NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Electronic Visit Verification Home Health Care Services

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Agenda

- **Welcome and Announcements**

- **Home Health EVV Soft Launch Expectations**

- **Alternate EVV Vendors**

- **Home Health Data Accuracy**

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  o **Payer**

  o **Program**

  o **Service Codes**

- **Upcoming Trainings**

- **Home Health Provider Questions**

- **Resources/Trainings**
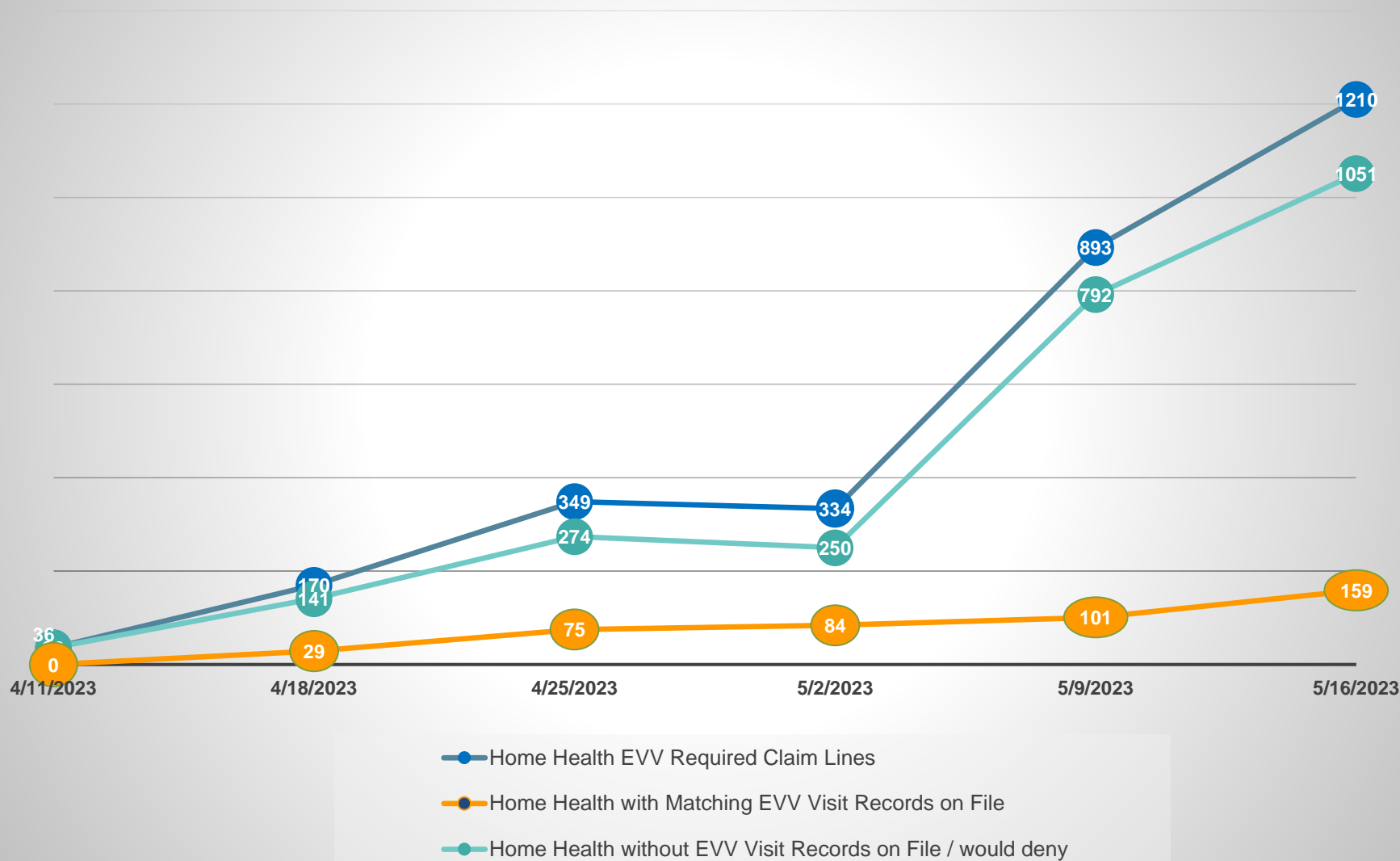
EVV Home Health Soft Launch Expectations

- Home Health soft launch for NC Medicaid Direct and Standard Plans is approximately halfway complete. Provider acceptance and engagement is low.

- Providers are expected to be fully compliant with EVV requirements.

- Effective July 1, 2023, Home Health Services without appropriate EVV records will deny both in NC Medicaid Direct and managed care.

