

NC Department of Health and Human Services

**EVV Stakeholder Meeting - Claim
Adjudication Based on EVV Data
Begins June 1, 2021 – Provider
Readiness Training**

May 21, 2021

Agenda

- **Housekeeping**
 - **Meeting Objectives**
 - **EVV Requirements**
 - **Tips for Success**
 - **EVV Issue Resolution**

 - **Sandata Overview**
 - **Search tips**
 - **Manual visits**
 - **Top 5 exceptions**
 - **Provider Support**
 - **Alternate EVV**

 - **Clinical Policy**
 - **EVV Website Overview**
 - **Next Steps**
 - **Resources**
-

Housekeeping

Meeting Objectives

Support June 1, 2021,
readiness

Restate key EVV program
functions

Direct users to available
resources

Reduce instances of user
error

Identification and
troubleshooting of EVV
issues

EVV Requirements

EVV VISIT CAPTURE

NC Medicaid allows EVV visit capture through multiple technologies. To ensure the integrity of the data captured, NC Medicaid has provided technologies options by most preferred

- **Option One: Mobile Application** - Use of a mobile application to collect EVV visits ensures the accurate collection of data to confirm the start and end times, and the location of the visit using GPS coordinates. As visit capture is solely a function of the caregiver/aide, downloading of the mobile application on the beneficiary's device is not allowed to confirm the start and end times and the location of the visits.
- **Option Two: Telephony** – If use of the mobile application is not available to the caregiver/aide, telephony (access by phone) is the second option that may be used to capture visits. Telephony may be used on landlines or cellular devices. To meet the requirements for capturing visits and to not place burden on the beneficiary to verify, it is preferred that caregiver/aide use a landline to validate the visit. While cell phones may be used to capture visits, caregivers/aides are prohibited from utilizing the beneficiary's cellphone. Providers are to exercise discretion if they elect to allow caregivers/aides to utilize cellphones to capture EVV via telephony. Providers must create a policy for the use of telephony that protects the interest of the beneficiary.

EVV Requirements

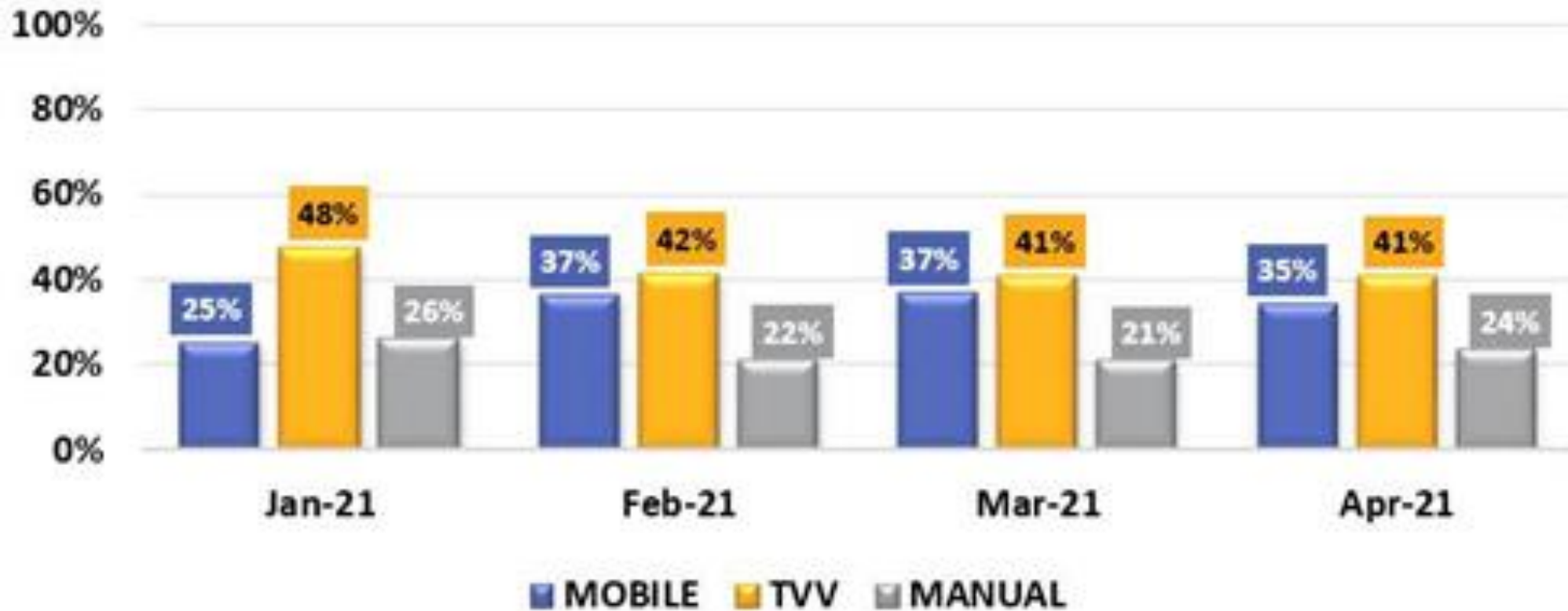
EVV Visit Capture

- **Option Three – Fixed Visit Verification (FVV)** - The third option that can be used to capture visits is through Fixed Visit Verification (FVV). This option should be considered when the download of a mobile application or telephony is not available. Provider agencies that are using the State’s EVV solution may purchase or lease an FVV device through Sandata. Providers may purchase FVV devices for a one-time cost of \$85 per device or lease devices for \$7 per device per month.
- **To purchase an FVV, complete the [North Carolina Provider FVV Purchase Request](#). To lease an FVV, complete the [North Carolina Provider FVV Lease Request](#). Both forms are located on the [NC Medicaid EVV webpage](#) under Provider Resources and Service Codes.**

