NC Medicaid

Fact Sheet

Home Health Services Electronic Visit Verification (EVV)

Questions and Answers about Home Health Services EVV

WHERE CAN WE GET A LIST OF ALL OUR BENEFICIARIES THEIR HEALTH PLAN SELECTION?

The NCTracks Provider Portal allows providers to look up a beneficiary's managed care enrollment status and their assigned Health Plan. The information can be found in the Benefit Plan field.

HHA EXCHANGE SAID EVENTUALLY ALL BENEFICIARIES WILL MOVE TO NC MEDICAID MANAGED CARE AND WE SHOULD CONSIDER THEIR PAID SOLUTION

Is this true?

NC Medicaid Managed Care launched on July 1, 2021. Medicaid beneficiaries who were required to enroll in managed care were assigned a health plan to manage their needs. When NC Medicaid Managed Care Behavioral Health and Intellectual/Developmental Disabilities Tailored Plans launch on April 1, 2023, Medicaid beneficiaries required to enroll in a Tailored Plan will be enrolled in the Tailored Plan that serves their administrative county. Some Medicaid beneficiaries will be excluded from managed care and will and remain in NC Medicaid Direct.

Providers can use the free solutions for each payer type or they can choose to consolidate the collection of all their visits for NC Medicaid Direct, health plans and LME/MCOs by using an EVV vendor that can manage all EVV data.

HOW WILL PROVIDERS RECEIVE INFORMATION ON BENEFICIARIES ENROLLED IN MANAGED CARE?

Providers should check the eligibility of all Medicaid beneficiaries in NCTracks before providing services and prior to billing. NCTracks will indicate the plan with which the beneficiary is enrolled. If you have questions about a beneficiary, call their health plan for more information. Contact information is available on the [NC Medicaid EVV webpage](#).

CLOCKING IN AND OUT

Clocking in and out are to be done in realtime. Does this apply to the manual edits as well, or can they be done later? Is there a certain percentage of manual visit edits we are allowed to have?The manual

edits are designed to correct errors in a visit. Edits are normally done after the start or completion of a visit. There is not an identifiable percentage of allowable manual visit edits.

Please refer to Sandata's Training video library to learn more about how to reduce the number of edits.

PLEASE PROVIDE INFORMATION WE CAN GIVE OUR STAFF REGARDING THE MOBILE APP.

What about staff who don't have EVV capture apps on their phones?

Information on how to use the mobile app can be found on the NC Medicaid EVV webpage under the Video Library link on the Provider Meetings and Trainings tab. Providers may contact Sandata, HHAeXchange or CareBridge to for additional information about the mobile app.

The mobile app is a free, downloadable application that can be installed on a smartphone. If a caregiver does not have a smartphone, the provider agency can use an alternative method to capture the required EVV data points.

There are two alternative methods: telephony, and a fixed verification device. However, the preferred method of EVV visit capture is through the Sandata Mobile Connect or a mobile application from your Alternate EVV vendor. Policy guidance on visit capture using telephony can be found in the Home Health Clinical Coverage policy 3-A.

Note: The proposed telephony language submitted to Policy Team is included in HH Clinical Coverage Policy 3-A; section 7.8.2. Proposed effective date – Jan. 1, 2023.

WHAT STEPS SHOULD WE TAKE TO MAKE SURE STAFF ARE NOT GOING OVER ALLOTTED HOURS?

For example, the number of hours of services allowed weekly is 40; a worker clocks in five minutes before time and clocks out 10 minutes after time; but it is real time.

The provider agency's administrator can make manual edits to each visit to ensure the start time and end times correspond with the approved, authorized Home Health service subject to EVV.

SANDATA DOES NOT PROVIDE AUTHORIZATION TO CHANGE THE BENEFICIARY'S ADDRESS IF THEY HAVE MOVED.

How do we ensure the correct address is captured during the visit?

A beneficiary's address is updated in the Sandata's system when a change is recorded in the NCTracks portal. If the address is not correct, advise the beneficiary to request a change of address with their local Department of Social Services in the county where the beneficiary resides, or with the county that provides administrative support for their county. This county information can be found in NCTracks.

