Utah Department of
Health & Human Services
Integrated Healthcare

ELECTRONIC VISIT VERIFICATION (EVV)

CSV File Users Guide

EVV Users Guide

Contents

<u>Contact</u>

Please send all inquiries and questions to <u>dmhf_evv@utah.gov</u>.

Accessing EVV

Login to the portal at https://evv.medicaid.utah.gov/evvsubmit/

Click on the button to continue to the application.

CSV File

The CSV File method is for third-party software solutions to export electronically captured EVV data in a format the Utah Medicaid system will accept. <u>The CSV File method is not to be used as a manual input method.</u>

1. Download a copy of the CSV template. This template has the appropriate columns and order for your CSV to be uploaded to our system. Required fields are marked in the header row with (req) after the column names. The file validation is checking for the discrete combination of the required fields.

NOTE: If using your own CSV file, the first row will always be treated as a header row and thus ignored.

The CSV File method is for third-party software solutions to export electronically captured EVV data in a format the Utah Medicaid system will accept. The CSV File method is not to be used as a manual input method. The file submission process can take a long time, especially for files containing more than 2,000 records. If you have more than 2,000 records to submit, it is recommended to split them into multiple files. Submit each file after receiving the confirmation email from the previous submission.

The CSV file will be validated against the following mandatory fields:

- The type of service performed
- The individual receiving the service
- The date of the service
- The location of service delivery
- The individual providing the service
- The time the service begins and ends
- The date of creation of the electronic record
- The Batch ID number
- The Record ID number
- The Original Receipt ID if this is a correction

After submission, an acknowledgment is sent to the registered user's email address that indicates the following:

a. Total number of records submitted.
b. Total number of records accepted.
c. Total number of the records rejected, followed by a list with the rejected record number(s) and instructions to resubmit only failed records.

For more information please visit https://medicaid.utah.gov/evv/ or contact dmhf_evv@utah.gov.

[Download CSV template]

☐ Correction

[Choose File] No file chosen

[Upload CSV]

NOTE: IMPORTANT INSTRUCTIONS ABOUT CSV FILES IN MICROSOFT EXCEL

A. A CSV file cannot save custom formatting, if a you open the exported csv for any additional edits, the leading 0's will be removed by Excel. If you open the CSV file in Excel, you will need to complete the steps below for both the Member ID and Provider ID columns. **You will need to do this each time you open your CSV file in Excel.**
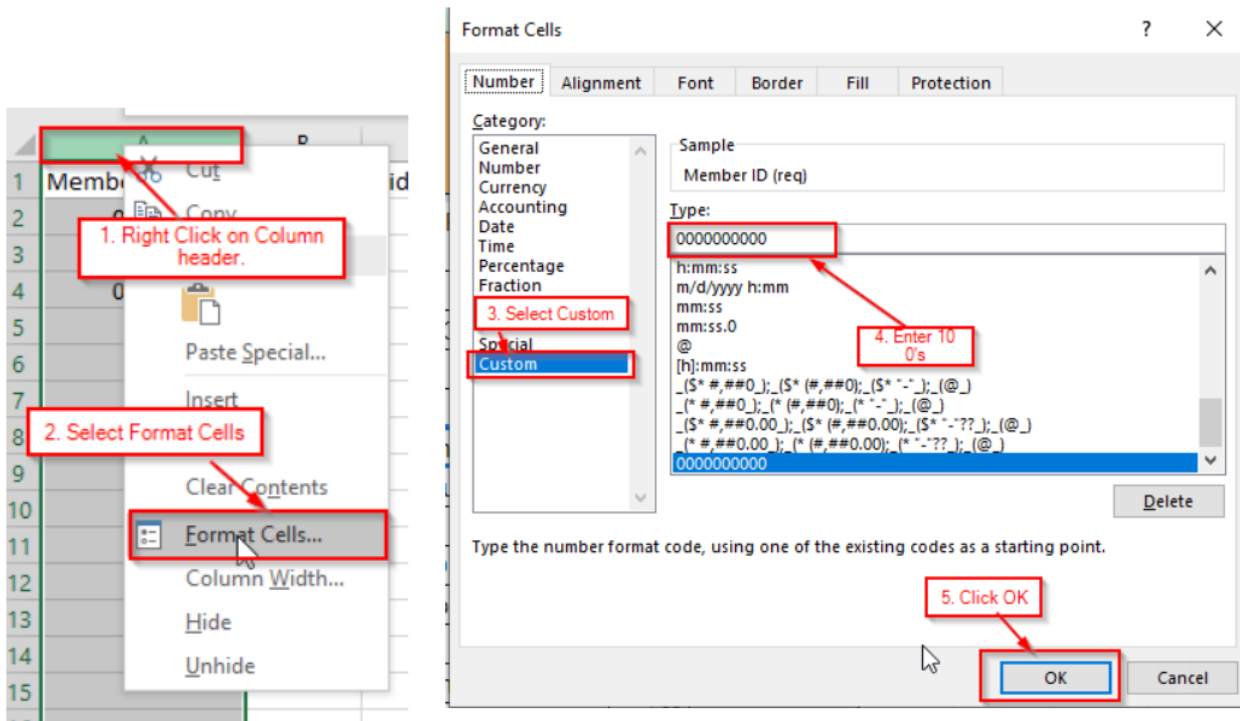
B. When submitting a CSV file, **both a 12-hour clock format (left) as well as a 24-hour clock format (right) will be accepted**. You will need to add a space between the times in the Begin time and End time columns and the denotation of AM or PM if you choose the 12-hour format. To use the 24-hour format, you will need to format the column properly (much like the Member ID and Provider ID columns).

