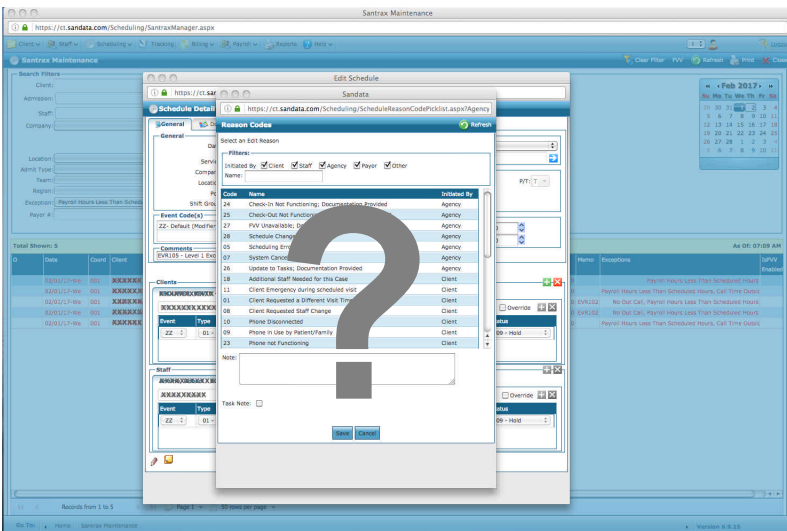
The EVV system is **BIG** and has many moving parts working in conjunction to improve the level of services provided. This “is” a good thing. However the burden has fallen on the provider to effectively use an unfamiliar system to essentially conduct the same level of service your agency is already performing. Many of you have systems currently in place to manage and perform services provided. Now, it seems that your administrative workflow has doubled. In many situations, it has. You are still using the management and performance systems put in place by your operation to conduct your day-to-day functions as a business. Added to this, you are now required to use a system that, for the most part, duplicates your daily functions in order to get paid for services provided.

Bottom line, the use of the EVV system by your operation will come at a cost to your business. You will need to train already over worked staff and/or hire new dedicated staff to interact with the EVV system, daily. The concept behind creating the EVV Service Bureau was to make available trained EVV staff to 'properly' maintain your EVV system, remotely. One dedicated point of contact within your organization is all that will be needed to successfully function your EVV system working with our **EVVSB**. This is why we say, “**We make EVV Manageable.**”

More importantly, you need to consider “**adjudication**” risks and compliance liabilities when working within your EVV system. The word 'adjudication' is defined as a formal judgment on a disputed matter. This word has appeared several times throughout the EVV publications already delivered to your operation. Your state agency intends to use the information gathered within your EVV system when conducting their annual audits upon your provider organization. Simply converting an event exception to confirmed status without proper documentation will create

future financial risk to your operation.

Currently, your state agency is assessing the vast amounts of data that an EVV system creates, daily. It has yet to be announced as to how this data will be used in the adjudication of claims processed for your operation. Only proper documentation of exception management will reduce the risks associated with the forthcoming adjudication actions. This is something very real and very important to consider when your internal staff works your EVV system. Our Exception Verification system is your agency's main line of defense against forthcoming adjudication risks and compliance liabilities. Our system verifies and documents every system exception issued and records the action needed to convert an exception to a proper billable event (See page 4 within).



When your operation utilizes our **EVVSB** to manage and maintain your EVV system you will save time and money while reducing adjudication risks and compliance liabilities found within the current version of Connecticut's EVV system platform.



Effective January 01 of 2017, The **GordanJacobs™** Firm launched the EVV Service Bureau (**EVVSB**) division to assist Connecticut's ABI Provider Community, Homemaker & Companion Agencies and Home Health Service Providers with the mandated use of the EVV system platform.

**EVVSB** currently has two service offerings with regard to the EVV System.



**EVV Maintenance & Billing Services**

through our Service Portal program. This Service Portal covers critical daily functions required to maintain a proper EVV scheduling and billing system as mandated by your state. Services are conducted remotely.

