

NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Electronic Visit Verification: Home Health Care Services

Mary Rollins-Hughes

Renee Stapleton

February 28, 2023

AGENDA

- ✓ **Welcome and Announcements**
- ✓ **Associating the Client and Schedules Visit Maintenance**
 - Home Health Aide and Skilled Nursing Visits
 - All Home Health Services: Aide, SNV and Therapy Visits
- ✓ **EVV HHCS Provider Readiness Survey Responses**
- ✓ **Best Practices**
- ✓ **Reminders:**
 - Implementation Timelines
 - Soft Launch
 - Hard Launch
 - Email Requirement
 - Use of Manual Entry
 - Alternate EVV-New Provider Registration
- ✓ **Resources/Trainings**

Associating the Client and Schedules Visit Maintenance

Home Health Aide and Skilled Nursing Visits

- In the Home Health program, there are services that do not require a prior authorization in NC Medicaid Direct.
- These services include:
 - Aide visits - RC570
 - Skilled nursing visits - RC550, RC551, RC559, RC580 & RC581
- For these services, an association needs to be established in the Sandata system between the client record and the provider agency, if it does not exist already.
- This association allows the provider to view and manage the visits for these clients.

Home Health Aide and Skilled Nursing Visits

- **Overview of the Association Process**

- Search for client in Sandata system to avoid entering duplicated records

If not found, add client information

- Associate the client to the agency by adding a service authorization

This service authorization is not considered a PA for services

- **Note:**

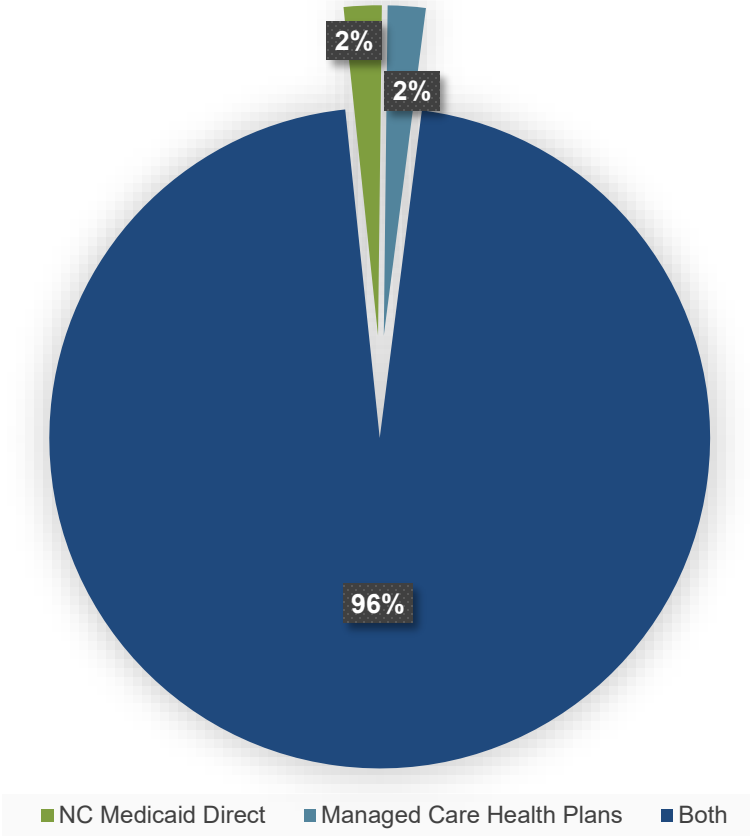
- Applies to Sandata EVV only, not to Alternate EVV solutions
- This association does not apply to PT, OT and Speech Language Pathology which require a PA in NCTracks

