



1. Multi-Provider SaaS Architecture

A secure, scalable, and HIPAA-oriented cloud platform designed for Pennsylvania Alternate EVV compliance and fully aligned with Sandata Open EVV specifications.



SECURE
HIPAA-Oriented
Security



SCALABLE
Multi-Provider
SaaS Platform



COMPLIANT
PA Alternate EVV
Requirements



RELIABLE
High Availability
& Disaster Recovery





2 End-to-End EVV Workflow

True Care System captures a complete, accurate, and real-time EVV visit from start to finish in alignment with Pennsylvania Alternate EVV requirements and Sandata Open EVV specifications.



ACCURATE
Real-time data capture



COMPLIANT
PA Alternate EVV Requirements



SECURE
HIPAA-oriented platform



RELIABLE
High availability & audit ready



SCHEDULE

Visit is scheduled and assigned to the DSP.



GPS CHECK-IN

DSP checks in at the visit start location.



DAILY NOTES

DSP records notes and documents services provided.



OUTCOME TRACKING

DSP tracks outcomes and goals for individual.



ELECTRONIC SIGNATURE

Individual (or legal representative) signs electronically.



GPS CHECK-OUT

DSP checks out at the visit end location.



VISIT COMPLETION

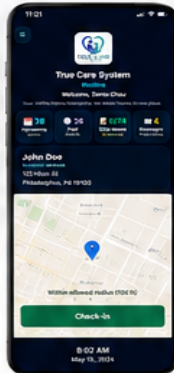
Visit is completed and ready for review & billing.

MOBILE APP EXPERIENCE

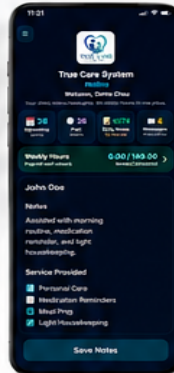
DSPs use the True Care System Mobile App to capture EVV data in real time. All data is securely validated and transmitted to the platform and submitted to Sandata Open EVV.



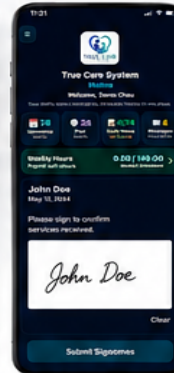
1 SCHEDULE



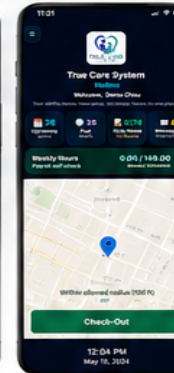
2 GPS CHECK-IN



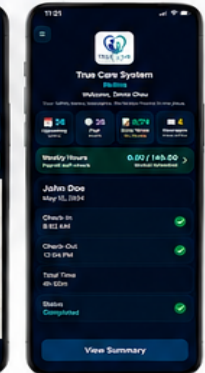
3 DAILY NOTES



4 ELECTRONIC TRACKING



6 GPS CHECK-OUT



7 VISIT COMPLETION



Schedule

- Individual
- Service
- Date
- Start Time
- End Time
- Location (Service)
- Authorized Units



Check-In

- Check-In Time
- GPS Location
- Latitude
- Longitude
- Device ID



Daily Notes

- Notes
- Services Provided
- Activities
- Time Spent



Outcomes

- Outcome Metrics
- Goal Progress
- Observations
- Mood/Behavior



Signature

- Signature Image
- Signer Type
- Signer Name
- Sign Time
- Relationship



Check-Out

- Check-Out Time
- GPS Location
- Latitude
- Longitude
- Device ID



Completion

- Total Visit Time
- Visit Status
- Completion Time
- Audit Trail
- Data Integrity

