NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Electronic Visit Verification
Home Health Stakeholder Updates

Mary Rollins-Hughes
LTSS Operations Manager

January 31, 2023

EVV 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

Home Health Care providers will submit EVV information

The EVV HHS system will operate as Pay and Report

Claims will not pend based on failed validation. If a claim fails validation, the EVV HHS 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 and claims.

Hard Launch Expectations

All Home Health Care 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

Vendor Registration Reminder

The following information was provided during the August 2022 Stakeholder Meeting and was posted on the EVV Webpage "What's New" Section (August 2022- November 2022):

If Home Health Providers are not enrolled with Sandata or third party alternate EVV vendor by Nov 1, 2022, your agency will be required to enroll with Sandata for the initial EVV launch. After the initial launch, a change to an alternate EVV vendor can be made. Providers are to ensure there is no disruption in visit capture during the transition.

REMINDER

If you have not registered with the State's contracted vendor, Sandata or an alternate EVV Vendor of your choice, please contact them immediately to ensure you will be ready for the April 1, 2023, implementation date.

Contact Information is included in the Resources and Sandata Provider Support slides at the end of this presentation

E-Mail Requirement

All North Carolina Medicaid EVV Home Health 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

NCTracks Provider Information Updates: To update provider information, log into the NCTracks Secure Provider Portal and use the MCR to review and submit changes. Provider Portal Link Login - NCTracks

Service Field Location Required

All records submitted to the Sandata Aggregator by an Alt EVV vendor **must indicate the location of each visit and specify home or community in the service location field for a visit to be validated**.

When the service location field is not completed, the Alt EVV vendor will receive an exception notice from Sandata that will prevent the visit data history from transmitting to NCTracks for claim processing.

- **Home** is defined as the beneficiary's address listed in EVV.
- **Community** is defined as any/all other locations other than the beneficiary's home address.

Alt EVV vendors are required to work with Sandata to identify system updates or modifications needed to include the home or community service location field with their verified visits that are transmitted to the Sandata Aggregator

Use of Manual Visits Entry for EVV

CMS 21st Century Cures Act Requires
- Enter all data at time of visit
- Review to verify completion
- Review for missing data elements

NC Medicaid is aware that entering manual visits may be <u>occasionally</u> necessary as Home Health Providers continue to adjust to EVV requirements.
Reminder:
➢ Providers not following the State and Federal guidance are out of compliance.
➢ Audits will be conducted for compliance

Best Practices:
- Enter all data at time of visit
- Review to ensure there is no missing data
- Access educational material on Sandata's website
  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, EVV Analyst if you need further assistance: Amy.shirley-muhammad@dhhs.nc.gov

RAC Cards

NC Medicaid will provide an initial supply of NC Medicaid Electronic Visit Verification (EVV) for Home Health Services (HHS) rack cards for providers to distribute to the Medicaid beneficiaries for whom they provide HHS (PT/OT/ST/ SNV and Aide Services). The rack card explains the purpose of EVV and what beneficiaries can expect.

More information regarding how to order RAC cards will be provided soon.

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

Home Health EVV FAQ's

EVV Questions & Answers

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

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:
NCAltEVV@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

Questions??