Home Health Services EVV

Home Health Services EVV Questions and Answers

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

ARE AGENCIES ALLOWED TO START AN UNSCHEDULED VISIT THEN CLEAR THE EXCEPTION TO VERIFY THE VISIT AFTER THE VISIT WAS COMPLETED?

You may access the link below that explains schedule visits for home health entry.

https://medicaid.ncdhhs.gov/nc-dhhs-video-links-evv-meeting-022823/download?attachment

HOW WILL PROVIDERS BE NOTIFIED OF EVV SOFT EDITS?

For NCTracks, it will appear on your Explanation of Benefits (EOB).

DO WE HAVE TO GET AN AUTHORIZATION FROM NC TRACKS AND THEN INPUT THAT AUTHORIZATION IN SANDATA?

If you have an authorization in NCTracks, entering an authorization in Sandata is not necessary as those are transmitted to Sandata nightly. The only time you need to enter an "authorization" is for Aide visits and skilled nursing visits.

WILL EACH AND EVERY PATIENT HAVE TO BE LOADED INTO SANDATA BY HAND? HOW DO THEY BECOME ALREADY PRELOADED IN THE SANDATA SYSTEM?

Beneficiary information is transmitted from NCTracks to Sandata nightly.

THERE AREN'T ANY TRAINING SESSIONS ON ANY OF THE COURSES. ARE THEY GOING TO BE ADDED?

Information and training sessions may be found on the NC Medicaid EVV Webpage and the following links:

https://medicaid.ncdhhs.gov/EVV

https://fast.wistia.net/embed/channel/6ugjp809ix?wchannelid=6ugjp809ix.

HOW WILL WE BE PAID FOR SERVICES RENDERED? WILL WE STILL BILL A CLAIM?

You will bill NCTracks for NC Medicaid Direct as you always have in NC Medicaid Direct, the EVV process only verifies the visit occurred.

IF OUR SOFTWARE VENDOR IS INTEGRATED WITH SANDATA, AM I RIGHT THAT WE DON'T HAVE TO DO ANY OF THE DEMONSTRATION WE JUST SAW?

Correct, if you are using an ALT vendor, you do not need to use the Sandata app to enter the client, authorization or schedule.

DO CAREBRIDGE AND HHAEXCHANGE PROVIDE TRAINING?

For HHAeXchange or CareBridge, you should reach out to that vendor. They both provide live training for providers and have recorded training on their website.

WE HAVE BEEN TOLD THAT WE ARE THE ONLY STATE WITH 3 DIFFERENT EVV SYSTEMS REQUIRED (SANDATA, HHA EXCHANGE, CAREBRIDGE). HOW DO WE IMPLEMENT ALL OF THESE AS REQUIRED BY THE PAYORS?

There are three Medicaid payer groups and each has procured a free EVV solution for providers serving beneficiaries in that group, but Providers may choose to purchase a comprehensive EVV solution that consolidates all visits from the three different payer types.

IS THERE ANY CHANCE THE HOME HEALTH LAUNCH WILL GET POSTPONED?

EVV for Home Health will not be postponed.

ARE YOU SAYING THAT AS LONG AS INFORMATION IS SENT TO SANDATA, AGENCIES DO NOT NEED TO SEND INFO TO THE OTHER VENDORS FOR THE PAYOR GROUPS?

Providers have the option to use the EVV vendor(s) of your choice. Each payer group (Standard Plans, LME/MCOS and NC Medicaid Direct) has procured a free EVV solution for providers serving beneficiaries in that group, but providers may choose to purchase a comprehensive EVV solution that consolidates all visits from the three different payer types. You do not have to use three different apps. If you are using Sandata for NC Medicaid Direct, you send the data through that app. For Standard Plans, if you are using HHAX or CareBridge, your data goes through their app and then the ALT vendor sends it to the Sandata aggregator.

HOW ARE ALT EVV VENDORS SUPPOSED TO SEND SCHEDULES?

For HHAeXchange, CareBridge or other Alt Vendors, you should reach out to that vendor to determine the preferred methods to submit schedules. .

WHAT BUSINESS RULES REQUIRE VISITS TO BE SCHEDULED?

EVV business rules require visits to be scheduled. If the visit starts after the scheduled time, the agency's administrator may make manual edits to that visit in their EVV solution. The claim will be noted as pending in NCTracks when the units are more than the scheduled duration of the visit. Visits are not marked as pending in the Sandata system.

WHEN SCHEDULING A PATIENT, DOES THE TIME HAVE TO BE ENTERED?

EVV business rules require visits to be scheduled. If the visit starts after the scheduled time, the agency's administrator may make manual edits to that visit in their EVV solution. The claim will be noted as pending in NCTracks when the units are more than the scheduled duration of the visit. Visits are not marked as pending in the Sandata system.