REAL-TIME DATA FLOW & INTEGRATION



Mobile App
Data Capture



Secure Data
Transmission



True Care System
Cloud Platform



Data Validation
& Storage



EVV Validation
Engine



Open EVV
Submission



ACK & Status
Monitoring

EVV DATA ELEMENTS CAPTURED

- ✓ Individual Information
- ✓ Employee (DSP) Information
- ✓ Visit Date
- ✓ Service Type
- ✓ Scheduled Start Time
- ✓ Scheduled End Time
- ✓ Actual Check-In Time
- ✓ Actual Check-Out Time
- ✓ Check-In Location (GPS)
- ✓ Check-Out Location (GPS)
- ✓ Electronic Signature
- ✓ Notes & Observations
- ✓ Outcomes
- ✓ Total Visit Time
- ✓ Device Information
- ✓ Data Source
- ✓ Audit Trail
- ✓ Visit Status

COMPLIANCE ALIGNMENT

This workflow is fully aligned with:

- ✓ Pennsylvania Alternate EVV Requirements
- ✓ Sandata Open EVV Specifications
- ✓ 21st Century Cures Act
- ✓ CMS EVV Final Rule
- ✓ HIPAA Privacy & Security Standards

KEY BENEFITS



Complete & Accurate
Captures all required EVV elements from start to finish.



Real-Time & Reliable
Real-time data capture with immediate validation.



Compliant & Audit-Ready
Meets PA DHS and Sandata requirements with full audit trail.



Improved Outcomes
Better visibility, reporting, and care quality.



3. Billing Workflow

Aligned with Pennsylvania DHS & Sandata Specifications

Preventing EVV Errors Before Submission



VALIDATED
Internal Quality
Controls



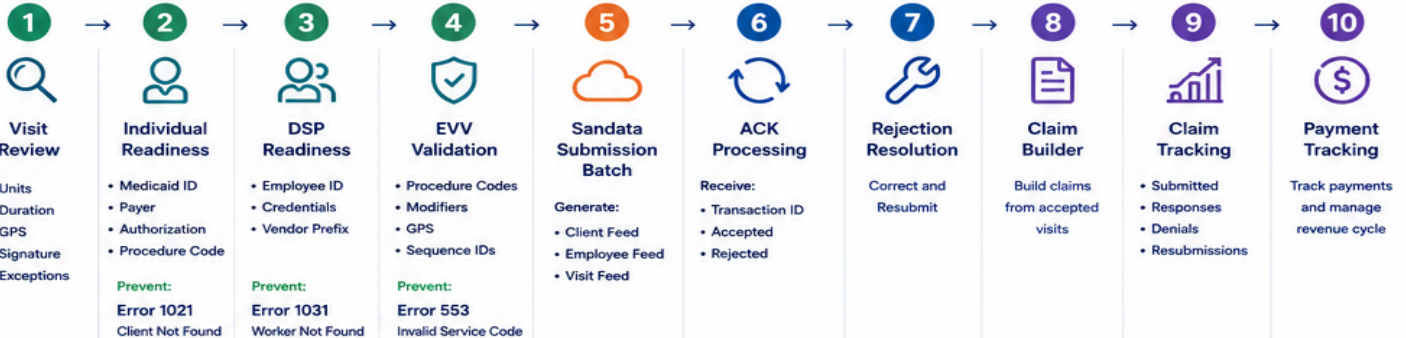
COMPLIANT
PA Alternate EVV
Requirements



TRACEABLE
Audit & Transaction
History



RELIABLE
Reduced Claim
Rejections



BILLING MODULE EXPERIENCE

1 Visit Review

Visit Review

Date Range: 05/01/2024 - 05/01/2024 Status: All DSP: All

Visit ID	Individual	Date	Units	Status
V00012345	John Doe	05/07/2024	4.00	Verified
V00012344	Jane Smith	05/07/2024	8.00	Verified
V00012343	Robert Brown	05/06/2024	6.00	Exception
V00012342	Mary Johnson	05/06/2024	3.00	Verified
V00012341	William Davis	05/05/2024	2.00	Verified