Purchase Option	Lease Option
One-Time \$85 Fee	Monthly \$7 Fee per unit
No Lost/Replacement Fee (additional units can be purchased if needed)	Lost/replacement fee of \$20 applies
No Returns Required	Monthly fee incurred until unit is returned to Sandata

EVV Requirements

CURRENT REVIEW OF EVV VISIT CAPTURE DATA



EVV Requirements

CLAIMS ADJUDICATION BASED ON EVV COMPLIANCE

- NC Medicaid will end the pay and report period for Electronic Visit Verification (EVV) claims on May 31, 2021. Claims submitted for dates of Service **June 1, 2021**, and after will be required to validate EVV compliance prior to claims adjudication.
- Sandata submits all EVV data to NC Tracks for Claims Adjudication

- There are two edits for EVV that will be applied if the claim submitted does not have the required EVV data. Once applied, these edits will pend for an identified number of days to allow for the issue to be resolved prior to denial of the claim.

<u>Edit</u>	<u>Description</u>	<u>Criteria</u>
02077	ELECTRONIC VISIT VERIFICATION (EVV) NOT ON FILE FOR DOS	For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for 14 days then deny.
02079	SUBMITTED UNITS EXCEED VERIFIED VISIT UNITS FOR THIS DOS	For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for seven days then cut back units to the sum of the verified units.

Tips for Success

- **Visit Exceptions** -Visit exceptions occur when the EVV system identifies that a program defined issue exists for a visit. When this occurs, an agency user with the appropriate Visit Maintenance security privileges is able to document missing or incorrect data for the visit or acknowledge that the exception occurred and resolve it.
- A visit with one or more exceptions has an 'incomplete' status, which will impact billing. Clearing or resolving all exceptions on an incomplete visit, updates the visit status to 'verified'. A visit with the status of verified, means there are no exceptions.
- This information and more is available on the NC Medicaid EVV Webpage under Provider Meetings and Trainings –NCDHHS EVV Supplemental Training Materials
- https://files.nc.gov/ncdma/documents/Providers/Programs_Services/EVV/NCDHHS-Sandata-EVV-Training-Supplemental-Materials-Guide--11.24.2020.pdf

Visit Exceptions

Exception	Description	Setting	Parameter
Invalid Service	This exception occurs when the service selected for a visit is not valid for the program / recipient of care.	Fix	n/a
Missing Service	This exception occurs when the service provided during a visit is not recorded or present in the system.	Fix	n/a
Unknown Client	This exception occurs for a visit that was performed for a client that is not yet entered or not found in the EVV system	Fix	n/a
Unknown Employee	This exception occurs for a visit that was performed by a caregiver who was not yet entered or not found in the EVV system (At the time the visit was recorded).	Fix	n/a

Visit Exceptions

Exception	Description	Setting	Parameter
Visits without In-Calls	This exception occurs when a visit is recorded without an "in" call that began the visit.	Fix	n/a
Visits without Out Calls	This exception occurs when a visit is recorded without an "out" call that completed the visit.	Fix	n/a
No Show	This exception occurs when a visit has been scheduled, but no calls have been received for that visit.	Fix	n/a
Unscheduled Visits	This exception occurs when a visit is started or completed without a schedule in place for that member + service + caregiver.	Fix	n/a

Tips for Success

Use of Manual Visits

Manual Visit Entry – Providers may complete manual visits if SMC,TVV, or FVV was not used to capture visit information.

NC Medicaid is aware that entering manual visits is at times necessary as aides are adjusting to EVV requirement. Manual visits may also be entered if a Provider has an authorization for a client and that client is not yet viewable in Sandata. Once the provider can access the client, manual visits can be entered for visits where the aide provided services but was not able to enter through SMC,TVV, or FVV.

Tips for Success

PROVIDERS ARE ADVISED TO TAKE THE FOLLOWING STEPS PRIOR TO SUBMITTING EVV BILLING:

- Providers utilizing the State's EVV solution should ensure that all visits are verified in the EVV portal prior to submitting claims.
 - Providers utilizing an Alternate EVV solution may confirm verified visits with their vendor and may also view visits in the Sandata aggregator.
 - A visit with the status of verified, means there are no exceptions. Providers should clear or resolve all exceptions on incomplete visits.
-

Tips for Success

Electronic Visit Verification History Page – NCTRACKS

View EVV Data in the NCTracks History Page – This page allows providers to search EVV data for specific dates of service

Description	Web page that allows user to view Electronic Visit Verification History
Navigation Map	Provider Portal Home Page > Prior Approval > Electronic Visit Verification History
Target Users	Providers

Tips for Success

New provider agencies or agencies who cannot access their Welcome Kit

- Ensure your email address is current with NCTracks.
 - If your email address does not match the email address on file with NCTracks you will not receive your welcome Kit.
 - To update email address with NCTracks – Submit a Manage Change Request (MCR) for an email update to NCTracks.
-

Tips for Success

New provider agencies or agencies who cannot access their Welcome Kit

- Once your email address is updated in NCTracks, take a screenshot of the new address in your provider portal and send an email to Sandata Customer Support NCCustomerCare@Sandata.com. Your email to Sandata should inform of your email update to release the welcome kit.

