

# 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 HOME HEALTH CARE, SKILLED NURSING VISITS AND AIDE VISITS BE PROVIDED OUTSIDE THE BENEFICIARY'S HOME?**

Beneficiaries receiving Home Health Care Service Skilled Nursing visits and Aide visits should be received in the beneficiary's home or community (daycare, etc).

EVV applies to therapy services (physical therapy, occupational therapy or speech therapy) delivered by a therapist either by contract or as a direct employee where the Prior Authorization (PA) is issued to the billing Home Health Agency NPI.

EVV does not apply to independent practitioner providers providing therapy services (physical therapy, occupational therapy or speech therapy) that may be performed in various settings, including the beneficiary's home. In this incidence, the independent practitioner would have the PA issued to the IPP billing NPI and would bill Medicaid directly as an IPP.

### **IS EVV REQUIRED FOR IN-HOME ABA THERAPY SERVICES?**

No, EVV is not required for ABA Therapy Services.

### **DO WE NEED TO REGISTER WITH SANDATA IF WE ARE GOING TO USE OUR OWN ALTERNATE VENDOR?**

Providers need to register with Sandata as the aggregator even if they choose to use another EVV vendor.

### **WHICH HOME HEALTH CARE SERVICES REQUIRE EVV?**

NC Medicaid EVV for HHCS is required for skilled nursing visits, aide visits, PT, OT and SPL visits.

### **IS EVV COMPLIANCE REQUIRED FOR PATIENTS WITH DUAL MEDICARE-MEDICAID PLANS?**

EVV is required for people who have dual coverage (Medicaid and Medicare). EVV is required for

members receiving PCS and CAP. It will be required for Home Health and Behavioral Health services upon implementation.

## HOW CAN A PROVIDER ENROLL IN HOME HEALTH SERVICES?

For assistance with enrolling in Home Health Services, contact your state Sandata vendor at [sandata.com/contact](https://sandata.com/contact).

## WHAT IS THE PROCESS FOR AN AIDE TO CLOCK-IN AND OUT?

Check with your EVV vendor regarding their recommended process. If any required elements are missing, the provider will receive an exception flag and a manual correction may be required to complete the visit in the system.

For more information, see educational videos available at [fast.wistia.net/embed/channel/6ugjp809ix?wchannelid=6ugjp809ix](https://fast.wistia.net/embed/channel/6ugjp809ix?wchannelid=6ugjp809ix).

## WHAT ARE TAILORED PLANS?

Information on Behavioral Health I/DD Tailored Plan can be found on the Medicaid website at [medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans](https://medicaid.ncdhhs.gov/Behavioral-Health-IDD-Tailored-Plans).

## HOW DOES THIS TRANSITION AFFECT PROVIDER CREDENTIALLING?

Provider credentialing remains in NCTracks.

## HOW DO WE SUBMIT QUESTIONS/CONCERNS ABOUT EVV?

Email questions or concerns regarding EVV to [medicaid.evv@dhhs.nc.gov](mailto:medicaid.evv@dhhs.nc.gov).

## ONCE A QUESTION OR CONCERN IS SENT TO THE EVV EMAIL ADDRESS, WHAT IS THE NEXT STEP?

Emails sent to [medicaid.evv@dhhs.nc.gov](mailto:medicaid.evv@dhhs.nc.gov) generate help center tickets for Medicaid to triage and answer. A response will be sent to you via email.

## WHERE CAN WE FIND PROVIDER MEETINGS AND TRAINING INFORMATION?

Recording and slide decks from meetings and training are available on the EVV website ([medicaid.ncdhhs.gov/EVV](https://medicaid.ncdhhs.gov/EVV)) under Meetings and Trainings.