Showing 1 to 5 of 345 entries View Visit

2 Individual Readiness

Search Individual

John Doe
Medicaid ID: 123456789
Payer: PA Medicaid

Medicaid ID	Valid
Address	Valid
Payer	Valid
Program	Valid
Authorization	Active
Procedure Code	Valid
Modifiers	Valid

Status: Ready

3 DSP Readiness

Search Employee

Jane Williams
Employee ID: E12345
Vendor Prefix: TC

Employee ID	Valid
Active Status	Active
Credentials	Valid
Vendor Prefix	Valid

Status: Ready

4 EVV Validation

Search Visit

Visit ID: V00012345
John Doe - 05/07/2024

Procedure Code	Valid
Modifiers	Valid
GPS Coordinates	Valid
Visit Location Type	Valid
Sequence IDs	Valid
Visit Exceptions	None

Status: Valid

5 Submission Batch

Batch ID: BATCH-05072024-001
Batch Date: 05/07/2024 10:30 AM
Status: Ready to Submit

Feeds

Client Feed	245	Ready
Employee Feed	87	Ready
Visit Feed	612	Ready

Preview JSON Submit to Sandata

COMMON SANDATA ERRORS PREVENTED

Error Code	Description	Prevention Step
1021	Client Not Found	Step 2 Individual Readiness
1031	Worker Not Found	Step 3 DSP Readiness
553	Invalid Procedure Code (Service Code)	Step 4 EVV Validation

TRANSACTION FLOW



ALIGNMENT WITH SANDATA BEST PRACTICES

- Incremental Updates
- Sequence IDs
- Visit Changes
- ACK Processing
- Transaction IDs
- Status Polling
- Rejection Handling
- Resubmission Workflow

Sandata
Open EVV
Interface

KEY BENEFITS



Fewer Rejections
Proactive validation
reduces claim denials
and rework



Faster Billing Cycle
Clean data submission
accelerates payer
processing



Higher Claim Accuracy
Complete and accurate
data improves first-pass
claim acceptance



Revenue Cycle Visibility
Real-time dashboards and
reports improve financial
performance





4. Sandata Technical Mapping

API Integration & Data Exchange Alignment

True Care System is fully aligned with Sandata Open EVV API specifications for Pennsylvania Alternate EVV.



INTEROPERABLE
Standards-Based
Integration



COMPLIANT
Sandata Open EVV
Specifications

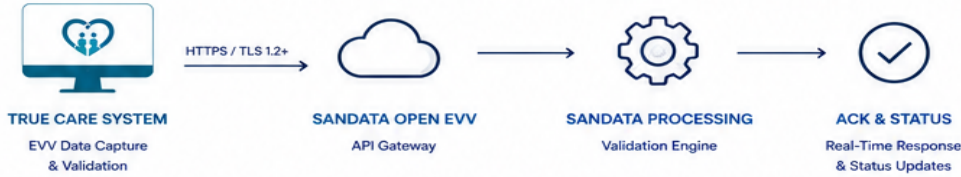


ACCURATE
Complete & Valid
Data Exchange



RELIABLE
Real-Time ACK &
Status Tracking

SANDATA OPEN EVV API OVERVIEW



AUTHENTICATION & SECURITY

Authentication Type	OAuth 2.0 Client Credentials
Transport	HTTPS / TLS 1.2+
Data Format	JSON
Compression	GZIP
Rate Limiting	Per Sandata Guidelines
IP Allowlisting	Supported
Environment	Production & Testing

API ENDPOINTS & DATA EXCHANGE

FEED TYPE	ENDPOINT	METHOD	DESCRIPTION	KEY DATA ELEMENTS	FREQUENCY	RESPONSE
CLIENT API	/v1/clients	POST	Create / Update Client Information	- Client ID (Medicaid ID) - Name, DOB, Gender - Address - Payer, Program - Authorization	Incremental (Daily / Real-time)	ACK Transaction ID
EMPLOYEE API	/v1/employees	POST	Create / Update Employee Information	- Employee ID - Name, DOB - Credentials - Vendor Prefix - Status	Incremental (Daily / Real-time)	ACK Transaction ID
VISIT API	/v1/visits	POST	Create / Update Visit (EVV Event)	- Visit ID - Client ID - Employee ID - Service Code & Modifiers - Check-In / Check-Out - Location (GPS) - Units, Duration - Signature - Sequence ID - Visit Change Reason	Incremental (Real-time / Batch)	ACK Transaction ID
STATUS API	/v1/status/{transactionId}	GET	Retrieve Transaction Status	- Transaction ID - Status (Accepted / Rejected) - Error Codes (if any) - Processing Date	Real-time / On-Demand	Status Details