EVV Issue Resolution

➤ Client Not Found

- Medicaid ID updates
- Prior authorizations not effective (PCS and CAP)
- Medicaid effective date/program change dates
- Alt EVV vendors must send all beneficiary data in correct format. Issues such as missing modifier, incorrect MID (number + capital letter), etc. will not allow Alt EVV agencies to see clients.

Sandata Overview

Tips for Successful EVV Claims Adjudication

Self-Paced Videos posted to NC DHHS Website

LIVE (RECORDED) WEBINARS



1 HR 6 MIN

NC EVV System Overview



1 HR 56 MIN

NC Visit Capture



1 HR 42 MIN

NC Visit Maintenance



1 HR 5 MIN

NC Data Entry



57 MIN

NC Group Visits for Agencies



52 MIN

NC Group Visits for
Employees/Caregivers



1 HR 2 MIN

NC Scheduling

Example Topic

SCHEDULING



Creating a Schedule for a Single Day



Creating Schedules for Multiple Days



Rescheduling a Visit



Cancelling a Visit



Remove or Replace an Employee on a Schedule



Creating a Recurring Schedule Template



Copying a Recurring Schedule Template



Generating Recurring Schedule Templates

74 total videos averaging 2 - 4 minutes each

- **System Overview - 2**
- **Security – 8**
- **Adding Clients and Client Maintenance – 5**
- **Adding Employees and Employee Maintenance – 5**
- **Scheduling – 8**
- **Mobile Visit Verification (Sandata Mobile Connect) – 5**
- **Telephonic Visit Verification (TVV) – 4**
- **Fixed Visit Verification (FVV) – 1**
- **Group Visits – 9**
- **Visit Maintenance – 16**
- **Reports – 11**

Search Tips in Visit Maintenance

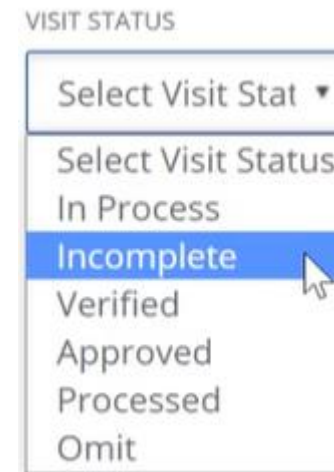
– “Filter Visits By”

- This field is defaulted to All Exceptions
- We recommend searching by “All Visits” to show all visits for a certain day range. This is a common question to Provider Support when a visit can’t be found.



– “Visit Status”

- Since Visits have to be in a Verified status to match to a claim, review visits in all other categories to ensure all exceptions are cleared.



Advanced Search Options

Visit Maintenance / Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

DATE RANGE MM/DD/YYYY
08/01/2020 to 09/11/2020

CLIENT: adams EMPLOYEE: thompson

CATEGORY: Select Category PAYER: Select Payer VISIT STATUS: Select Visit Stat CLIENT MEDICAID ID: Enter Client Med

FILTER VISITS BY: All Visits

Q SEARCH CLEAR

Show Advanced Filter Options

Visit Maintenance / Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

DATE RANGE MM/DD/YYYY
08/01/2020 to 09/11/2020

CLIENT: adams EMPLOYEE: thompson

CATEGORY: Select Category PAYER: Select Payer VISIT STATUS: Select Visit Stat CLIENT MEDICAID ID: Enter Client Med

FILTER VISITS BY: All Visits Hide Advanced Filter Options

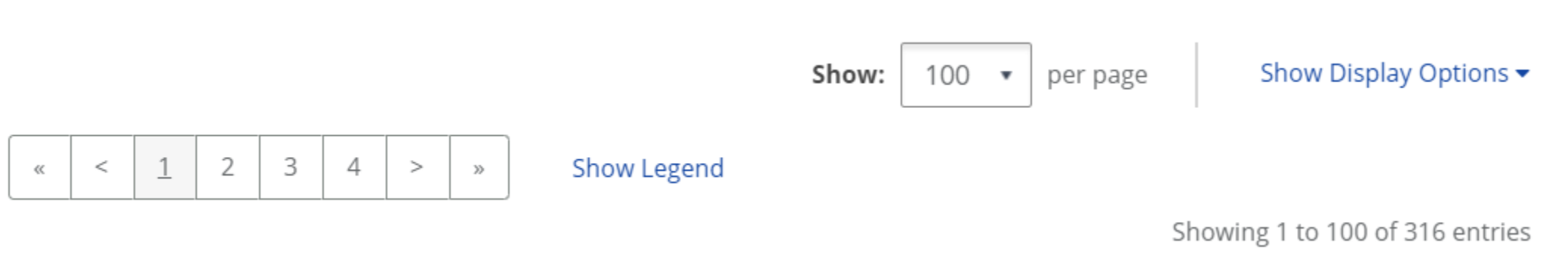
CALL TYPE: Select Call Type SUPERVISOR: All selected DEPARTMENT: Select Departr PROGRAM: Select Program