**On-Site Training & Consulting** services for direct use of your EVV system. Using the State of Connecticut Department of Social Services (DSS) Electronic Visit Verification (EVV) system Provider Training Modules, our approach is to guide your organization with the WYSIWYG (What You See Is What You Get) method when working with your organization's actual EVV platform. This method has yielded the best training practice for implementation of your agency's EVV system.

Here's my invitation to take the following two steps;

Step One: Visit our dedicated EVV website: [www.gordanjacobs.com/evv](http://www.gordanjacobs.com/evv) and download our brochure to receive more detailed information about what you should know concerning your EVV system operation and...

Step Two: **Call me!** Lets open a conversation to discuss your EVV system and how we can help your operation succeed moving forward. This just may be the most important call you make.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Joe Graley".

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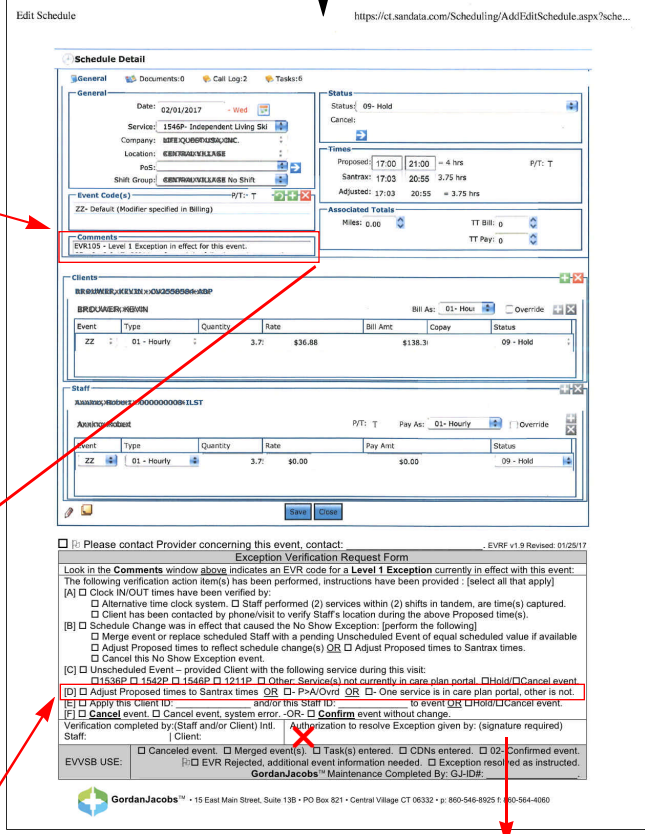
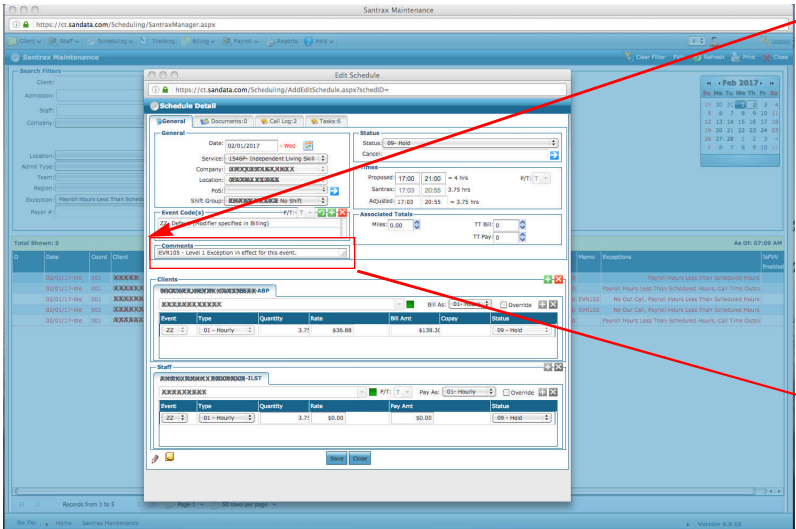
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# EVV SERVICE BUREAU EVV MAINTENANCE & BILLING SERVICES EXCEPTION VERIFICATION SYSTEM WORKFLOW OVERVIEW

The Exception Verification System was developed for agency clients of the **GordanJacobs™** Firm, EVV Service Bureau (**EVVSB**) division. This example shows the exception workflow process for each event exception a typical EVV system creates, daily.