Additionally, an incorrect address or telephone number will not prevent visits entered in the Sandata system from moving to a verified status in the Sandata portal. All verified visits will be transmitted to NCTracks for EVV validation to assist with claims adjudication. Address/GPS and telephone numbers are not data fields that are received or validated at the time of claims adjudication. NC Medicaid will review GPS data as a compliance review through a post-payment audit to ensure services are conducted at the authorized location(s).

WHAT STEPS SHOULD A PROVIDER TAKE IF THERE ARE ISSUES WITH CLOCKING IN AND OUT.

For problems with clocking in and out, you should call Sandata at 855-940-4915 or email NCCustomerCare@Sandata.com. For Alternate EVV support, contact your Alternate EVV vendor. If there are issues with seeing the visit in the Sandata Aggregator, call 844-289-4246 or email NCAltEVV@Sandata.com.

WILL THE HOME HEALTH CLAIM DENY IF THE CLOCK-IN TIME IS ONE OR MORE MINUTES AFTER THE SCHEDULED TIME?

The EVV business rules require visits to be scheduled. If the visits start after the scheduled time, the agency's administrator may make manual edits to that visit in their EVV solution. The claim will be noted as pending in NCTracks when the units are more than the scheduled duration of the visit. Visits are not marked as pending in the Sandata system.

DOES A BENEFICIARY NEED AN AUTHORIZATION IN THE SANDATA SYSTEM TO BE ABLE TO CAPTURE THE REQUIRED VISIT DATA?

An authorization in the Sandata system is required for a Medicaid beneficiary to ensure the beneficiary is approved to receive the Home Health service subject to EVV. One of the 21st Century Cure Act requirements for EVV is the beneficiary must be authorized to receive the Home Health service.

If an authorization is not available in the Sandata system, please confirm with NCTracks that it is available and contact Sandata directly to obtain a ticket number to assist with the resolution of this issue. Contact Sandata at 855-940-4915 or NCCustomerCare@Sandata.com.

NO AUTHORIZATION IN THE SANDATA SYSTEM, BUT NCTRACKS HAS PROVIDED APPROVAL TO RENDER THE HOME HEALTH SERVICE IS IT OKAY TO START THE SERVICE KNOWING THE AUTHORIZATION IS ON ITS WAY?

Is it okay to start the service knowing the authorization is on its way?

Yes, the provider can begin the service when an authorization has been provided by NCTracks and the EVV authorization is being uploaded in the Sandata system. When the EVV authorization is available, the provider must complete a manual visit edit to log visits that occurred before the authorization was available in the Sandata system.

WHAT IS THE RULE FOR ROUNDING UNITS?

In the past, we were to round to the nearest 15 minutes. Sandata wants us to round down even if the clock-out is one minute short of a unit.

Home Health EVV is billed as 1 Visit = 1 Unit and uses Revenue Codes for Billing HH, therefore rounding rules based on 15-minute increments do not apply to Home Health.

For more information, refer to the NC Medicaid EVV Webpage, under the accordion "Provider Meetings and Trainings, April 25, 2022, Stakeholder Meeting, Home Health Stakeholder Meeting Presentation.

WHAT MAY CAUSE A CLAIM TO PEND OR DENY?

There are many reasons a claim may pend or deny such as:

- The visit is not in a verified state in the Sandata Aggregator
- The revenue code in the claim submittal does not match the service code in the Aggregator
- The units in the claim submittal do not match the total units in the Aggregator
- The NPI number is not the same NPI number in the Sandata system used to collect the visit information

To mitigate claims pend and denial issues in NC Medicaid Direct, use the visit history option in the NCTracks provider portal to compare visits against the logged visits in the Aggregator before submitting claims to NCTracks for payment.

WE HAVE ONE CLAIM LINE THAT IS NOT GOING THROUGH AND PENDING THE WHOLE CLAIM.

NCTracks is telling us that Sandata is not sending the information.

For specific HH EVV claims/billing information, refer to the NC Medicaid EVV webpage, under the accordion "Provider Resources and Service Codes." In addition, please confirm the visit is in a verified state in your EVV system along with the other fixes above.

IF A CLAIM LINE DOES NOT HAVE EVV, HOW DO WE CORRECT?