SERVICE: Select Service GROUP VISIT CODE: Enter Group Visit Code

SAVE SETTINGS RESET

Maximizing the Search Options

- **Toggle for multiple pages**
- **Show up to 100 visit records per page**



The screenshot shows a search interface with the following elements:

- A "Show:" label followed by a dropdown menu set to "100" and the text "per page".
- A "Show Display Options" link with a downward arrow.
- A pagination control with buttons for "«", "<", "1", "2", "3", "4", ">", and "»". The "1" button is highlighted.
- A "Show Legend" link.
- The text "Showing 1 to 100 of 316 entries" at the bottom right.

- **Show Display options: Choose which columns display on your view.**



Entering Manual Visits

In visit maintenance, click “Create Call”. In the Create new call screen, enter information for each tab – Find Client, Find Employee, Set Date and Time.

Visit Maintenance Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

DATE RANGE MM/DD/YYYY

09/11/2020  to 09/11/2020 

CLIENT

EMPLOYEE

Create New Call

1. Find Client 2. Find Employee 3. Set Date and Time

Select Client

CLIENT FIRST NAME

CLIENT LAST NAME

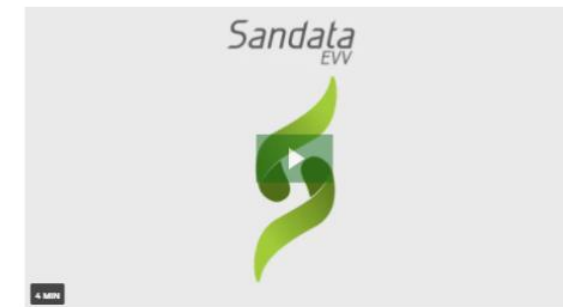
CLIENT MEDICAID ID

CATEGORY

SUPERVISOR

PAYER

LAST ACTIVE DATE

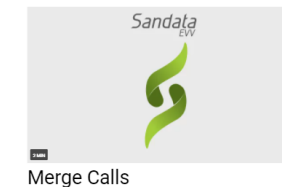
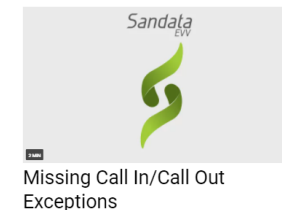
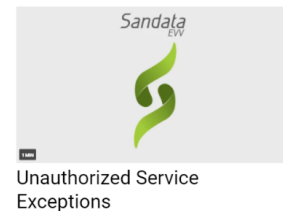


Create Call

Clearing Exceptions for a Verified Visit

- All exceptions must be cleared in Visit Maintenance for a visit to be verified.
- **Please note:** If you are using an Alternate EVV system, you must clear the exceptions in your vendor's system.

Status	Description
In Process	A Visit has started and not yet completed
Incomplete	A visit has exceeded a 24-hr period and is still missing a call-in/call-out
Verified	A visit that does not contain any exceptions
Omit	A visit that is marked 'Do Not Bill'



Unscheduled Visit Exceptions - #1 Exception

- The unscheduled visit exception identifies when a call was received that does not match to any schedule in the system or there are no schedules to associate the calls with.
- This exception type must be acknowledged for the visit to be in a verified state and eligible to be matched to a submitted claim.
- Click on any red dot to be taken to the Visit Details screen. Under the Exceptions tab, acknowledge the exception, select a reason code and click save.

Scheduled Time In	Scheduled Time Out	Scheduled Hours
•	•	•
•	•	•

GENERAL

CLIENT

EMPLOYEE

AUTHORIZATIONS

CALL LOG

TASKS

EXCEPTIONS

Unscheduled Visits

REASON CODE *

Select Reason Co

REASON NOTE

Reason Note

ACKNOWLEDGE THIS EXCEPTION

SAVE

Entering a Missing Call-In or Call-Out - #2 Exception

Scheduled Time In	Scheduled Time Out	Scheduled Hours
●	●	●
●	●	●

- Click on a red exception indicator.
- Click on Call Log in the Visit Details Screen.
- Under “Add Manual Call”, fill out the remaining details
- Click “Add”

GENERAL

CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

CALL IN CLIENT ID# 539834

CALL DATE	CALL TIME	CALL TYPE	SERVICE
08/03/2020	03:45 PM	MVV (Mobile, GPS)	Passport - Consumer Directed Personal Care (T1019)
USER	LATITUDE	LONGITUDE	CALL SOURCE
uatdcw8@mail.com	39.97071140484252	-82.75649022325598	SANDATA
TIME ZONE America/New_York			

