

Home Health Services EVV

Home Health Services EVV Questions and Answers

Frequently asked questions for home health service providers about Home Health Services EVV.

CAN DATA BE UPDATED IN THE HHAX PORTAL?

Providers have full control over caregiver data in the portal. Rate management permissions will vary by health plan.

- **UnitedHealthcare:** Payer Managed
- **Carolina Complete Health:** Payer Managed
- **AmeriHealth:** Provider Managed
- **WellCare:** Provider Managed

In the case of provider managed rates, providers can edit these in the HHAX portal or send them in their visit import files (if using a third-party vendor). If sending in the visit file, the provider must submit a ticket to EDI support to request an update to their configuration to accept the information.

WHAT ARE THE STEPS IN THE HHAX PROCESS AFTER THE SFTP IS SET UP?

Once the SFTP account is established, the integration team will collaborate with the development team to enable the interface. Once complete, the provider will be notified and can start billing through HHAX. Providers will be given training credentials upon portal creation so they can begin learning how to interact with the HHAX platform.

DOES HHAX PROVIDE TRAINING ONCE SFTP IS SET UP?

All providers are provided credentials for the HHAX Learning Management System training. The training is self-paced and includes modules for providers using HHAX directly and those using a third-party vendor.

DO PROVIDERS USING A THIRD-PARTY VENDOR TO INTEGRATE WITH HHAEXCHANGE AND CAREBRIDGE HAVE TO COMPLETE SEPARATE PAPERWORK TO HAVE VISIT DATA SENT TO SANDATA?

HHAX and CareBridge will automatically aggregate visit data to Sandata on behalf of the provider. For this to work, the provider must be registered with Sandata. Providers should contact Sandata (sandata.com/contact/) for questions on how to register.

HOW OFTEN IS DATA RECEIVED BY THE AGGREGATORS?

Data is updated multiple times a day. The aggregator is the final source of truth for EVV data and updates occur as data is received from the vendors.

HOW ARE AUTHORIZATIONS FOR HEALTH PLAN'S THIRD-PARTY VENDOR SENT TO THE AGGREGATOR?

Sandata receives a daily authorization feed. PCS and CAP files are sent from Viebridge. Once the authorizations are received, they are loaded into the aggregator.

IS HOME INFUSION THERAPY INCLUDED IN EVV?

Home Infusion Therapy is not subject to EVV. See [Section 7.6.2 Coordination with In-Home Drug Infusion Therapy of Clinical Coverage Policy 3A](#) (Home Health Services).

THE STATE REQUIRES PROVIDERS TO BILL SUPPLIES SEPARATELY. WILL SUPPLIES BE ASSESSED SEPARATELY FROM VISITS?

See [Section 3.2.1.5 and 3.2.1.6 of Clinical Coverage Policy 3A](#) (Home Health Services) which addresses medical supplies and medical supply items not listed on the fee schedule. Supplies are not part of the visit capture.

DO CLAIMS WITH SUPPLIES NEED TO BE SPLIT? DOES THE SUPPLY CLAIM GO THROUGH SANDATA?

EVV is a requirement for home visits; supplies are billed separately. Claims do not go through Sandata.

See [Section 3.2.1.5 and 3.2.1.6 of Clinical Coverage Policy 3A](#) (Home Health Services) for more information.

IS THERE STATE GUIDANCE REGARDING THE OVERLAPPING SERVICE TIMES FOR HOME HEALTH?

Please reference [Section 5.3.3 Amount, Frequency and Duration of Service found in Clinical Coverage Policy 3A](#) (Home Health Services).

DO PROVIDERS USING A THIRD-PARTY COMPANY TO INTEGRATE WITH HHAEXCHANGE AND CAREBRIDGE HAVE TO COMPLETE SEPARATE

DOCUMENTATION FOR HHAEXCHANGE AND CAREBRIDGE TO SEND VISIT DATA TO SANDATA?

Providers need to register their choice of EVV Vendor with Sandata. If they have multiple EVV solutions across payers, they will need to register all solutions.

WHO DO WE CONTACT FOR DISCREPANCIES IN AUTHORIZATIONS?

The designated health plan is the first contact for members in managed care. If authorizations are incorrect or missing from your portal, you should follow up with the appropriate health plan. In NC Medicaid Direct, follow the standard process for authorizations.

WHAT IF A MEDICIAD PATIENT DOESN'T CONSENT TO EVV?

Using EVV is not optional for Home Health Services as it is a federal mandate. The provider will not be reimbursed if EVV is not used. If a beneficiary declines the consent for EVV, they are at risk of not receiving services.

WHY ARE SNOW TICKETS AND THE EMAIL PORTAL DIFFERENT FROM LOGGING A TICKET WITH SANDATA FOR TECHNICAL ISSUES?

These are different systems. Sandata uses Zendesk as their ticketing system. The State uses ServiceNow (SNOW) as it's ticketing system. If the State receives a SNOW ticket that is Sandata-specific, it is forwarded to them for resolution. To enter a SNOW ticket, email Medicaid.evv@dhhs.nc.gov.