All Home Health Services – Aide, Skilled and Therapy Visits

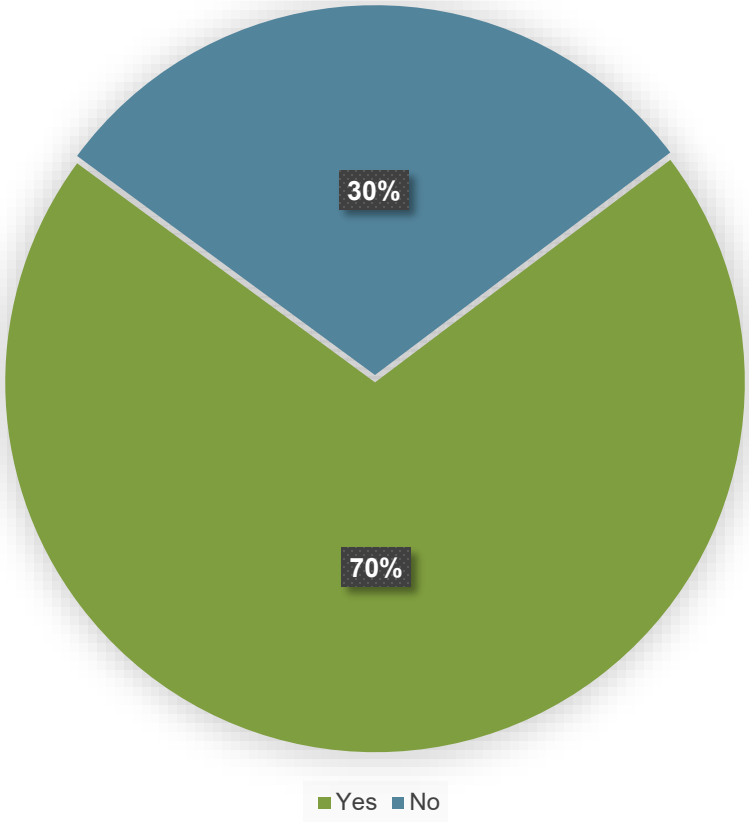
- **All Home Health visits in Sandata will require one of the following actions:**
 - Either enter a scheduled visit in the system that aligns with the time and date of services provided,
 - Or clear the Unscheduled Visit related exception from the Visit Maintenance section to allow the visit will go into verified status
- **The services requiring either a schedule or a cleared exception include:**
 - Therapy visits – RC420, RC424, RC430, RC434, RC440 & RC444
 - Aide visits - RC570
 - Skilled nursing visits - RC550, RC551, RC559, RC580 & RC581
- **Resources to support the Associating the Client and Schedules/Exceptions**
 - Sandata contact information: (855) 940-4915 or nccustomer@sandata.com
 - Attend upcoming post implementation training beginning April 2023
 - Training video will be provided

**NC Medicaid Electronic
Visit Verification for
Home Health Services
Provider Readiness:
Required Home Health
Care Services Provider
Survey Responses**

Does your organization provide Home Health Care Services (HHCS) under NC Medicaid Direct, Managed Care Health Plans or both?



Has your organization received sufficient information to be successful with the implementation of EVV for HHCS?

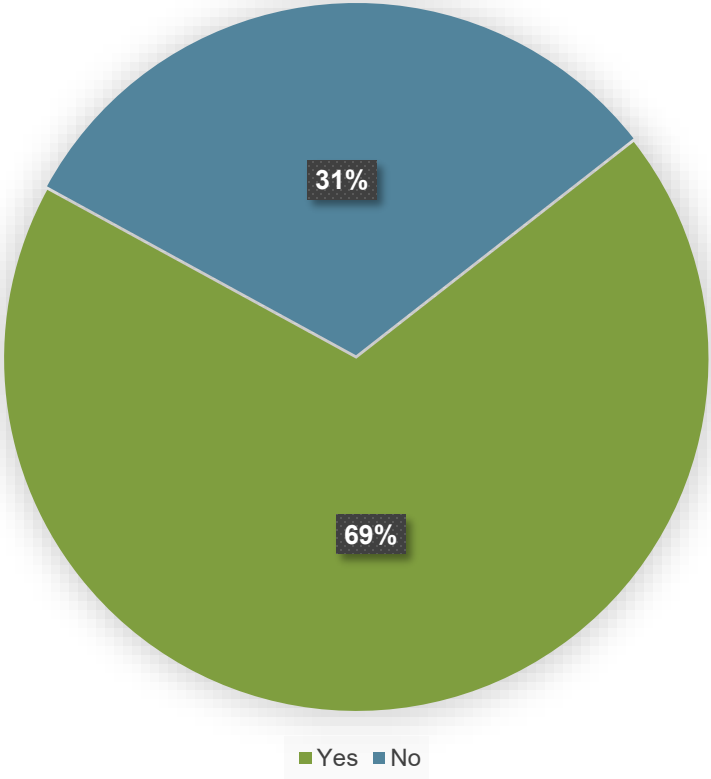


If you answered NO to question 2, please list the information that is needed for your organization to be successful.