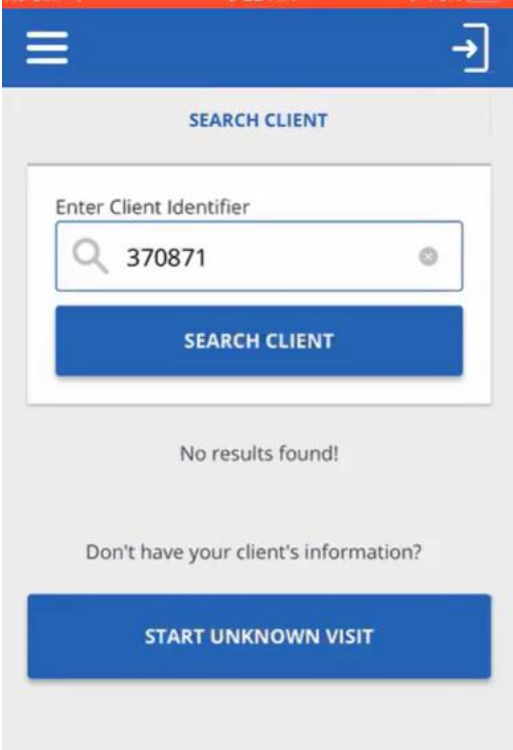
Add Manual Call

CALL DATE * MM/DD/YYYY	CALL TIME * HH:MM AM/PM	SERVICE	TIME ZONE
MM/DD/YYYY	05:19 PM	Select Service ▼	US/East-Indiana ▼
REASON CODE *	RESOLUTION CODE	REASON NOTE	
Select Reason Coc ▼	Select Resolution ▼	Reason Note	

ADD

Unknown Client - #3 Exception

- This occurs when an Unknown Visit is started in SMC when a client is not found. This exception must be fixed in Visit maintenance to have a verified visit.
- Please note: Provide the 6-digit Client ID to your caregivers for easy client look-up in SMC.



The screenshot displays the 'SEARCH CLIENT' interface in the SMC system. At the top, there is a blue header with a menu icon on the left and a back arrow on the right. Below the header, the title 'SEARCH CLIENT' is centered. A search input field is labeled 'Enter Client Identifier' and contains the text '370871'. Below the input field is a blue button labeled 'SEARCH CLIENT'. The search results area shows 'No results found!'. At the bottom, there is a blue button labeled 'START UNKNOWN VISIT' with the text 'Don't have your client's information?' above it.

Missing Service - #4 Exception

- Indicates when a service was not identified during a telephony (TVV) call. This can happen if an employee does not enter the service ID during the call out.
- This exception must be fixed to be in a verified state.
- Reference the Service List in the Welcome Kit for the full list of Service IDs for services.

Service ID	Description	Service ID	Description
100	PCS Under Twenty-One	145	CAPC In-Home Respite Cong 15 Minutes
105	PCS Adults	150	PNA Respite Cong 15 Minutes

Unknown Employee - #5 Exception

- To Create a new employee, at a minimum, the last name, first name, position, last 5 SSN and phone are required to start.

Account: 60110 - santrax LOG OUT

CREATE EMPLOYEE

Show advanced filter options

NEW EMPLOYEE

FIRST NAME *
Enter First Name

LAST NAME *
Enter Last Name

SUPERVISOR?

Associations

POSITION *
Select Position

SSN LAST 5 DIGITS *
-

PHONE *
() -

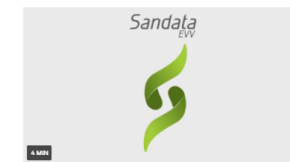
CREATE EMPLOYEE CANCEL

Employee ID	Position	Hired Date
55	Caregiver	09/11/2020

ADDING EMPLOYEES AND EMPLOYEE MAINTENANCE



Searching for an Employee



Creating an Employee



Modifying an Employee's Record



Deactivating an Employee



Reactivating an Employee

Sandata Provider Support

- **Sandata Customer Support Team:**
 - NCCustomerCare@Sandata.com or 855-940-4915
 - For assistance with Training, Welcome Kits, etc

 - **Alternate EVV Support:**
 - NCAItEVV@Sandata.com or 844-289-4246

 - **Password Resets:**
 - Agency Admins can reset EVV and SMC users if using the “reset password” function does not work.
 - If Agency Admins are unavailable, the user can contact Provider Support.
-

Chat with a live agent while in the EVV portal

Visit Maintenance / Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

* indicates required field

DATE RANGE * MM/DD/YYYY
05/17/2021 to 05/17/2021

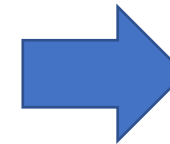
CLIENT Enter Client EMPLOYEE Enter Employee

CATEGORY Select Category PAYER Select Payer VISIT STATUS Select Visit Status CLIENT MEDICAID ID Enter Client Medicaid ID

FILTER VISITS BY All Exceptions Show advanced filter options

SEARCH CLEAR

Chat



Chat with us

We want to remind you not to share sensitive data, protected health information (PHI) or personally identifiable information (PII) such as Social Security numbers, patient names, etc. via Live Chat. Our Customer Care team will never ask you to share PHI via Live Chat

How can we assist you today?