First: We identify and tag the active exception in the comments field within the Schedule Detail window of your EVV system.

Then, we create an Exception Verification Form (EVR) and send it to your agency for verification processing and exception documentation. Shown below:



Then, using our Quick Exception Identification Guide your agency is instructed on what is required to properly clear the pending exception while creating exception documentation.

### GordanJacobs EVV SERVICE BUREAU (EVVSB) EXCEPTION IDENTIFICATION GUIDE

Use the primary exception first captured within the system within the Schedule Detail. The primary exception is the very first exception flagged to the left of the first comma (,) found within the Exceptions column located at the far right within the Santrax Maintenance window.

Exceptions	Level	Follow EVR Procedure	Code ID
No In Call,	1	EVR101	C01
No Out call,	1	EVR102	C02
No Show Exception,	1	EVR103	C03
Unscheduled Event,	1	EVR104	C04
Actual Hours Less Than Scheduled Hours,	1	EVR105	C05
Actual Hours More Than Scheduled Hours,	1	EVR106	C06
Unknown Client, and/or Unknown Staff,	1	EVR107	C07

When completing an EVR form, find the EVR code listed within the Comments field on the Schedule Detail then find the matching EVR Code request line below and the following verification request:

EVR Code	What is requested and where to enter verification item on the EVR form: [A] [B] [C] [D] [E] [F]
EVR101	[A] <input type="checkbox"/> Clock IN/OUT times have been verified by:
EVR102	[A] <input type="checkbox"/> Clock IN/OUT times have been verified by:
EVR103	[A] <input type="checkbox"/> Clock IN/OUT times have been verified by: <b>AND/OR</b> [B] <input type="checkbox"/> Schedule Change was in effect that caused the No Show Exception: [perform the following]
EVR104	[C] <input type="checkbox"/> Unscheduled Event – provided Client with the following service during this visit:
EVR105	[D] <input type="checkbox"/> Adjust Proposed times to Santrax times <input type="checkbox"/> OR <input type="checkbox"/> P-A/Ovrd <input type="checkbox"/> OR <input type="checkbox"/> One service is in care plan portal, other is not.
EVR106	[D] <input type="checkbox"/> Adjust Proposed times to Santrax times <input type="checkbox"/> OR <input type="checkbox"/> P-A/Ovrd <input type="checkbox"/> OR <input type="checkbox"/> One service is in care plan portal, other is not.
EVR107	[C] <input type="checkbox"/> Unscheduled Event – provided Client with the following service during this visit: <b>AND/OR</b> [E] <input type="checkbox"/> Apply this Client ID: _____ and/or this Staff ID: _____ to event <input type="checkbox"/> OR
When none of the above apply to an event, use the following:	
[F] <input type="checkbox"/> <b>Cancel</b> event. <input type="checkbox"/> Cancel event, system error. -OR- <input type="checkbox"/> <b>Confirm</b> event without change.	

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EVRs are then authorized by your agency and sent back to **EVVSB** for event processing confirmation, clearing the exception to a proper billable event. EVRs are then scanned and stored as part of your Agency's Documentation Profile.

Our Exception Verification System protects your agency by creating a third party verification tool used to document actions performed during exception management.

- Your Agency Documentation Profile contains the following:
- Daily Event Call Reports
  - Daily Exception Reports
  - Daily Exception Verification Requests, EVRs Created
  - EVRs Received
  - Exception Management Memo Notes of actions performed.

This documentation will prove essential in protecting your operation from adjudication efforts brought forward against your agency.

Contact an Account Representative today for complete details.