Visit Verification

Transition Guide from Visit Approval

Version 2022.01.0

Introduction

Welcome! Congrats on taking your first steps towards implementing AlayaCare's new visit approval module, visit verification. This guide will support you through your internal transition.

In these pages, you will find information about the steps required to enable our new visit verification feature, alongside links to online resources to support you in your journey.

With this update, we have refactored the approval workflow to include more automation, alongside performance improvements. This new infrastructure also provides a framework for us to develop future enhancements, so stay tuned as we work to incorporate your feedback in future releases.

To find video overviews of the transition process, as well as downloadable guides that act as a user manual for the feature, visit our Zendesk page below..

> View our [Zendesk article](#) for an overview of visit verification and the transition process!

Contents

Section 1: Overview

What is Visit Verification?

Visit verification is AlayaCare's newest evolution of visit approval, and is our go-forward solution for verifying visits for billing and payroll. The module was designed with automation in mind. Instead of only looking at coverage percentage and punch distance when performing bulk actions, visit verification includes over 20 (and growing) rules which allow you to automatically move all compliant visits into an "Approved" status. This also removes the need to look through all visits to find outliers, by presenting you with a list of only visits in violation of your defined rules.

Visit verification module also satisfies US electronic visit verification requirements for completing EVV billing!

To learn more about visit verification, view our Zendesk article [Feature Overview: Visit Verification (VV)](#)

Key Improvements

Visit verification is designed to reduce the amount of time you spend approving visits, while increasing the accuracy of your bill and pay quantities!

- **Rules**: Define criteria for which visits require review at the bill code, funder, or branch level. Use rules to automate visit approval for regular visits, allowing you to view only visits which need your attention!

- **Reasons**: For enhanced reporting, define override reasons that allow tracking of why visits not meeting defined criteria were approved by administrative staff.

- **Rounding**: Configure pay and bill quantities to automatically approve based on scheduled or clocked duration, with any necessary adjustments for rounding requirements.

- **Visuals**: View visit details from a user-friendly interface, with filters that allow you to drill down to specific visits!

Access Control Lists (ACLs)

Ensure the following permissions are enabled for users who will be working with visit verification:

- **(Accounting) Edit accounting settings**: add rule sets and configure reasons and resolutions
- **(Scheduling) Manage Visit Verification**: access visit verification page
- **(Accounting) Override Bill Quantity**: adjust calculated visit bill quantities
- **(Accounting) Override Pay Quantity**: adjust calculated visit pay quantities
- **(Accounting) Override Bill Quantity on a Locked Visit**: adjust calculated visit bill quantities on locked visits (post-verification)
- **(Accounting) Override Pay Quantity on a Locked Visit**: adjust calculated visit pay quantities on locked visits (post-verification)

Framework Comparison

Terminology

Visit verification introduces new terminology to your approval workflow:

Term	Definition
Visit Verification	Our new term for visit approval, which aligns better with industry terminology standards
Reason	An explanation for why a visit failed to meet a rule's criterion
Resolution	An explanation of what corrective action was taken to resolve the visit issue reason
Rule Set	A list of criteria (called rules) which a visit must meet to be automatically approved
In Violation	A new visit status, which represents visits which did not meet all rule criteria to be automatically approved

Workflow

With the automation of batch approval actions and the configurability to automatically apply rounding rules to bill and pay quantities, the visit verification workflow is built to reduce the amount of time you and your team spend reviewing visits.