Name

Email

Phone Number (optional)

Start chat

ALTERNATE EVV

Alt EVV training for Agencies

Dear Provider,

Your Vendor has received testing credentials on your behalf. When your vendor has completed testing, they will submit a completed testing checklist to Sandata for validation. Once Sandata determines that your vendor has satisfied all the requirements of the testing checklist, Sandata will send you a notification along with your Production Credentials.

Your Next Step - Aggregator Training

While your vendor is testing, please be sure to register and complete the Aggregator Training Course.

- Training is free for Medicaid Provider Agencies using an Alternate EVV Vendor.
- Aggregator training is available to start now, and can be completed before or after Alternate EVV testing.

To register in the Learning Management System (LMS) and take the Aggregator training, click this link:

<https://www.sandatalearn.com?KeyName=NCaltew>



Please keep in touch with your vendor through the testing process in order to stay updated on their progress.

Important Note

If you at any point during the process you decide not to partner with a vendor, please inform us immediately @ NCaltew@sandata.com.

Production Credentials Issued when Vendor passes

- **When the Production Credentials were sent to providers, this notice was included. It is important you log into your Sandata Aggregator to ensure visits from your alternate EVV system are being received.**

IMPORTANT INFORMATION

Your go-live date to begin sending production data is effective immediately.

**RESPONSE REQUIRED

After you have set up your Production Credentials and have begun logging visits in your alternate EVV system, you must log in to the Sandata Aggregator and verify that your visits can be successfully seen. Please email us via NCAItEVV@Sandata.com to confirm that your seeing successful visits in the Aggregator.

If you are no longer partnered with a vendor, please inform us immediately via NCAItEVV@Sandata.com.

Sandata Aggregator

- Visit Review is Read Only – All updates are to be made in the Alternate EVV system.
- Client and Employee modules are not available for the Aggregator.
- If a visit is not verified, it will not match to a claim.

The screenshot displays the Sandata Aggregator 'Visit Review' interface. The sidebar on the left has 'Visit Review' highlighted. The main content area contains a search form with the following fields: AGENCY (dropdown), CLIENT (text input), MEDICAID ID # (text input), EMPLOYEE (text input), and EMPLOYEE SSN 000-00-0000 (text input). Below these are DATE RANGE * MM/DD/YYYY (05/17/2021 to 05/17/2021), VISIT STATUS (All), and FILTER VISITS BY (All Visits). The interface also includes 'Q SEARCH', 'CLEAR', and 'EXPORT' buttons. At the bottom, there is a table with columns: Service, Visit Date, Scheduled Time In, Scheduled Time Out, Scheduled Hrs, Call In, Call Out, Call Hours, Adjusted In, Adjusted Out, Adjusted Hours, Bill Hours, Visit Status, Do Not Bill, and Actions. The 'Visit Status' column is highlighted, showing 'Scheduled' and 'Verified' entries.

Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
PCS Adults	05/17/2021	02:00 PM	05:00 PM	03:00	08:00 AM	11:00 AM	03:00	08:00 AM	11:00 AM		03:00	Scheduled	<input type="checkbox"/>	
PCS Adults	05/17/2021	10:00 AM	12:00 PM	02:00	10:00 AM	12:00 PM	02:00	10:00 AM	12:00 PM		02:00	Verified	<input type="checkbox"/>	

Aggregator data is sent to DHHS

- **After a vendor completes testing, visits should be sent to Sandata.**
- **If you are not seeing visits in Sandata Aggregator:**
 - Check with your vendor to see why visits are not being sent
 - If the vendor is sending visits and you don't see it in the Aggregator, email NCAItEvv@sandata.com
- **DHHS receives a daily file of visit information from Sandata's Aggregator. This is what is used for claims validation.**

If you are switching from an Alt EVV to Sandata

- Contact NCAItEVV@Sandata.com to let them know you are abandoning the Alt EVV Vendor.
- Take the Agency Overview course. (Training Announcement)
- Review all of the Self-paced videos and recorded webinars.
- Download your Welcome Kit with credentials to Sandata EVV. (Emailed after Agency Overview is complete.)
- Contact Provider Support for additional assistance.

NC Medicaid

Clinical Policy Updates – Proposed Changes

Personal Care Services (3L) and Community Alternatives Programs for Disabled Adults and Children (3K-1 and 3K-2) policies amended with EVV requirement.

Electronic Visit Verification Requirements (EVV) Minimum Requirements

Providers Subject to EVV must comply with the requirements listed below:

- a) Comply with Section 12006 1903 (1) of the 21st Century Cures Act and any subsequent amendments.
- b) Register with the State's EVV solution or procure an alternate EVV solution. If provider selects alternate solution, the solution must be compliant with the 21st Century Cures Act and all state requirements.
- c) Provider agencies must have written documentation that they have informed beneficiaries of the EVV requirement in each beneficiary's file.
- d) Provider agencies must ensure staff are trained on use of the EVV system selected and maintain written documentation of initial and at least annual staff training in each employee's file

Clinical Policy Updates – Proposed Changes

Electronic Visit Verification (EVV) Technology Options and Requirements

Effective January 1, 2021, Providers are required to use an Electronic Visit Verification EVV solution to capture in-home aide visits through mobile application, telephony, or fixed visit verification devices.

