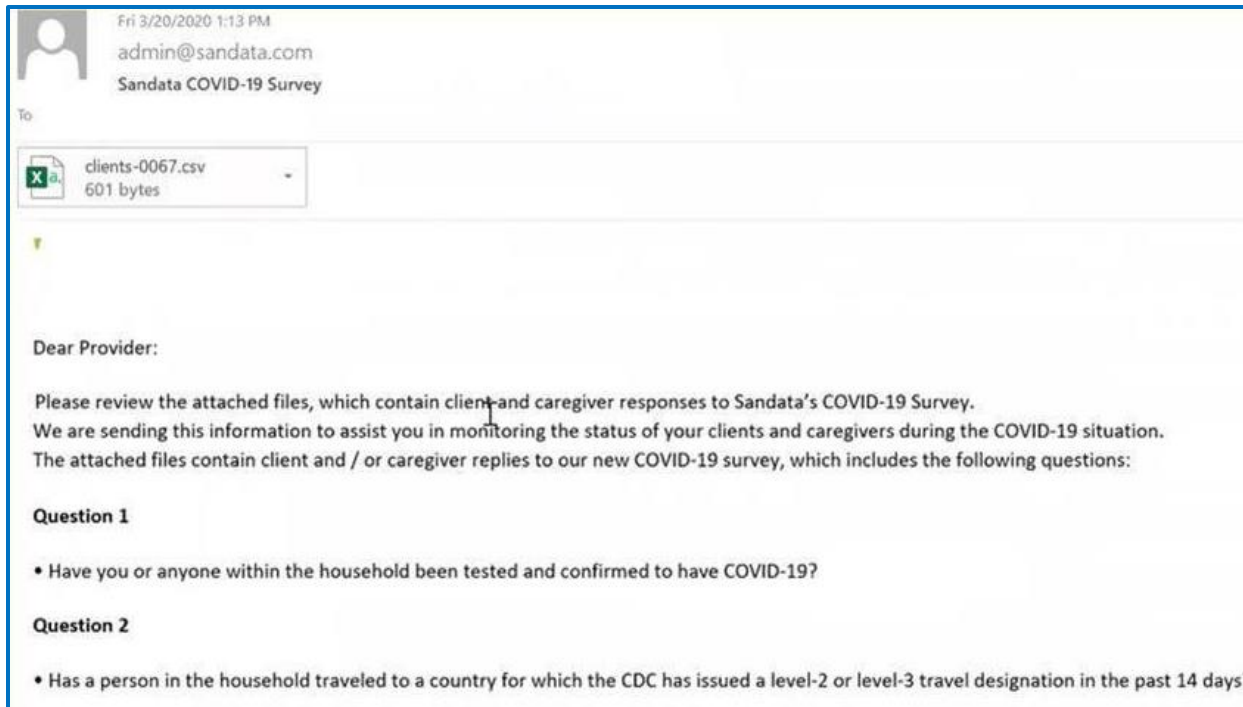


The Ohio Department of Medicaid (ODM) and Sandata Technologies, provider of Ohio's Electronic Visit Verification (EVV) system, recognize the importance of agencies understanding how caregivers and clients may be affected by COVID-19. To help with this, Sandata created Care Assurance, a short phone survey about COVID-19. Sandata is offering this no-cost tool to all providers who use Sandata's EVV system. Its purpose is to help agencies screen caregivers and clients for potential COVID-19 exposure and symptoms, which would help them know where to focus follow-up attention.

How it works: In order to take the brief survey to screen for COVID-19 exposure and symptoms, a caregiver will:

- 1) Dial the toll-free phone number designated for the survey.
- 2) Enter the Sandata account number, Sandata employee ID, and the phone number calling from.
- 3) Answer the prompt to indicate whether taking the survey for themselves or on behalf of a client.
*If for a client, enter the Santrax Client ID.
- 4) Answer these four yes/no questions when prompted:
 - a. Have you or anyone within your household been tested and confirmed to have COVID-19?
 - b. Have you or anyone in your household traveled to a country for which the CDC has issued a Level 2 or Level 3 travel designation in the past 14 days?
 - c. Have you had contact, close or proximate, with anyone with known COVID-19 in the past 14 days?
 - d. Do you have any symptoms of a respiratory infection, cold, sore throat, fever, or shortness of breath?

Once a survey is completed, the answers will be compiled into two Excel spreadsheets (one for client surveys, the other for caregiver surveys) and sent to the email address that was set up for the agency's account. The email notification of survey results will look like this:



Since there could be multiple caregivers answering the survey throughout the day, survey results for the agency will be compiled and delivered on an hourly basis. All survey results completed in each hour will be compiled and delivered in the same spreadsheet(s) and email update. When the agency opens the Excel spreadsheet, it will look like this:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Survey Date And Time	Account	Called From	Toll Free Number	Employee ID	Client ID	Number Entered On Call	Attention Required	Question 1	Question 2	Question 3	Question 4	
2	3/20/2020 12:00	67	16463099716	16783818388	731016687	1093562	16463099716	YES	YES	YES	YES	YES	
3	3/20/2020 13:12	67	16463099716	16783818388	731016687	1093562	6463099716	YES	YES	YES	NO	YES	
4													
5													
6													

A key component of this process is the “Attention Required” column in the Excel spreadsheet of survey results. If a caregiver or client has answered “yes” to any of the screening questions, then an agency will see a “yes” indicated in the “Attention Required” column. This is designed to help an agency focus its follow-up efforts with caregivers and clients.

ODM recommends that providers who use Sandata’s EVV system take advantage of this tool as a method for monitoring COVID-19 risk. If you would like to start using the survey, email CareAssurance@sandata.com and follow these easy steps:

- Include your Sandata agency ID number.
- Provide the email address where all COVID-19 response reporting should be provided (note - this must be a SINGLE email address or distribution list).
- Include your agency’s primary contact name, phone number, and email.

Sandata may contact you for additional information if needed. Once Sandata has set up your account, it will send you an email with the toll-free number to use and training materials for caregivers.

NOTE: In your email to CareAssurance@sandata.com, you must supply your agency email address where you want the phone-based survey results to go or we will not be able to enable this functionality for you.

If you have further questions about the survey or about EVV, please reach out to EVV@medicaid.ohio.gov.

Do not reply to this email address. Thank you.

This message is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential or exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message, including any attachments. Thank you.