- **Specific Training for Home Health**
 - Vendor/Alt Vendor (setup)
- **Additional Information on Tailored Plans and how they apply to home care agencies**
- **More clarification from Sandata and others**
- **What vendors will be used for each insurance plan**

[Home Health EVV Stakeholder Presentation - August 23, 2022](#)

Was the training provided by Sandata, the State's contracted EVV vendor, or an alternate EVV vendor sufficient in preparing your organization to implement EVV for HHCS?

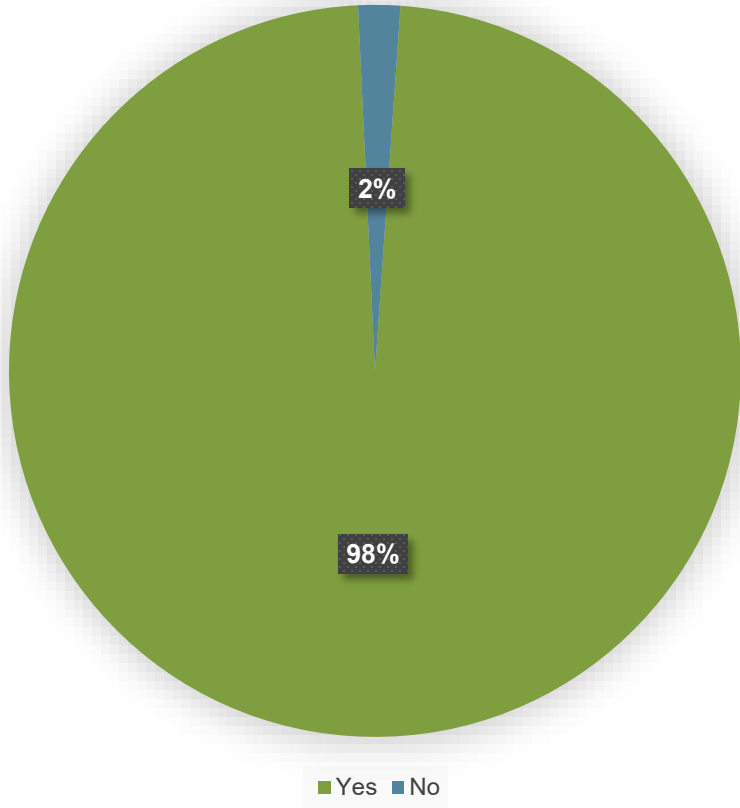


If you answered NO to question 4, what additional training does your organization need?

- **Unclear about billing and claims submission**
- **Training to set up alternate vendor access for Home Health Providers that use EPIC EMR**
- **Any enrollment and training information that is currently available**

[Electronic Visit Verification | NC Medicaid \(ncdhhs.gov\)](https://www.ncdhhs.gov/electronic-visit-verification)

Has your organization registered with either Sandata, the Health Plans EVV vendor, or an Alternate EVV vendor of your selection?



If you answered NO to question 6 and your organization plans to use the State or Health Plan's free solution, please list the reasons your organization is not yet registered.