EVV visit verification validation components required by the 21st Century Cures act are listed below:

- a. Type of service performed;
- b. Individual receiving the service;
- c. Date of the Service;
- d. Location of Service delivery;
- e. Individual providing the service; and
- f. Time the service begins and ends.

Clinical Policy Updates – Proposed Changes

- Removal of Telephony Requirements.

NC Medicaid proposes the removal of the telephony requirement as telephony is a visit capture technology allowed as a component of Electronic Visit Verification.

- Next steps – Currently in internal review, if approved, policies will be posted as final.

Aide Documentation

- **Q. Will the EVV system generate task sheets that can be printed and maintained in records? A.** At this time, Sandata does not generate reports that can be used as aide documentation/task sheets.
- **Q. Will task sheets still be required? A.** Task sheets will continue to be required.
- **Q: Are aides required to document tasks during in-home visits? A:** Documentation of tasks during in-home visits must follow the regulatory requirements set forth by the Division of Health Service Regulations (DHSR) and other guiding clinical coverage policies for State Plan PCS and the Community Alternatives Programs for Children and Disabled Adults (CAP/C and CAP/DA). Sandata, the state's EVV solution offers an option for tasks to be documented and can be used at the discretion of providers.

Aide Documentation

- **Q. How will providers document deviations from the service plan? Will a paper timesheet and POC still be needed for licensure requirements?** A. Providers will continue to document deviations from the service plan/plan of care (POC) utilizing their current aide documentation practices. POC licensure requirements remain the same. Providers are to adhere to clinical coverage policy for the Medicaid service plan/POC requirements.

Community Alternatives Program- 1915(c) HCBS

- **EVV requirements for CAP/C and CAP/DA**
 - Waiver participants are required to comply with EVV
 - Minor deviations in aide tasks/day/time are permitted
 - Unscheduled visits can be created for unplanned occurrences and short-term services
- **Exceptions for CAP/C and CAP/DA**
 - Consumer direction
 - Don't required scheduled visits
 - Paid live-in caregiver
 - Exempt from EVV
 - Attestation form for provider validation and claim adjudication

EVV Website Review

NC Medicaid EVV Webpage

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

The screenshot shows a web browser window displaying the NC Medicaid EVV Webpage. The browser's address bar shows the URL: <https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification>. The page features a blue header with the NCDHHS logo and navigation links: Home, Beneficiaries, Transformation, Meetings & Notices, Find A Doctor, Providers, Counties, and Reports. A search bar is located in the top right of the header. Below the header, there is a brown banner for COVID-19 response resources. The main content area has a breadcrumb trail: NC DHB » Providers » Programs and Services » Long-Term Care » Electronic Visit Verification. The title is "Electronic Visit Verification". The text explains that Section 12006 of the 21st Century Cures Act requires the use of an EVV system for PCS and HHS services starting in 2021 and 2023, respectively. It states that EVV technology records service times and dates to ensure recipients receive services. On the right side, there is a dark blue sidebar titled "Long-Term Care" with a list of links: Adult Care Homes, Community Alternatives Program for Children (CAP/C), Community Alternatives Program for Disabled Adults (CAP/DA), Home Health Services, Home Infusion Therapy, Hospice Services, Intermediate Care Facilities - Individuals with Intellectual Disabilities (ICF-IID), Money Follows the Person, and Nursing Facilities. At the bottom, there are two expandable sections: "Beneficiary Info" and "EVV Provider Information". The Windows taskbar at the bottom shows the date and time as 1:21 PM on 5/18/2021.

EVV Website Review

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

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Page Safety Tools

Home Beneficiaries Transformation Meetings & Notices Find A Doctor **Providers** Counties Reports

- + Beneficiary Info
- + EVV Provider Information
- + Provider Resources and Service Codes
- + Provider Meetings and Trainings
- + Additional Links
- + Comments and Feedback
- + FAQ, and Terms and Acronyms
- + Contact Information
- + Medicaid Bulletin Updates
- + Innovations/Traumatic Brain Injury
- + LME-MCO Contacts

Intermediate Care Facilities - Individuals with Intellectual Disabilities (ICF-IID)

Money Follows the Person

Nursing Facilities

Personal Care Services

Program of All-Inclusive Care for the Elderly (PACE)

Electronic Visit Verification

Pre-Admission Screening and Resident Review (PASRR)

Private Duty Nursing (PDN)

Share this page:

1:25 PM 5/18/2021

EVV Website Review

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

Home Beneficiaries Transformation Meetings & Notices Find A Doctor Providers Counties Reports