VISIT APPROVAL
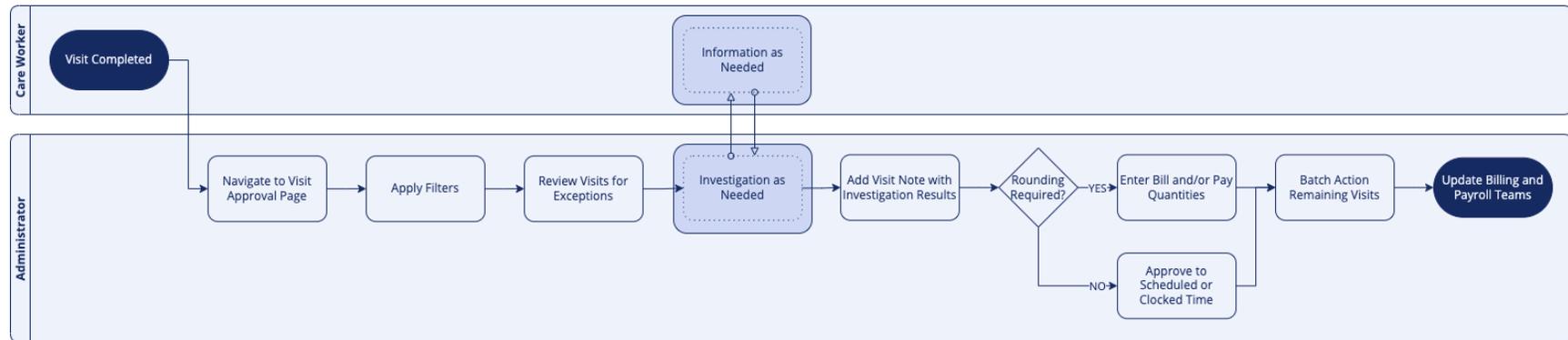
VISIT VERIFICATION
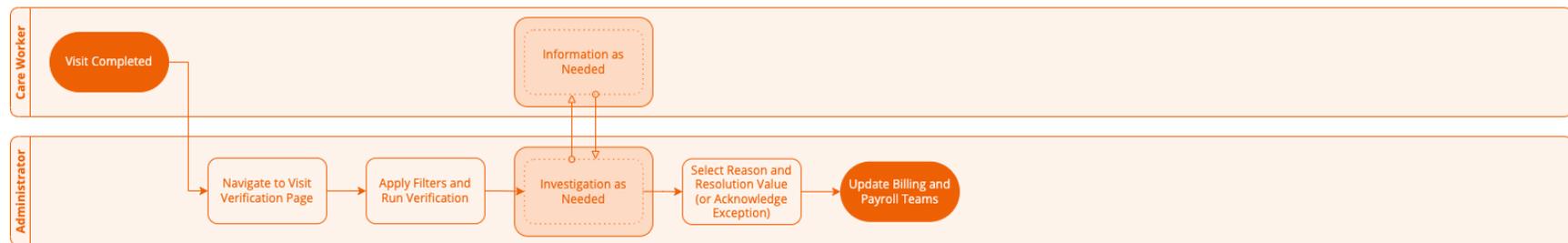
As can be seen in the workflow diagrams, visit verification eliminates the steps to (1) look for visit exceptions manually; (2) manually adjust rounding quantities; and (3) bulk action remaining visits!

Section 2: Project Plan

Timelines and Expected Work Effort

The result of visit verification is the same as visit approval – moving visits to an "Approved" or "Rejected" status. Historical visits retain their existing status, so no data migration is required. The transition process consists of you and your team identifying and setting up the verification codes and rules you want applied in your environment. Remember, the goal of visit verification is to automate your approval process for all compliant visits, allowing you to focus your efforts on any non-compliant visits.

The transition activities can be broken down into four phases: planning, configuration & testing, training, and launch:

A high-level list of actions is included below each phase. For a detailed look at what is involved in each step, refer to the Transition Steps section below.

For a sample plan you can use to track internal progress, refer to the document *Visit Verification Transition Plan.xlsx*. This document provides a task breakdown of the steps needed to implement Visit Verification, alongside an estimate of the effort required for completion of those tasks. The steps in the attached plan correspond to the transition steps below.

How is Visit Verification Enabled?

Visit verification is controlled via 2 feature flags, which can only be enabled by AlayaCare staff.

- The first feature flag activates the configuration and setup menus
- The second feature flag activates the visit verification page and workflow

Refer to the transition steps below on when to request a feature flag to be enabled in your environment.

Transition Steps

Step 1: Internal Kick Off

Communicate to your team about the upcoming plan to transition to visit verification and benefits they will gain. Focus on the change management process with your team and discuss

how visit verification helps you reach your company objectives. A sample communication can be found in the "Communication Templates" portion of Section 3: Templates

Think about how you want to structure the transition. Which resources will complete the setup and validation activities? Do you plan to dedicate capacity from a resource to move faster, or have a more relaxed timeline to perform longer-term testing?