ACK RESPONSE EXAMPLE

```
{
  "transactionId": "8f3d2a46-7b2e-4f93-9c3f-d2b7e9b8a123",
  "status": "Accepted",
  "ackCode": "0",
  "ackMessage": "Success",
  "receivedDate": "2024-07-05T10:30:00Z",
  "recordCount": 25
}
```

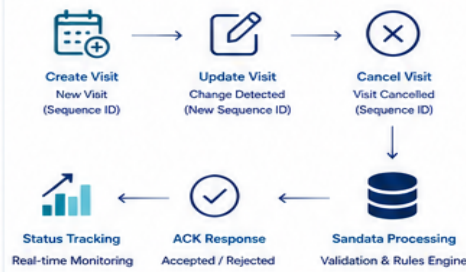
STATUS RESPONSE EXAMPLE

```
{
  "transactionId": "8f3d2a46-7b2e-4f93-9c3f-d2b7e9b8a123",
  "status": "Rejected",
  "ackCode": "553",
  "ackMessage": "Invalid Service Code",
  "errorDetails": [
    {
      "recordId": "VISIT_123456",
      "errorCode": "553",
      "errorMessage": "Invalid Service Code",
      "field": "procedureCode"
    }
  ],
  "receivedDate": "2024-07-05T10:30:00Z"
}
```

VISIT DATA SEQUENCE & IDENTIFIERS

- Sequence ID**
Unique identifier for each visit record.
Required for incremental updates.
- Visit Change Reason**
Indicates reason for update or deletion.
(Create, Update, Cancel)
- Original Visit ID**
Required for updates / cancellations.
Maintains visit integrity.
- Incremental Updates**
Only changed records are sent.
Reduces rejections and improves efficiency.

VISIT LIFECYCLE FLOW



COMMON ERROR CODES

ERROR CODE	DESCRIPTION	TYPICAL CAUSE	PREVENTION STEP
1021	Client Not Found	Invalid or missing Client ID / Medicaid ID	Individual Readiness (Step 2)
1031	Worker Not Found	Invalid or missing Employee ID	DSP Readiness (Step 3)
553	Invalid Service Code	Invalid Procedure Code or Modifier	EVV Validation (Step 4)
561	Invalid Visit Location	Location not allowed for service	EVV Validation (Step 4)
570	Duplicate Visit	Duplicate Visit ID / Sequence ID	Sequence ID Management

DATA VALIDATION RULES

- All required fields must be present
- Valid Medicaid ID / Employee ID
- Procedure codes must be valid and active
- Modifiers must follow PA DHS rules
- GPS coordinates must be captured
- Check-In must be before Check-Out
- Units must be within authorized limits
- Sequence IDs must be unique and sequential

INTEGRATION BENEFITS

- Real-time ACK & error feedback
- Incremental updates reduce rejections
- Complete audit trail & traceability
- Higher data quality & claim accuracy
- Aligned with PA Alternate EVV requirements

SUPPORT & RESOURCES

- Sandata Developer Portal
<https://developer.sandata.com>
- Sandata Open EVV Guide
Integration & Implementation Guide
- PA Alternate EVV Information
<https://www.dhs.pa.gov>





5. Security, Compliance & Platform Readiness

Enterprise-Grade Platform for Pennsylvania Alternate EVV

True Care System is built with security, scalability, and compliance at the core to protect PHI, ensure data integrity, and support long-term provider success.