Medicaid Bulletin Updates

- [Electronic Visit Verification Stakeholder Meeting](#) - May 14, 2021
- [Electronic Visit Verification Implementation: Claim Adjudication Based on EVV Data Begins June 1, 2021](#) - April 30, 2021
- [Electronic Visit Verification Implementation Update: Alternate EVV Solution Deadline for Compliance](#) - April 16, 2021
- [Electronic Visit Verification Implementation: Extension of Pay and Report Period](#) - March 29, 2021
- [Electronic Visit Verification for CAP/C and CAP/DA Waiver Beneficiaries](#) - March 23, 2021
- [Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME-MCOs](#) - March 17, 2021
- [Electronic Visit Verification Update: Alternate EVV Solution Deadline for Compliance](#) - March 4, 2021
- [Electronic Visit Verification Update: Implementation Flexibilities](#) - Feb. 3, 2021
- [Electronic Visit Verification Update: Implementation Flexibilities End Jan. 31, 2021](#) - Jan. 21, 2021
- [Personal Care Services Policy 3L Posted for Public Comment](#) - Jan. 19, 2021
- [Electronic Visit Verification – Implementation Update](#) - Dec. 31, 2020
- [Electronic Visit Verification Training Reminder](#) - Dec.17, 2020
- [Electronic Visit Verification Stakeholder Meeting](#) - Dec. 16, 2020
- [Electronic Visit Verification and In-Home Caregivers](#) - Dec. 16, 2020
- [Provider Selection of Electronic Visit Verification Vendor Required for Jan. 1, 2021 Implementation](#) -Dec. 11, 2020
- [Electronic Visit Verification Billing and LME/MCO Update](#) - Dec. 11, 2020
- [Required Electronic Visit Verification Survey Deadline Extended](#) - Dec. 3, 2020

Provider Meetings and Trainings

Visit this page frequently for newly-added learning opportunities.

Upcoming Meetings

Friday, May 21, 2021, at 10 a.m. Stakeholder Meeting

- [More Information](#)

Training information for NCDHHS Electronic Visit Verification (EVV) Program

- [NC Training Announcement](#)
- [EVV Provider Agency Training – Video Library](#)
- [Detailed Training Registration Process](#)
- [NCDHHS Sandata EVV Training Supplemental Materials Guide](#) (Nov. 24, 2020)

Previous Meetings

State Plan PCS Virtual Regional Trainings

Electronic Visit Verification Implementation – Training will provide policy updates to Clinical Coverage Policy 3L to include EVV requirements. Additionally, we will walk through the QiRePort system changes to the PCS Service Plan process.

EVV Regional Training, Nov. 17-19, 2020

- [Recording](#)
- [Slide Deck](#)

- [Program of All-Inclusive Care for the Elderly \(PACE\)](#)
- [Electronic Visit Verification](#)
- [Pre-Admission Screening and Resident Review \(PASRR\)](#)
- [Private Duty Nursing \(PDN\)](#)

Provider Resources and Service Codes

[EVV Flyer](#)

Fixed Visit Verification (FVV)

- [NC FVV Order Form – Purchase](#)
- [NC FVV Order Form – Lease](#)

Third Party Alternate EVV

Alternate EVV Addendum

- [NC DHB Alt EVV Addendum – FFS](#)
- [NC DHB Alt EVV Addendum – LME-MCO](#)
- [NC DHB Alt EVV Addendum – PHP](#)
- [Requirement Specification for Receipt of Alternate Electronic Visit Verification Systems Data \(altEVV\)Part of the Open EVV Series of Interfaces](#)

Webinar held Nov. 12, 2020

- [Presentation](#)
- [Recording](#)

Service Codes

The following service codes will be required for EVV implementation effective Jan. 1, 2021.

State Plan PCS –
HCPCS 99509

- [Personal Care Services](#)
- [Program of All-Inclusive Care for the Elderly \(PACE\)](#)
- [Electronic Visit Verification](#)**
- [Pre-Admission Screening and Resident Review \(PASRR\)](#)
- [Private Duty Nursing \(PDN\)](#)

– FAQ, and Terms and Acronyms

- [EVV Frequently Asked Questions](#)
- [EVV Terms and Acronyms](#)

- + Contact Information
- + Medicaid Bulletin Updates
- + Innovations/Traumatic Brain Injury
- + LME-MCO Contacts

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Next Steps

LME/MCO

EVV implementation for Innovations, TBI waiver programs, as well as for (b)(3) services administered by LME-MCOs is planned for June 30, 2021.

An [LME-MCO](#) directory and information on the [HHAeXchange](#) are available for your use on the NC Medicaid EVV Webpage.

Managed Care

EVV implementation for beneficiaries enrolled in Managed Care Health Plans is planned for July 1, 2021.

Contact the Health Plans for more information.

Resources

[NC Medicaid EVV Webpage](#)

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

Email question and concerns to Medicaid.EVV@dhhs.nc.gov

Sandata Customer Support Team:

- NCCustomerCare@Sandata.com or 855-940-4915
- For assistance with Training, Welcome Kits, etc

Alternate EVV Support:

- NCAItEVV@Sandata.com or 844-289-4246

Resources

Training information for NCDHHS Electronic Visit Verification (EVV) Program - NC Medicaid EVV Webpage under Provider Meetings and Trainings.

[NC Training Announcement](#)

[EVV Provider Agency Training – Video Library](#)

[Detailed Training Registration Process](#)

[NCDHHS Sandata EVV Training Supplemental Materials Guide \(Nov. 24, 2020\)](#)

A 3D rendering of the text 'Q&A' in a vibrant green color. The letters are thick and blocky, with a slight shadow cast beneath them on a light gray surface. The 'Q' is on the left, the ampersand is in the middle, and the 'A' is on the right. The background is a plain, light gray gradient.

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