Also, consider your future testing plan. Most customers choose to conduct testing in their UAT environment. If you plan to use UAT, decide whether you want to refresh UAT with a copy of data from Production. This may be beneficial to bring in real data and save any time spent building testing scenarios. Remember, this action will update all data and settings in your UAT environment to whatever is in Production the day the refresh is completed. Check if you or your team are currently validating other items in UAT before proceeding. If you decide to refresh UAT data, there is lead time required for the AlayaCare team to action that request. We suggest creating a Zendesk ticket as early as possible, as the ticket will need to be completed prior to you and your team entering any codes/data in your test environment.

For a copy of the Zendesk ticket request to refresh your UAT environment with a copy of Production data, refer to the "Zendesk Ticket Template" portion of Section 3: Templates.

Step 2: Determine Bill Code and Pay Code Rules

As bill codes and pay codes are configurable to automatically approve to specific quantities, think about how you want to pay employees and bill customers.

> View our [Zendesk article](#) for detailed how-to instructions and a video walkthrough!

It is important to consider this carefully, as visits that are automatically approved based on your rule sets (see step 4) will have bill and pay quantities automatically added based on these settings!

How does this impact billable and payable quantities?

- For visits that are approved via automated rules, their bill and pay quantities will be automatically calculated based off your bill code and pay code settings.

- For visits that are in violation of one or more automated rules, their bill and pay quantities will be pre-populated based of your bill code and pay code settings, but can be updated during your review.

Consider the following questions as you explore your configuration options:

Question 1: Scheduled Time vs Clocked Time
Do you want visit quantities to reflect the amount of time you originally scheduled for the visit, or the cumulative time the employee was clocked in?

Question 2a: Include/Exclude Breaks
If you choose to bill and/or pay based on the visit's original scheduled duration, consider whether you want to include or exclude break time. In the older Visit Approval module, breaks were automatically excluded from our calculation of scheduled duration. This is the default setting under visit verification, so if you're looking to keep the same process then leave the default value. If you do pay employees for breaks, this setting can help you avoid scheduling longer visits or additional "break" visits.

Question 2b: Clocked Quantity Rounding
If you choose to bill and/or pay based on the employee's cumulative clocked time, consider whether you want the quantities rounded by a specified increment. In the older Visit Approval module, approving to clocked time took the exact minutes the employee worked, so if you're looking to keep the same process here then select "No Rounding" in the dropdown.

Step 3: Determine to Use Reasons and Resolutions vs. Acknowledgement

Determine how you want staff to validate visits in violation of your automated approval rules. You have two options:

- Acknowledgement: will prompt staff to indicate they have reviewed the problem visit and have verified it for billing and payroll.

- Reasons and Resolutions: allows you to create a list of explanations and corrective actions taken to resolve the issue. Staff are required to specify which action was taken prior to verifying the visit for billing and payroll.

Acknowledgement is the faster of the two methods, as staff are only required to indicate they've confirmed the visit.

Using reasons and resolutions adds an additional step for staff, where they will specify the outcome of their investigation into why the visit didn't satisfy the automated rules, as well as the action they took to correct issue. This detail may be required by your payors, but is also useful if you want better reporting and tracking of outlier visits. A future release will include adding reasons and resolutions into Data Exploration.

If you decide to leverage reasons and resolutions, they will need to be configured in your environment.

View our [Zendesk article](#) for detailed how-to instructions and a video walkthrough!

First, consider a list of reasons that would explain why a visit was in violation of one or more rules (e.g., "Address did not link to client's location" which could explain a clock in distance issue).

Next, consider a list of resolutions that would explain what action was taken to resolve the issue (e.g., "Confirmed with client employee was present upon clock in")

Once both lists are complete, use the associations page to link resolution values to specific reasons. This will limit the resolutions dropdown to values that relate to the specified reason.

Step 4: Determine Rule Sets

Rule sets represent a list of criteria (rules) a visit must satisfy to be automatically verified. You use rule sets to automate your visit checking.

Rule sets can be linked at one of three levels:
- Service Code
- Payor
- Branch

When determining which rule set to apply to a visit, our system will go in the above order until it finds an available set:
1. Is there a rule set for the applicable service code?
2. If no, is there a rule set for the applicable payor?
3. If no, is there a rule set for the entire branch?