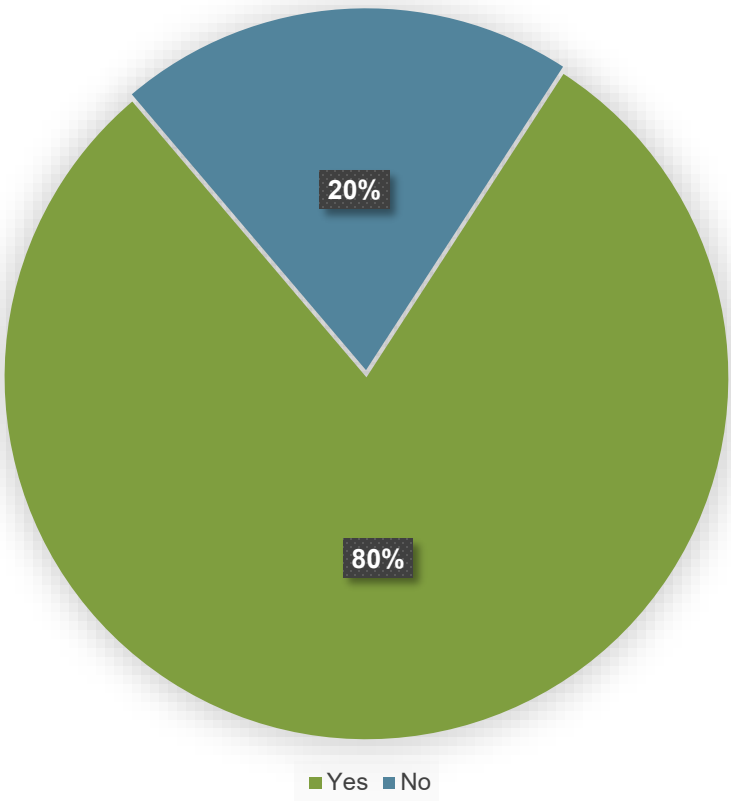
- Don't know how to register

[Electronic Visit Verification | NC Medicaid \(ncdhhs.gov\)](#)

- Unable to receive assistance from HHAX
- We do not understand what an Alternate EVV Vendor is

[Payer Portfolio and Backlog Review \(ncdhhs.gov\)](#)

If your organization plans to use an Alternate EVV system, has your Alt EVV vendor registered with Sandata and/or the Health Plan's EVV vendor?



If you answered NO to question 8 and your organization plans to use an Alternate EVV system, please list the reasons your organization is not yet registered.

- **Unaware registration was needed**
- **Still in the testing phase**
- **Do not have information to register with Sandata**
- **Do not understand what an Alternate Vendor is**

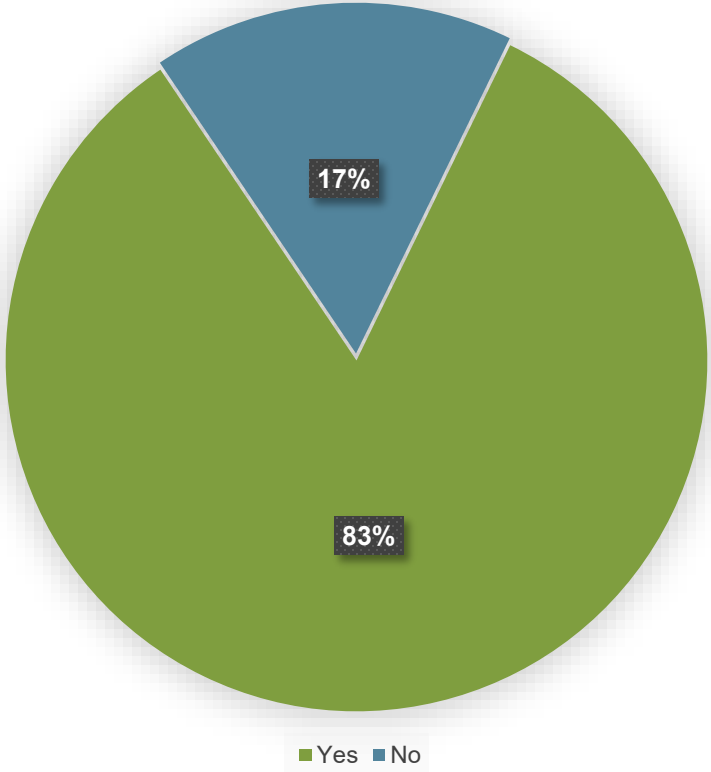
What strategies has your organization used to educate beneficiaries about the EVV for HHCS requirement?

- **Provide Rack Cards**
- **Trainings and meetings**
- **Provider written and verbal communication for beneficiaries**
 - **Handed out practice papers and examples of EVV tasks and phone operations**
 - **Helping them understand the importance of a home phone in rural areas.**
 - **Conduct In person in-service to caregivers and clients (beneficiaries)**

If beneficiaries have questions regarding EVV, how will they receive assistance?

- They will contact the office staff and request more education**
- We will provide them with Rack cards provided by NC Medicaid**
- Provide continuous education from the organization**

Does your organization have adequate resources to support the implementation of EVV for HHCS?



If you answered NO to question 12, what additional resources are needed?

