

# Home Health Services EVV

## Home Health Services EVV Questions and Answers

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

### **WHAT IS THE DIFFERENCE BETWEEN HHAeXchange AND SANDATA?**

Sandata is NC Medicaid's procured vendor for NC Medicaid Direct services (e.g., Personal Care Services, Community Alternatives Program for Children and Community Alternatives Program for Disabled Adults). Sandata is also NC Medicaid's procured Aggregator which collects EVV data from all third-party alternate solutions.

HHAeXchange (HHA) is a separate EVV solution from the Sandata Solution. If providers provide services through the LME/MCO or health plans, they will be subject to their requirements for EVV implementation.

### **WILL HOME HEALTH CARE SERVICES REQUIRE AN AUTHORIZATION?**

Home health aide and skilled nursing visits require the provider to enter a record authorization in Sandata to associate the client to the provider. For therapy services, business rules require a prior authorization to be uploaded in the Sandata system.

### **WHAT IS AN ALTERNATE VENDOR?**

The term "third-party EVV system" or "alternate EVV system" refers to the ability of a provider agency to use an EVV solution of their choosing that is not the State-supplied Sandata EVV™ system.

These EVV applications can be used by providers and will be responsible for delivering EVV data to Medicaid to comply with EVV requirements. Providers choosing to use a third-party or alternate EVV system may incur a cost from the vendor for the EVV system and the interface to Medicaid's EVV system.

### **WHEN WILL PATIENTS BE IMPORTED TO SANDATA?**

NCTracks imports beneficiary information to Sandata daily.

### **ARE ADDITIONAL TRAINING SESSIONS PLANNED?**

Post implementation training will begin in April. Prior to those trainings, providers can access recorded trainings on demand by at [fast.wistia.net/embed/channel/6ugjp809ix](https://fast.wistia.net/embed/channel/6ugjp809ix).

### **WILL THE SANDATA VISIT ASSOCIATION FOR HOME HEALTH AIDES AND SKILLED NURSING BE AVAILABLE IN ALTERNATE EVV SYSTEMS?**

The process to associate a client to a provider is only required in Sandata. Reach out to your alternate vendor for any home health instructions or requirements when using an alternate system.

### **HOW WILL CLEARING EXCEPTIONS WORK WHEN USING AN ALTERNATE EVV VENDOR?**

The process to associate a client to a provider is only required in Sandata. Reach out to your alternate vendor for any home health instructions or requirements when using an alternate system.

### **HOW CAN HOME HEALTH PROVIDERS BILL FOR SUPPLIES? WHERE CAN PROVIDERS OBTAIN GUIDANCE ON HOW TO BILL AND THE CLAIM ADJUDICATION PROCESS?**

Individual home health services shall be billed in accordance with the NCTracks Provider Claims and Billing Assistance Guide which is at [nctracks.nc.gov/content/public/providers/providermanuals](https://nctracks.nc.gov/content/public/providers/providermanuals). The guide includes information on how to bill and the claim adjudication process.

### **DURING SOFT LAUNCH, ARE PROVIDERS REQUIRED TO BILL SERVICES THROUGH HHAExchange IF THE PAYER SELECTED THEM AS THEIR EVV VENDOR?**

Yes.