Each claim subject to EVV submitted for payment must have visit capture information in the Sandata Aggregator. If a claim line does not have the visit capture data, a manual visit edit in your EVV system must be completed for the date and time the visit occurred. Be sure the visit is in a verified state upon the completion of the manual edit.

WHAT DOES A RED DOT MEANS IN THE SANDATA SYSTEM?

A red dot indicates something is not entered correctly. Please be sure you start a visit before entering the client's identifying information; use the correct format for the beneficiary's MID#, with nine numerical numbers and one capitalized letter at the end of the number; enter the right program procedure code.

If these tips don't resolve your issue, contact Sandata directly and request a ticket number to resolve the issue. Contact Sandata at 855-940-4915 or NCCustomerCare@Sandata.com.

CAN PROVIDERS SUBMIT CLAIMS SUBJECT TO EVV TO NCTRACKS FOR MEDICAID BENEFICIARIES ENROLLED IN MANAGED CARE?

No, claims subject to EVV for Medicaid beneficiaries enrolled in managed care must be submitted per the guidance of the health plans.

WHERE CAN I FIND THE MEDICAID BILLING RATES?

All Medicaid rates can be found on the [NC Medicaid Fee Schedules and Covered Codes](#) webpage.

DO PROVIDERS NEED TO PURCHASE AN EVV SOLUTION?

Providers are not required to purchase an EVV solution. There are three Medicaid payer types and each type has a free EVV solution providers can use. For providers who render services to beneficiaries under NC Medicaid Direct, Sandata is the free solution to use.

For providers rendering services for health plans and LME/MCOs, HHAeXchange is the free solution. Providers rendering services for Healthy Blue **must** use CareBridge. Providers may choose to purchase a comprehensive EVV solution that consolidates all visits from the three different payer types.

WILL THE EVV SOLUTION SUBMIT CLAIMS FOR BILLING ONCE VISITS ARE LOGGED AND VERIFIED?

Claim submittal is not a part of the EVV requirements for NC Medicaid Direct. Providers will need to speak with their assigned health plan to identify how to submit claims for billing.

WILL SANDATA SEND CAPTURED EVV TO HHAEXCHANGE?

If you are using the provider-paid solution (Santrax Agency Management SAM), Sandata will send your visits to HHAeXchange. If you are interested in more information regarding SAM, you can email info@sandata.com, call 800-544-7263 x4453 or fill out the form at [sandata.com/schedule-call](#).

WHAT IS THE COST OF SANDATA'S PAID EVV SOLUTION?

If you are interested in more information regarding Santrax Agency Management (SAM), you can email info@sandata.com call 800-544-7263 x4453 or fill out the form at [sandata.com/schedule-call](#).

WHAT IS THE ADDRESS FOR NC MEDICAID EVV WEBPAGE?

The EVV webpage is located at [medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification](#)

WHAT IS THE NC MEDICAID EVV EMAIL ADDRESS?

The EVV email address is Medicaid.EVV@dhhs.nc.gov.

If your inquiry includes personal identifying information (PII), please be sure to use a secured email transmittal format to submit your NPI #, any relevant MID #s, your STX # and your Sandata or Alt EVV ticket #.

If you don't have a ticket #, please call Sandata first to obtain one. You can reach the Sandata Customer Support Team at 855-940-4915 or email NCCustomerCare@Sandata.com; or Sandata Alternate EVV Support at 844-289-4246 or email NCAltEVV@Sandata.com.

WHAT IS THE TELEPHONE NUMBER FOR SANDATA?

The Sandata Customer Support Team can be reached at 855-940-4915 or via email at NCCustomerCare@Sandata.com.

HOW CAN WE ACCESS TRAINING PRESENTATIONS?

Meeting materials are posted on the NC Medicaid EVV webpage under Provider Meetings and Trainings.

WHAT STEPS SHOULD A PROVIDER TAKE TO LINK A FIXED VISIT VERIFICATION DEVICE TO THE SANDATA PORTAL?

Order forms for purchase or lease of FVV devices can be found on the NC Medicaid EVV Webpage under Provider Resources and Service codes. For more information after you submit a form, please contact Sandata Provider support at 855-940-4915.