- **Assistance with testing and submission**
- **Increase in provider rates**
- **Any additional provider training**

Best Practices

- **Communications/Trainings:**
 - Continue training reviews and practice sessions for internal staff and staff providing visits
 - Increase meeting cadence of internal key staff to review and address risks and concerns quickly
 - Beneficiary communications for awareness and expectations. Address questions promptly
 - Plan for on-going trainings and communications
- **Systems Readiness**
- **Review EVV webpage frequently for latest information**
Medicaid.evv@dhhs.nc.gov
- **Keep Resource Slides as references**

Reminders

EWV Home Health Implementation Dates

Programs	Soft Launch Start	Hard Launch Start
NC Medicaid Direct (Home Health)	4/1/2023	7/1/2023
Standard Plans (Home Health)	4/1/2023	7/1/2023
Tailored Plans (Home Health)	7/1/2023	10/1/2023

Soft Launch Expectations

Providers will submit EVV information

The EPS and HHAeXchange system will operate as Pay and Report

Claims will not pend based on failed validation. If a claim fails validation, the HHAeXchange system will generate a report of the validation issue and allow the provider to receive payment

Note: On the 4/1/2023 Soft Launch date, it will be based on the Date of Service for encounters.

Hard Launch Expectations

Providers are expected to be fully compliant with EVV requirements

EVV data must be validated prior to claims adjudication.

- **Data Elements:**
- **Type of Service Performed**
- **Individual Receiving the Service**
- **Date of Service**
- **Location of Service Delivery**
- **Individual Providing the Service**
- **Time Service Begins and Ends**

E-Mail Requirement

All North Carolina Medicaid EVV Providers who are registered or who are planning to register with Sandata and are providing EVV services in another state are required to have a different e-mail address for North Carolina.

The e-mail address should be unique and not used in another state. Also, please note that all e-mail address changes that are made with Sandata must also be updated in NCTracks.

**Contact: Sandata Customer Support Team:
NCCustomerCare@Sandata.com or
855-940-4915**

The registration form is intended for new Home Health Care Services (HHCS) providers as well as Personal Care Services (PCS) providers who intend to use an Alternate EVV vendor to submit visit data. HHAeXchange and Carebridge can also use the registration form to register providers using an alternate EVV system with Sandata so the visit information flows properly to the aggregator.

If your agency will be using multiple NPI ID Numbers, your agency will need to enroll separately for each unique NPI ID Number.

***Please complete all fields on both pages accurately. Any incorrect information will delay the arrival of your agency credentials. The registration link can be found [here](#).**

Use of Manual Visits Entry for EVV

- NC Medicaid is aware that entering manual visits is occasionally necessary as staff continue to adjust to EVV requirements. Recent data indicates there are organizations that continue to have a manual visit entry rate of 100% which is not the intended purpose of EVV.
- Outreach efforts to providers with a high rate of manual entries are underway via e-mail and telephone call to discuss a plan to reduce the number of manual entries and providing resources to assist all providers.

In order to support you, we have provided a link to the Sandata video library for your review.

<https://fast.wistia.net/embed/channel/a9cmp9qra9>

Please feel free to e-mail Dr. Amy Shirley-Muhammad (Amy.shirley-muhammad@dhhs.nc.gov), EVV Analyst if you need further assistance.

Resources

Resources

HHAeXchange Customer Support: 855-400-4429 or
<https://hhaexchange.com/contact-us/>

Carebridge Customer Support questions: 855-782-5976 or
ncevv@carebridgehealth.com

Third-Party EVV Solutions Integrated with CareBridge:
844-920-0989
evvintegrationsupport@carebridgehealth.com

NC Medicaid EVV Webpage
<https://medicaid.ncdhhs.gov/providers/programs-and-services/longterm-care/electronic-visit-verification>

NC Medicaid EVV email
Medicaid.evv@dhhs.nc.gov

Resources: Sandata Provider Support

For assistance with Training, Welcome Kits, etc.

Sandata Customer Support Team:

**NCCustomerCare@Sandata.com or
855-940-4915**

For Alternate EVV Support:

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

It is recommended that each provider agency take all training courses to fully know how to use the Sandata EVV system

Sandata: Video Library

Please visit the Sandata video library to learn about specific EVV functionality.

Shortly after each live instructor-led webinar begins, a recorded webinar session for each topic will also be available on the video library.

The trainings are also located on the NC-DHHS website:

<https://fast.wistia.net/embed/channel/6ugjp809ix>

EVV Questions & Answers

Thank you!!