This logic allows you to configure defaults and overrides for which rule set should be used. At a minimum, you should create a branch rule set. This acts as a catch-all if nothing further is configured. You can then link separate rule sets at the payor or service code levels based on payor or other internal requirements.

Once you have your branch level rules created, think about whether you want different rules for specific payor or service codes. If yes, created additional rule sets you can associate at those levels. If all visits are subject to the same criteria regardless of the type of payor or service, then you only need one rule set linked to the branch.

View our [Zendesk article](#) for detailed how-to instructions and a video walkthrough!

Matching Visit Approval Functionality
If you're looking to match the criteria used when completing a batch action of "Approve Matching to Scheduled" or "Approve Matching to Clocked", create a rule set with the following rules:

- Incorrect clock in location: set threshold to 1km
- Incorrect clock out location: set threshold to 1km
- Short visit duration: set to 100% minus your service code "Shift coverage %" – for example, if your shift coverage % is 90%, set the short visit duration to 10% (100%-90%)

However, the benefit of using visit verification is the freedom to add more specific criteria to your automatic approvals, so you're encouraged to explore the other rule types.

Step 5: Setup Bill Code and Pay Code Rules in Test Environment

Once you have agreed upon your bill code and pay code rules, the next step is to configure them within your test environment. Refer back to the content and videos on this [Zendesk article](#) for steps on how to complete the setup.

Note: Data from the test environment cannot be automatically copied/pushed into other environments, and will need to be re-setup in Production once you're ready. You may decide to create a sample set of codes in your test environment for validation (if so, ensure the sample set is representative of all use case/combinations of the full configuration setup).

Prior to entering any codes into your test environment, confirm you have access to the visit verification configuration pages in your Accounting Settings. Access to these pages is provided by the AlayaCare team upon request. If you have access, you will see two new tabs in your Accounting Settings:

- Verification Reasons
- Verification Rule Sets

If you don't see the above pages, send us a Zendesk ticket and we'll enable them for you. A copy of the ticket template for you to submit is included in the "Zendesk Ticket Template" portion of Section 3: Templates.

Step 6: Setup Reasons and Resolutions in Test Environment

Once you have agreed upon your reasons and resolution (and associations between the two), if applicable, the next step is to configure them within your test environment. Refer back to the content and videos on this [Zendesk article](#) for steps on how to complete the setup.

Note: Data from the test environment cannot be automatically copied/pushed into other environments, and will need to be re-setup in Production once you're ready. You may decide to create a sample set of codes in your test environment for validation (if so, ensure the sample set is representative of all use case/combinations of the full configuration setup).

Step 7: Setup Rule Sets in Test Environment

Once you have agreed upon your rule sets, the next step is to configure them within your test environment. Refer back to the content and videos on this [Zendesk article](#) for steps on how to complete the setup.

Note: Data from the test environment cannot be automatically copied/pushed into other environments, and will need to be re-setup in Production once you're ready. You may decide to create a sample set of codes in your test environment for validation (if so, ensure the sample set is representative of all use case/combinations of the full configuration setup).

Step 8: Historical Data Cleanup in Test Environment

An enhancement with visit verification is it automatically pushes past visits through its validation, preventing you from missing anything. Unlike visit approval, where you specify both a start and end date, in visit verification you specify only an end date/time.

This creates an important step of data cleanup prior to enabling visit verification. The first time you run visit verification, any historical visits that were left in a "Not Approved" status will be pushed through verification. To prevent this, navigate to the visit approval module, filter for all past "Not Approved" visits (back to the date of the first visit you created/migrated into AlayaCare), and perform a batch action to "Reject All".

This will move the status of all those past visits to "Rejected", which will prevent them from being included in visit verification (only "Not Approved" visits which are not vacant or on hold are included). This action only needs to be performed once, prior to having visit verification enabled.

Step 9: Validate Visit Verification Setup

Once you have completed your historical data cleanup, you are ready to request the second feature flag to be enabled. The second feature flag will activate the "Visit Verification" page under the "Schedules" menu. To request the second feature flag to be enabled, submit a Zendesk ticket using the template round in the "Zendesk Ticket Template" portion of Section 3: Templates.

Once enabled, you are ready to begin testing of the visit verification feature. Instructions on how to complete the visit verification workflow can be found below.

> View our [Zendesk article](#) for detailed how-to instructions and a video walkthrough!