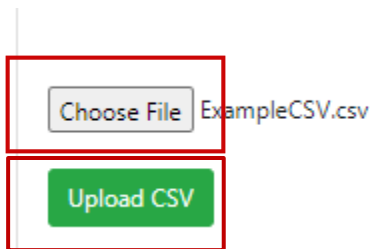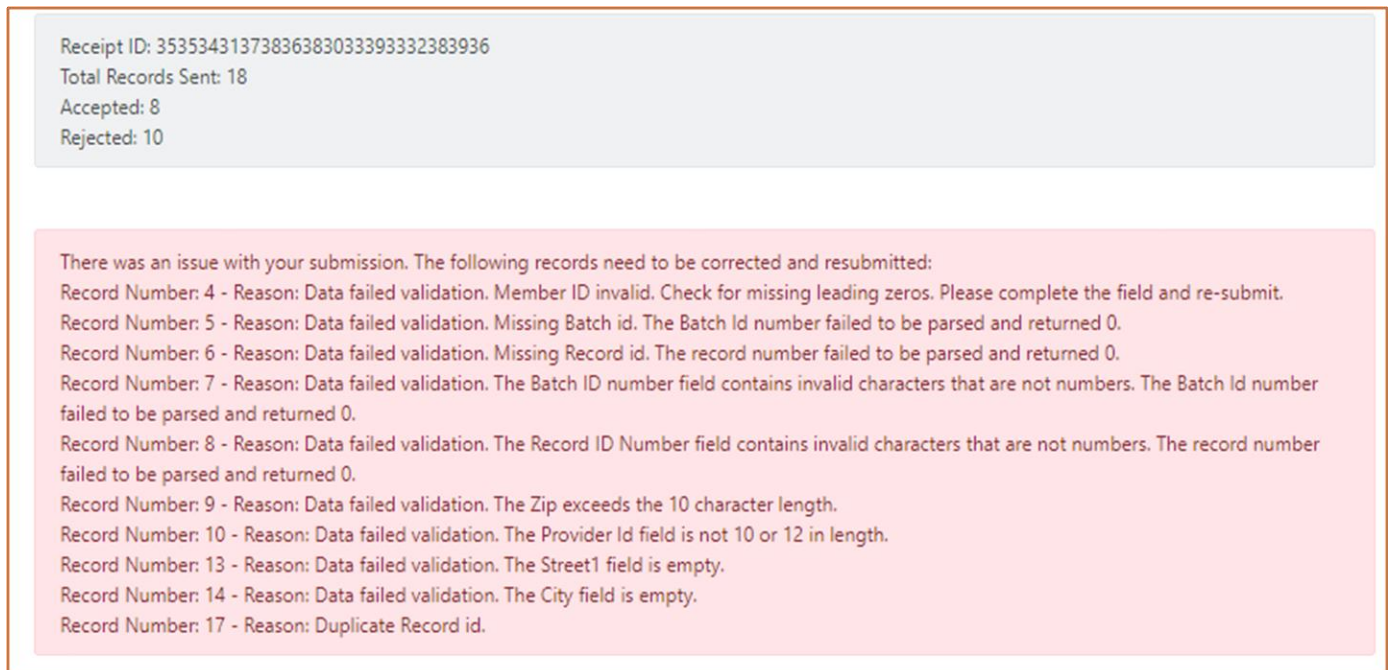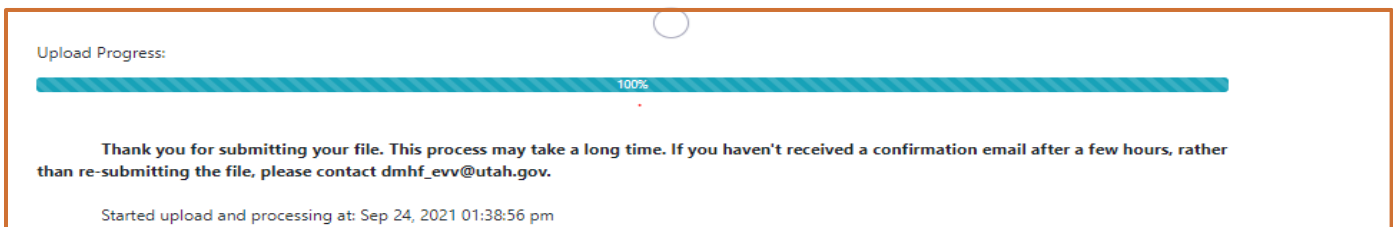**C**. Also note, the State understands that during the COVID-19 pandemic, many services will be offered virtually. In light of this information, **you may put "virtual" or "delivered remotely" in the address section or service description section of your CSV file**.