SECURE

HIPAA-Compliant
by Design



COMPLIANT

PA Alternate EVV
& CMS Aligned



SCALABLE

Multi-Tenant Cloud
Architecture



RELIABLE

High Availability &
Disaster Recovery

PLATFORM TECHNOLOGY STACK

NEXT.JS

Next.js + TypeScript
Server-side rendered
web application

Web Portal



React Native + Expo
Cross-platform
mobile application

Mobile App



NestJS + TypeScript
Scalable REST API
architecture

API Layer



Prisma ORM
Type-safe database
access layer

Data Access



PostgreSQL
Encrypted at rest,
high performance

Database



Amazon Web Services
Cloud infrastructure
& managed services

Cloud Hosting

SECURITY & COMPLIANCE FRAMEWORK



PLATFORM CAPABILITIES



Multi-Provider SaaS
Isolated data for each provider
with complete configuration
management



Real-Time Data Processing
Real-time validation, rules engine
and event-driven architecture



High Availability
99.9% uptime with auto-scaling
and load balancing



Disaster Recovery
Automated backups, cross-region
replication, point-in-time recovery



API-First Platform
Open APIs for seamless integration
with Sandata and third parties



Advanced Reporting
Operational, clinical, compliance
and revenue cycle reports



Configurable Workflows
Flexible workflows to adapt to
changing regulations



Provider Self-Service
Onboarding, user management
and configuration portal

COMPLIANCE ALIGNMENT

PA ALTERNATE EVV REQUIREMENTS

- Real-time visit capture
- GPS verify at Check-In & Check-Out
- Electronic Visit Verification
- Data accuracy & integrity
- Timestamp & location
- Data retention compliant

SANDATA OPEN EVV SPECIFICATIONS

- Client / Employee / Visit Feeds
- Incremental Updates
- Sequence IDs
- ACK & Transaction IDs
- Status Polling
- Rejection Handling
- Visit Change Tracking

HIPAA & HITECH COMPLIANCE

- Administrative Safeguards
- Physical Safeguards
- Technical Safeguards
- Access Controls
- Audit Controls
- Integrity Controls
- Transmission Security

CMS EVV FINAL RULE ALIGNMENT

- 21st Century Cures Act
- CMS EVV Final Rule
- Patient Choice of Caregiver
- Visit Verification
- Data Elements
- Security & Privacy

ALTERNATE EVV READINESS MATRIX

CAPABILITY	TRUE CARE SYSTEM	PA DHS REQUIRED	SANDATA OPEN EVV SPEC
Real-Time Visit Capture	✓	Required	Supported
GPS Check-In / Check-Out	✓	Required	Supported
Electronic Signature	✓	Required	Supported
Visit Data Validation	✓	Required	Supported
Incremental Updates	✓	Required	Supported
Sequence ID Management	✓	Required	Supported
ACK Processing	✓	Required	Supported
Status Polling	✓	Required	Supported
Rejection Handling	✓	Required	Supported
Visit Change Tracking	✓	Required	Supported
Data Security (HIPAA)	✓	Required	Supported
Audit Logs & Reporting	✓	Required	Supported
Data Retention	✓	Required	Supported
Provider Data Isolation	✓	Required	Supported

DATA FLOW & PROTECTION



Data Protection Principles

- Least Privilege Access
- Encrypt Everything
- Monitor Continuously
- Backup Regularly
- Test Routinely

NEXT STEPS & ONBOARDING



KEY BENEFITS



Enterprise Security
Protects PHI and ensures
compliance with HIPAA
and state regulations.



Regulatory Compliance
Aligned with PA Alternate
EVV, Sandata Open EVV,
and CMS requirements.



Scalable & Reliable
Built on AWS cloud for
high availability, scalability,
and performance.



Operational Efficiency
Automated workflows
reduce errors and improve
caregiver productivity.



Revenue Optimization
Accurate data, fewer rejections,
and faster billing cycle
improve cash flow.