Step 10: Process Documentation

Once you have confirmed your setup and workflow, any internal manuals or guides should be updated to reflect the visit verification process. Detailed guides of the visit verification feature can be downloaded at the bottom of this [Zendesk article](#).

Step 11: Staff Onboarding

With your updated internal documentation, you are ready to onboard any administrative users who require knowledge of approving visits into the visit verification workflow.

It is recommended all such users review our Zendesk content for further details, in particular our article titled [How do I verify and approve visits using VV?](#). Common training practices include:

- Self-paced learning
- Q&A with internal expert(s) (your internal visit verification transition resource)
- Homework or scenarios in your test environment

Ensure all users are familiar with visit verification prior to beginning the Production configuration process.

Step 12: Production Configuration

To recap, there are 2 feature flags the AlayaCare team will need to enable for you in Production:

- Phase 1: Configuration Pages
- Phase 2: Visit Verification Page

Once ready to begin the Production process, submit a Zendesk ticket to our team requesting the configuration pages to be enabled. Use the ticket template found in the "Zendesk Ticket Template" portion of Section 3: Templates

Note: This first feature flag only actives the setup pages found in Accounting Settings. Users without access to this menu will see no change when this flag is enabled.

A reminder that data cannot be automatically copied/pushed into Production from other environments.

Our team will respond to your Zendesk ticket once the first feature flag has been enabled in Production. At this time, you and your team can configure your bill codes and pay codes, reasons and resolutions (if applicable), and rule sets (refer to steps 5, 6, 7).

Once complete, you or your team can cleanup historical "Not Approved" visits (refer to step 8).

Step 13: Production Readiness

Use the readiness checklist included in the "Production Readiness Checklist" portion of Section 3: Templates prior to taking any action with our team. This checklist is designed as your internal double check that all items have been completed and you are ready to use visit verification.

You may also want to send a communication to staff to expect the upcoming change in Production. A sample can be found in the "Communication Templates" portion of Section 3: Templates

At this point, you may submit a Zendesk ticket to our team requesting the visit verification page to be enabled. Use the ticket template found in the "Zendesk Ticket Template" portion of Section 3: Templates.

Our team will respond to your Zendesk ticket once the second feature flag has been enabled in Production. You and your team are now operational on our new visit verification module. Congrats!

Questions for AlayaCare

If you have any questions about transitioning to visit verification or how the process works, we ask that your first step is to consult our knowledge base resources here!

For identified bugs and issues, please continue to reach out via a Zendesk ticket (if you're live with AlayaCare) or to your Client Services representative (if you're actively implementing), following our regular process.

Section 3: Templates

Use the following templates as a baseline for your communications with your team and with AlayaCare.

Communication Templates

Initial Communication

Hi team,

I'm excited to let you all know AlayaCare has released an updated visit approval module, called visit verification. With the enhanced capabilities we will be able to:

- Use **rules** to define criteria for which visits require review, allowing us to automate visit approval for regular visits and focus our time looking at non-compliant visits.

- Use **reasons** for enhanced reporting, and to simplify our documentation when we investigate problem visits.

- Use **rounding** configuration settings to setup our bill and pay codes to automatically approved to their scheduled or clocked duration, and round up/down when required.

To assist us move to this new module, [INSERT NAME(S) HERE] will be working through a transition plan and getting us setup in both our test and Production environments, and will connect with you all as needed throughout this process.

Regards,
[INSERT NAME HERE]

Production Readiness

Hi team,

I want to thank [INSERT NAME(S) HERE] for their hard work in getting us ready to move to AlayaCare's new visit verification module. We have completed our configuration and training, and have submitted a request to AlayaCare to enable the feature in our Production

environment. We expect this to be enabled in the next couple weeks and will let everyone know once it's been enabled.

Our internal documentation has been updated with these new processes and can be found [INSERT LOCATION] for further reference. Please reach out if you have any questions!

Regards,
[INSERT NAME HERE]

Zendesk Ticket Templates

Use the following tickets to request feature flags to be enabled in your environments. Note you will need an active Zendesk account and will be required to login to be able to submit a ticket.

Use the UAT ticket templates during your configuration and testing phases. Use the Production ticket templates once you are ready to enable in your live environment.

