NC Department of Health and Human Services

NC Medicaid Home Health Services Electronic Visit Verification Announcements and Important Reminders

NC Medicaid EVV Team

December 20, 2022

Announcement: Revised EVV Implementation Dates

- The 21st Century Cures Act requires the North Carolina Department of Health and Human Services (NCDHHS) to begin using an Electronic Visit Verification (EVV) system for Home Health Care Services (HHCS) by January 1, 2023. EVV uses technology to record the times, dates and specific services that are given which helps to ensure that people who should receive services, in fact, receive them.

- Centers for Medicare and Medicaid Services (CMS) permitted states who anticipated being unable to meet the implementation deadline to submit a request for a "Good Faith Effort Exemption". A Good Faith Effort Exemption (GFEE) approval allows States to implement EVV for HHCS after the required deadline of January 1, 2023, without CMS applying Federal Medical Assistance Percentage (FMAP) legislated penalty. NC Medicaid submitted a GFEE request to CMS and was granted approval.

Revised Dates included on table in slide #3

Revised Implementation Dates for Medicaid Direct, Standard Plans and Tailored Plans

	Impacted systems	Trading Partner testing	Soft launch start	Hard launch start
NC Medicaid Direct (Home Health)	NCTracks + Providers		4/1/2023	7/1/2023
Standard Plans (Home Health)	EPS + PHPs + HHAExchange / CareBridge / Healthy Blue	11/15/2022	4/1/2023	7/1/2023
Tailored Plans (Home Health)	EPS + TPs + HHAExchange	5/1/2023	7/1/2023	10/1/2023
Tailored Plans (PCS)	EPS + TPs + HHAExchange	2/1/2023	4/1/23	7/1/23
PIHP (1915 (i))	EPS + PIHPs + HHAExchange	2/1/2023	4/1/23	7/1/23

Home Health Sandata Training Webinars

The following scheduled NC Medicaid Home Health Sandata training webinars are completed:

Wednesday, Dec. 14, 2022

Thursday, Dec. 15, 2022

Friday, Dec. 16, 2022

- The training recordings are currently in review.

- Each session will be posted on Sandata On Demand next week https://sandata.zendesk.com/hc/en-us/articles/1500000190822-Using-Sandata-on-Demand

Sandata: Video Library

Please visit the Sandata video library to learn about specific EVV functionality.

Shortly after each live instructor-led webinar begins, a recorded webinar session for each topic will also be available on the video library.

The trainings are also located on the NC-DHHS website:

EVV Provider Agency Training – Video Library

Sandata Provider Support

For assistance with Training, Welcome Kits, etc.

Sandata Customer Support Team:

- ➢ NCCustomerCare@Sandata.com or
- ➢ 855-940-4915

For Alternate EVV Support:

- ➢ NCAltEVV@Sandata.com or
- ➢ 844-289-4246

It is recommended that each provider agency take all training courses to fully know how to use the Sandata EVV system.

Soft Launch Expectations

- Home Health Care providers will submit EVV information

- The EVV HHS system will operate as Pay and Report

- Claims will not pend based on failed validation. If a claim fails validation, the EVV HHS system will generate a report of the validation issue and allow the provider to receive payment.

Hard Launch Expectations

- All Home Health Care providers are expected to be fully compliant with EVV requirements

- EVV data must be validated prior to claims adjudication

Use of Manual Visits Entry for EVV

- NC Medicaid is aware that entering manual visits is occasionally necessary as aides continue to adjust to EVV requirements. Recent data indicates there are organizations that continue to have a manual visit entry rate of 100% which is not the intended purpose of EVV.

- Outreach efforts to providers with a high rate of manual entries are underway via e-mail and telephone call to discuss a plan to reduce the number of manual entries and providing resources to assist all providers.

In order to support you, we have provided a link to the Sandata video library for your review.

https://fast.wistia.net/embed/channel/a9cmp9qra9

Please feel free to e-mail Dr. Amy Shirley-Muhammad, EVV Analyst if you need further assistance.

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REMINDER: Service Field Location Required

Effective Jan. 1, 2023, all records submitted to the Sandata Aggregator by an Alt EVV vendor **must indicate the location of each visit and specify home or community in the service location field for a visit to be validated**. This applies to the following provider types:

Home Health Services (HHS)

Personal Care Services (PCS)

Community Alternatives Program for Children and Disabled Adults (CAP/C and CAP/DA)

When the service location field is not completed, the Alt EVV vendor will receive an exception notice from Sandata that will prevent the visit data history from transmitting to NCTracks for claim processing.

- **Home** is defined as the beneficiary's address listed in EVV.

- **Community** is defined as any/all other locations other than the beneficiary's home address.

Alt EVV vendors are required to work with Sandata to identify system updates or modifications needed to include the home or community service location field with their verified visits that are transmitted to the Sandata Aggregator.

Other Resources

- **NC Medicaid EVV Webpage**

- **https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification**

- **HHAeXchange customer support:855-400-4429 or https://hhaexchange.com/contact-us/**

- **•Carebridge Customer support questions:844-772-7338 or support@carebridgehealth.com**

Home Health EVV FAQs

EVV Questions & Answers

Thank you!