



NC Department of Health and Human Services

Stakeholder Presentation – Electronic Visit Verification (EVV) Implementation

December 17, 2020

Agenda

- EVV Implementation Updates**
 - Breakout Sessions – Updates and Q&A**
 - 1. PCS and CAP Waiver Policy**
 - 2. Sandata Training/Solution, and Customer Service**
 - 3. Alternate EVV Solution**
 - Report – Out**
 - Next Steps**
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Housekeeping

- All sessions will be recorded.**
 - Each Session will have a Liberty Healthcare Representative who will facilitate Q&A Session**
 - Attendees will have the opportunity to ask live questions and receive a response from the facilitator**
 - Please be respectful of the audience and the facilitators while asking questions or sharing comments.**
 - All Questions and Comments will be shared with the EVV business team for follow up**
 - Please have your phone on mute during presentations and while you are speaking**
 - Report out session will provide any additional updates shared in the breakout session and Q&A addressed in that session.**
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EVV Program Implementation Timeline

State Plan PCS, CAP/DA,
CAP/C, Self-Directed

January 1, 2021

Innovations, TBI Waiver,
and (b)(3) Services

March 31, 2021

Managed Care
State Plan PCS (Medicaid
Only)

July 1, 2021

Implementation Updates

- ❑ During the first 90 days following launch, NC Medicaid will operate EVV as “Pay and Report.” This means claims will not pend based on failed validation. NC Medicaid will give providers from Jan. 1, 2021, through close of business March 31, 2021, to adjust to EVV implementation. During this period, if a claim fails validation the system will generate a report of the validation issue and allow the provider to cure the issue. If the validation issue is not resolved and cured in 90 days, the payment may be subject to recoupment.

<https://medicaid.ncdhhs.gov/blog/2020/12/11/electronic-visit-verification-billing-and-lmemco-update>

Implementation Updates

- ❑ NC Medicaid will go-live with EVV on January 1, 2021. On Jan. 1, 2021 all providers subject to EVV are required to capture visits through their selected EVV solution. While we understand training during the Holidays has posed challenges to agencies ensuring all staff are trained, it is NC Medicaid's expectation that by no later than **Jan. 31, 2021** agencies are capturing visits for all beneficiaries through EVV. Providers who are not capturing all visits by **Jan. 31, 2021** may be subject to recoupment of claims paid for the period EVV data was not captured.

Implementation Updates

- ❑ The Cures Act excludes live-in paid caregivers from verifying in-home personal care visits. To ensure those waiver participants are not subject to the requirements under EVV, the CAP/C and CAP/DA plans of care (POC) live-in status section must be updated to indicate the waiver participant who only receives personal care services (in-home aide, pediatric nurse aide, personal assistance, respite and congregate services) from a paid live-in caregiver.

<https://medicaid.ncdhhs.gov/blog/2020/12/16/electronic-visit-verification-and-home-caregivers>

Implementation Updates

Span Dating Ends Jan. 1, 2021 for Providers Subject to Electronic Visit Verification

- ❑ To comply with the EVV requirements, each in-home visit must receive a validation of the core components of EVV. To ensure that each claim line complies with the EVV requirements, the “From (date of service)” and “To (date of service)” field on each claim line must be the same or the claim line will deny.
- ❑ Because each date of service billed must be validated to ensure that an EVV record is on file for that specific date of service, it is necessary to bill each date of service as a separate claim detail line.

<https://medicaid.ncdhhs.gov/blog/2020/12/01/span-dating-ends-jan-1-2021-providers-subject-electronic-visit-verification>

Implementation Updates

PROVIDER EVV SELECTION & TRAINING REQUIREMENTS

- ❑ If your agency has not enrolled with Sandata or a third-party alternate EVV vendor by Dec. 18, 2020, your agency will be required to enroll with Sandata for the initial EVV launch. After initial launch, a change to an alternative EVV vendor can be made. Providers are to ensure there is no disruption in visit capture during the transition.

<https://medicaid.ncdhhs.gov/blog/2020/12/11/provider-selection-electronic-visit-verification-vendor-required-jan-1-2021>

Implementation Updates

REGISTER NOW - LIVE INSTRUCTOR LED WEBINARS

Sandata Webinar Center

<https://go.oncehub.com/ncwebinars>

Video and Quick Reference Library

ADD LINK

BREAKOUT SESSIONS – 30 MINUTES

1. PCS and CAP Waiver Policy -

FACILITATORS – WRenia Bratts-Brown and Cassandra McFadden, NC MEDICAID

2. Sandata Training/Solution, and Customer Service

FACILITATOR – Andrea Huffman, SANDATA

3. Alternate EVV Solution

FACILITATOR – Shane Maskalick, Sandata

Report Out

1. PCS and CAP Waiver Policy -

FACILATATORS – WRenia Bratts-Brown and Cassandra McFadden, NC
MEDICAID

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NEXT STEPS

- Issue Welcome Kits
- EVV Command Center
- Training Completion
- EVV GO-LIVE - January 1, 2021



Program Contacts

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EVV questions may be sent directly to Medicaid.evv@dhhs.nc.gov

Visit the NC Medicaid EVV webpage for updates on EVV medicaid.ncdhhs.gov/evv