(UAT) Feature Flag 1: Configuration Menus

Subject*
Enable Feature Flag 1 (Configuration Menus) in UAT Environment

Environment URL*
https://tenant.uat.alayacare.com

Additional Information
We are ready to begin the transition to visit verification, starting with setting up our UAT environment. Please enable the configuration menus feature flag in UAT.

(UAT) Feature Flag 2: Visit Verification Page

Subject*
Enable Feature Flag 2 (Visit Verification Page) in UAT Environment

Environment URL*
https://tenant.uat.alayacare.com

Additional Information

We have completed our UAT configuration and the cleanup of historical visits, and are ready to begin testing the visit verification feature. Please enable the visit verification page feature flag in UAT.

During data cleanup we batch rejected all visits up to X days in the past.

Our next billing processing date is [INSERT DATE] and our next payroll processing date is [INSERT DATE].

(Production) Feature Flag 1: Configuration Menus

Subject*

Enable Feature Flag 1 (Configuration Menus) in Production Environment

Environment URL*

https://tenant.alayacare.com

Additional Information

We have completed validation in our UAT environment and are ready to begin the configuration in Production. Please enable the configuration menus feature flag in Production.

(Production) Feature Flag 2: Visit Verification Page

Subject*

Enable Feature Flag 2 (Visit Verification Page) in Production Environment

Environment URL*

https://tenant.alayacare.com

Additional Information

We have completed our Production configuration and the cleanup of historical visits, and are ready to fully transition to the visit verification feature. Please enable the visit verification page feature flag in Production.

During data cleanup we batch rejected all visits up to X days in the past.

> Our next billing processing date is [INSERT DATE] and our next payroll processing date is
> [INSERT DATE].
>
> We have communicated to our staff and they are expecting this upcoming change.

Sample Testing Plan

The focus of testing is to confirm your configuration of visit verification meets your needs.
Goals include:

- Confirming bill codes and pay codes rules populate with the quantities and rounding
  requirements used in generating invoices or paystubs.
- Confirming service codes, payors, and branches are associated with the appropriate
  rule set
- Understanding your new workflow using visit verification

It is imperative for data to be tested prior to touching your Production environment, as once
visit verification is fully enabled, approvals can no longer be completed with the older methods
(e.g., visit approval)

Test Data
Having representative data is important to accurate testing. Whether you have requested
Production data to be copied into your UAT environment or are planning to build test cases
manually, identify samples from all different verification needs. A recommended approach is to
select samples of bill codes and pay codes to evaluate your rounding needs, and a sample
from each rule set to evaluate verification criteria.

It is also advised to select samples of visits that won't meet verification rules to allow you to
evaluate your reason and resolution lists.

Test Considerations
When conducting your evaluating, consider the following criteria:

- ☐ Bill code and pay codes rules are correct

- ☐ Reason and resolution lists are correct

- ☐ Rule sets are correct

- ☐ A rule set has been linked to the branch level as a default

☐   All service codes are linked to a rule set (if rules are different from the one at branch level)

If you follow specific approval workflows, it is recommended to complete testing on each workflow to ensure you and your team understand the functionality of visit verification.

A common theme when testing is noticing many visits with status "In Violation". This is usually a result of creating a stringent rule set when compared to criteria for batch actions in visit approval. Rule sets can be updated at any time – when validating rule sets, consider which criteria is a "must have" versus a "nice to have".

Production Readiness Checklist

Phase 1: Production Configuration

Before submitting a ticket to have the configuration menus enabled in your Production environment, check the following items have been completed:

☐   Bill code and pay codes rules are finalized

☐   Rules are finalized with which criteria should be used during the automated visit check

☐   Reason and resolution lists are finalized

☐   All relevant teams have completed validation in a testing environment and have signed-off

Phase 2: Production Launch

Before submitting a ticket to have the functionality turned on in your Production environment, check the following items have been completed:

☐   Bill code rules have been configured

☐   Pay code rules have been configured

☐   Rule sets have been created and assigned to specific service codes, payors, or branches

☐   One rule set has been assigned to the branch as a catch-all for any missed configuration

☐   Reasons and resolutions have been configured and associated (if applicable)

☐ Staff are trained on how to complete visit verification and are notified of the upcoming switch

☐ ALL past visits have been moved from "Not Approved" status to either "Approved" or "Rejected"