2. Select "Choose File" and attach your file.

3. Select "Upload CSV" and you will see your upload progress bar. Depending on the number of records and processing time, you may receive a confirmation displayed on the web page followed by an email confirmation. Larger files take longer and confirmation will be sent via email after processing is complete. The confirmation email will have information regarding the total records sent, rejected, and accepted. Rejected records will need to be corrected and resubmitted.

Upload Progress:

100%

Thank you for submitting your file. This process may take a long time. If you haven't received a confirmation email after a few hours, rather than re-submitting the file, please contact dmhf_evv@utah.gov.

Started upload and processing at: Sep 24, 2021 01:38:56 pm

Receipt ID: 3535343137383638303339333232383936
Total Records Sent: 18
Accepted: 8
Rejected: 10

There was an issue with your submission. The following records need to be corrected and resubmitted:
Record Number: 4 - Reason: Data failed validation. Member ID invalid. Check for missing leading zeros. Please complete the field and re-submit.
Record Number: 5 - Reason: Data failed validation. Missing Batch id. The Batch Id number failed to be parsed and returned 0.
Record Number: 6 - Reason: Data failed validation. Missing Record id. The record number failed to be parsed and returned 0.
Record Number: 7 - Reason: Data failed validation. The Batch ID number field contains invalid characters that are not numbers. The Batch Id number failed to be parsed and returned 0.
Record Number: 8 - Reason: Data failed validation. The Record ID Number field contains invalid characters that are not numbers. The record number failed to be parsed and returned 0.
Record Number: 9 - Reason: Data failed validation. The Zip exceeds the 10 character length.
Record Number: 10 - Reason: Data failed validation. The Provider Id field is not 10 or 12 in length.
Record Number: 13 - Reason: Data failed validation. The Street1 field is empty.
Record Number: 14 - Reason: Data failed validation. The City field is empty.
Record Number: 17 - Reason: Duplicate Record id.

This email will be sent to the address you used to register/access the system.

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Electronic Visit Verification Submission Received

Attention jylbosone@utah.gov

You have recently submitted an EVV CSV file to be processed. These are the results of the submission:

Receipt ID: 3636383431303039323033363030363434
Total Records Sent: 21
Accepted: 4
Rejected: 17

There was an issue with your submission. The following records need to be corrected and resubmitted:
Record ID Number: 10 - Reason: Data failed validation. The First Name field is empty. The Provider ID field is empty.
Record ID Number: 11 - Reason: Data failed validation. The First Name field is empty. The EmployeeName field is empty. Begin Service date/time cannot be a future date/time. End Service date/time cannot be a future date/time.
Record ID Number: 12 - Reason: Data failed validation. The First Name field is empty. The Begin Date field is empty. Failed to recognize Begin Date and Begin Time as a date. End Service date/time cannot be a future date/time.
Record ID Number: 13 - Reason: Data failed validation. The First Name field is empty. The Begin Time field is empty. Failed to recognize Begin Date and Begin Time as a date. End Service date/time cannot be a future date/time.

5. **To submit a correction** to a previous record, you will need to have the Original Receipt ID, Batch ID, and Record ID from the previous submission to populate the CSV template.

In the CSV template, it is important the "Orig_receipt_id" column is formatted at text. Otherwise the system will truncate the entry and the file will fail.

Check the Correction checkbox then upload the CSV file.