



NYS OMIG Regulations Overview

**What both Licensed Home Care Service Agencies
and Certified Home Health Agencies need to know
and do to meet the requirements**

December 2011

This webinar is intended to provide an overview for providers of Home Health services to the NYS Medicaid program which are subject to the Verification Organization requirements outlined in Chapter 59 of the Laws of 2011.

Today we will discuss the role of the Verification Organization and the detailed requirements which must be met by the providers and their Verification Organization.

Additional information and resources related to these regulations will be kept on the OMIG's web site www.omig.ny.gov and can be found under the Resources tab and then following the Home Health Verification link.

All information is based on information as of 12/13/11 and is subject to change based on OMIG communication

You'll Learn:

1. What are the 18 OMIG requirements, including Verification Organization (VO) details
2. What these mean to you, the Licensed Home Care Service Agencies (LHCSA) and Certified Home Health Agencies (CHHA)
3. What you need to do, and by when
4. Sandata can meet all LHCSA and CHHA OMIG/VO requirements, "we've got you covered".
5. Next steps to make sure you are compliant

What are OMIG's Goals:

- ◆ OMIG wants the providers to use technology to aggregate data for program oversight, and to improve controls and accuracy of the caregiver scheduling, plan of care compliance and submission of Medicaid bills to the state. Highlights include:
 - ◆ **Electronic Visit Verification (EVV)** - All home visits MUST be validated electronically.
 - ◆ **Claims Submission Compliance** – LHCSAs must ensure all exceptions have been resolved and all claims are compliant prior to submission to Medicaid
 - ◆ **Caregiver Compliance** - Confirm that all Caregivers are not scheduled in multiple places at the same time and have all appropriate certifications
 - ◆ **Service Data Validation** - Certified Agencies are responsible to ensure all exceptions have been resolved prior to the submission of that service to their agency from a Licensed agency
 - ◆ **Service Data Aggregation** – Ensure CHHAs have visibility into data across all of their providers and OMIG has visibility across all providers

- The legislation states that a participating provider “means a
 - certified home health agency
 - long term home health agency
 - personal care provider (LHCSA)with total Medicaid billings exceeding **\$15 million** per calendar year.”
- This requirement will apply to Federal Employers (as defined by FEIN) with Provider ID’s which, in aggregate, directly submit Fee for Service claims as **Certified Home Health Agencies, Long Term Home Health Agencies and/or Personal Care Agencies (LHCSA).**

"Verification organization" means an entity which has the capability of verifying that all claims submitted to NYS Medicaid have no exceptions or any which may have existed have been successfully corrected. This is accomplished by comparing all information from POS Data Capture with the information from the Administrative Functions. For each service or item the verification organization shall capture:

- the identity of the individual providing services or items to the Medicaid recipient
- the identity of the Medicaid recipient
- the date, time, duration, location and type of service or item.

VO Requirement	Summary	Sandata Solution
<p>1. A VO does not need to provide each of the components outlined in the Verification Organization Diagram. In fact, the only absolute function that a VO must provide are those pictured as Verification Organization Processes. However, it is the VO's responsibility to ensure that all of the functions exist, and meet all of the requirements described herein. For each provider that employs the services of the VO, the VO must review and attest to the requirements being met in that particular implementation.</p>	<ul style="list-style-type: none"> The CHHA must select a VO who can ensure the LHCSA follows all the required processes, that all the technology works together and that all CHHA billing is properly verified. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>2. A VO must ensure that electronic visit verification is employed and all resulting data is collected and stored in a provider neutral repository which can be accessed by DOH, the OMIG and their respective agents.</p>	<ul style="list-style-type: none"> • All LHCSA's must have EVV • All CHHAS must ensure all LHCSA's have EVV • Web-based Platform stores all data and allows for appropriate access 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> • Email: SandataOMIG@sandata.com • Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 • Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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What are the specific requirements

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<p>3. A VO must ensure that all caregivers are properly registered, credentialed and matched against exclusion and sanction lists.</p>	<ul style="list-style-type: none"> Caregiver data intake process records registrations, credentials All LHCSA Caregiver records are matched against exclusion and sanction lists 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>4. A VO must ensure that the recipient has proper authorization, both for enrollment and any utilization limits, that the service scheduled is consistent with the plan of care and has had proper authorization and sign off.</p>	<ul style="list-style-type: none"> VO must ensure that the EVV process electronically tracks the entire visit process, starting with the authorization, monitoring to ensure appropriate scheduling, delivery, and care plan compliance 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>5. A VO must ensure that all required checks are on and cannot be altered or bypassed by the provider.</p>	<ul style="list-style-type: none"> As your VO, we can attest all of our solutions meet all the standards required for process checking. There is no process out there today that crosses multiple EVV vendors to attest to their system process. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>6. A VO must ensure that no claim can be submitted unless there are no exceptions (of those which are required) or any exceptions have been properly resolved.</p>	<ul style="list-style-type: none"> LHCSA's must provide clean data and then prior to submitting, CHHA 's ensure all exceptions are resolved prior to submitting to the state. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>7. A VO must track all exception resolutions and at a minimum, must capture the identity of the individual attesting to the resolution and capture an explanation for why the exception occurred and why it is a legitimate claim for Medicaid reimbursed services.</p>	<ul style="list-style-type: none"> LHCSA EVV system must have appropriate audit trails and exception tracking. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>8. Where a provider uses a sub-contractor for HCA/PCA staffing, the sub-contractor's employees must use EVV (provided by the provider or the contractor). If the sub-contractor's EVV system is used, the sub-contractor's EVV data must be used and integrated with the VO's process to ensure that required edits and checks are performed.</p>	<ul style="list-style-type: none"> LHCSA's must use EVV CHHAS must require LHCSA's to use EVV 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>9. Where a claim is billed in time units, and where the duration of the visit is captured electronically, the billed duration must not exceed the duration of the service as indicated by the electronic time stamps.</p>	<ul style="list-style-type: none"> All exceptions must be resolved prior to the CHHA submitting the bill 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>10. The VO must be able to identify any instances of caregiver location conflicts (caregiver is at two locations at the same time) across its own customer base.</p>	<ul style="list-style-type: none"> LHCSA EVV system scheduling tool must prohibit the caregiver from being scheduled in more than one place at the same time 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>11. The VO must perform a periodic export of data to NYS, sufficient for NYS to retroactively perform analysis to identify any instances of caregiver location conflicts across VOs. The exact format and transport mechanism can be worked out between the VO and NYS. It is expected that the first instantiation of this transfer will be batch; however, the long term goal is to provide a messaging transfer to the NYS Data Warehouse in as close to real time as possible.</p>	<ul style="list-style-type: none"> • Data Warehouse – sophisticated data warehouse support and reporting ensures that all NYS reporting requirements are properly supported • All data – claims, visit, schedules, exceptions, conflict reports, etc. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> • Email: SandataOMIG@sandata.com • Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 • Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>12. VOs must enroll in NYS Medicaid as Service Bureau with a special designation as a VO.</p>	<ul style="list-style-type: none"> All eligible service organizations will have to apply for a designation as a VO. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>13. VOs must ensure that each visit that occurs is scheduled.</p>	<ul style="list-style-type: none"> All LHCSA EVV systems must electronically track the entire visit process, starting with the authorization, monitoring to ensure appropriate scheduling, and then validating the visit. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>14. VOs must create an exception when a scheduled visit does not have a matching service.</p>	<ul style="list-style-type: none"> All LHCSA EVV systems must have appropriate exception handling – scheduled visits without real time services are flagged as exceptions and real time alerts are triggered for immediate action. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>15. VOs must create an exception for late/missed services (tolerances to be decided).</p>	<ul style="list-style-type: none"> All LHCSA EVV systems must have – EVV exception handling can be configured with appropriate tolerances by service code. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>16. For each provider installation, the Verification Organization must file a compliance summary of the installation. The installation should describe the products and processes included in the VO solution and should include attestations by representatives of the provider and the VO that all required checks are in place, properly functioning and will be maintained as a condition of continued billing to the Medicaid program as a covered provider</p>	<ul style="list-style-type: none"> VO would have to certify Sandata and non-Sandata systems meet all required checks and are working appropriately. 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

VO Requirement	Summary	Sandata Solution
<p>17. For initial implementation, professional services are not subject to the EVV and associated checks. Providers and vendors are encouraged to work toward including EVV for professional services as a best practice as this will likely be added to the requirements in the future.</p>	<ul style="list-style-type: none"> • EVV will likely be a future requirement for all professional services and are a recommended best practice 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> • Email: SandataOMIG@sandata.com • Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 • Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

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<p>18. VOs must create an exception when visit duration exceeds the authorized scheduled duration.</p>	<ul style="list-style-type: none"> All LHCSA EVV systems must have appropriate exception handling – scheduled visits exceeding the authorized scheduled duration are flagged as exceptions 	<ul style="list-style-type: none"> ✓ Sandata meets all OMIG requirements. ✓ Contact Sandata to discuss our solutions or to schedule a system demo: <ul style="list-style-type: none"> Email: SandataOMIG@sandata.com Maritza Borges: mborges@sandata.com (516) 484-4400 X 1456 Matt Rose: mrose@sandata.com (516) 484-4400 x 4191

What does this mean for a Licensed Home Care Service Agency

1. Must have a VO if there is over **\$15 million** in billing (see Certified Agency for more detail)
2. Must have Electronic Visit Verification
3. Must do conflict reporting
4. Must do exception reporting and audit tracking
5. Must have a software system that has proven capabilities to manage and document exceptions and meet anticipated audit sanctions.
6. Must meet all OMIG requirements and timelines

What does this mean for a Certified Home Health Agency:

1. Must have a VO if there is over **\$15 million** in billing
2. Must ensure all licensed agencies have EVV
3. Must have a software system that prior to claims submission, has proven capabilities to resolve all claims exceptions prior to billing Medicaid and support anticipated state audits
4. Must be able to do conflict checking across all licensed agencies
5. Must be able to aggregate data across their licensed agencies
6. Must be able to validate that all exceptions have been resolved for service data and claims submitted to them by their Licensed Agencies prior to submission of a claim to the state
7. Must be able to provide data this aggregated data to the state repository
8. Must have an automated mechanism (through the VO) to integrate data from the licensed agencies to the certified internal billing system.

- 12/20/2011:** Initial list of VOs sent to all providers, associations and vendors (including non-VOs - promote interoperability and sub-contracting).
- 01/16/2012:** Providers must communicate their selection of a VO to OMIG
- 02/13/2012:** Each VO, for each of their client providers, must submit a customized implementation/upgrade plan and schedule for review and approval.

OMIG's implementation recommendation

1. To employ a phased approach and bring initial elements up as soon as possible
2. No definitive timeline for full implementation of complete solution.

*As of 12/13/11 – subject to change.

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- At future 1:1 meetings, Sandata can assist you with:
 - Request certification letter from Sandata
 - Provide a Sandata system demo
 - Answer your specific questions
 - An assessment of your business and VO needs
 - Provide solution details and pricing
 - Develop a specific implementation plan
- Refer to Sandata website for Frequently Asked Questions (FAQs) and additional information:
 - www.sandata.com