- The State and the health plans want to help you be ready for July 1. If you are experiencing obstacles, please reach out.

Home Health by Payer	Soft Launch Start	Hard Launch Start
NC Medicaid Direct	4/1/2023	7/1/2023
Standard Plans	4/1/2023	7/1/2023
Tailored Plans	10/1/2023	12/1/2023

https://medicaid.ncdhhs.gov/blog/2023/04/28/electronic-visit-verification-required-home-health-care-services

Home Health Claims Subject to EVV in NCTracks

Home Health EVV Records in NCTracks

Home Health EVV Required Claim Lines: 36 (4/11/2023), 179 (4/18/2023), 349 (4/25/2023), 334 (5/2/2023), 893 (5/9/2023), 1210 (5/16/2023)

Home Health with Matching EVV Visit Records on File: 0 (4/11/2023), 29 (4/18/2023), 75 (4/25/2023), 84 (5/2/2023), 101 (5/9/2023), 159 (5/16/2023)

Home Health without EVV Visit Records on File / would deny: 36 (4/11/2023), 141 (4/18/2023), 274 (4/25/2023), 250 (5/2/2023), 792 (5/9/2023), 1051 (5/16/2023)

Legend:
- Home Health EVV Required Claim Lines
- Home Health with Matching EVV Visit Records on File
- Home Health without EVV Visit Records on File / would deny

Sandata EVV System vs. Alternate (ALT) Vendors

There are three Medicaid payer groups, and each has procured a free EVV solution for providers serving beneficiaries in that group.

- ## NC Medicaid Direct
  - **Sandata** is the selected EVV solution

- ## Standard Plans
  - **HHAeXchange** is the selected EVV solution for the following health plans: AmeriHealth, Carolina Complete, United HealthCare and WellCare
  - **CareBridge** is the selected EVV solution for Healthy Blue

- ## Tailored Plans and LME/MCO
  - **HHAeXchange** is the selected EVV solution

Providers can choose to use one or more of the free EVV solutions noted above or choose to use an alternate EVV solution. Providers choosing to use an alternate EVV solution may incur a cost from the vendor for that solution.

Other Information about Selecting a Vendor or an ALT Vendor

Providers who intend to use an alternate EVV vendor to submit visit data must register with Sandata as the State's designated EVV aggregator.

- Registering with Sandata ensures the visit information flows properly to the aggregator when providers use an alternate EVV system.

- If your agency will be using multiple NPI ID numbers, your agency will need to enroll separately for each unique NPI number.

- The registration link can be found [here](). Accuracy is encouraged as incorrect information will delay the arrival of your agency credentials.

Visit Data Accuracy and Home Health Taxonomy

A review of EVV Home Health data shows code combination mismatches between the Payer, Program and Service codes.

It is important providers carefully select the correct information and submit all the required information for each visit. After July 1, the visit record must match the claim submitted to pay.

Home Health EVV Codes - Taxonomy

Only Home Health Services provided with Taxonomy 251E00000X and Bill Types starting with 32 or 34 are subject to EVV.

- EVV applies to: therapy services 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 (IPPs) providing therapy services 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 bills Medicaid directly as an IPP.

Bulletin - medicaid.ncdhhs.gov/blog/2022/10/24/nc-medicaid-home-health-electronic-visit-verification-exclusion-independent-practitioner-providers

Visit Data Accuracy – Home Health Payer Codes

Home Health EVV Codes - *Payer Codes* (applicable to Sandata system)

Select the correct Payer code for the individual receiving Home Health Services

- **DHBPHP** Code for those enrolled with Standard Plan Managed Care.
- **DHBTP**   Code for those enrolled with Tailored Plan Managed Care.*
- **DHBFFS**   Code for those enrolled with NC Medicaid Direct.
- **DHBLME**   Code for those enrolled in NC Medicaid Direct but receiving community living and supports services through the LME/MCO**.

*   Tailored Plan is not effective until Oct. 1, 2023.

**   *This payer code is not applicable to Home Health Services*

Bulletin - https://medicaid.ncdhhs.gov

If inaccurate information is entered in the Sandata EVV system, the appropriate way to correct the error is to omit the visit and reenter the correct information. It is not appropriate to clear the exceptions and cause the visit to go into verified status.

Visit Data Accuracy – Home Health Program Codes

Home Health EVV Codes - *Program Codes* (applicable to Sandata system)

Select the correct Program code for the individual receiving Home Health Services

Codes in Home Health Services (HHCS)

- HHAID   Code for those receiving Aide services with HHCS taxonomy
- HHSNV   Code for those receiving Skilled Nursing Visit services with HHCS taxonomy
- HHTHER Code for those receiving Therapy services with HHCS taxonomy

Codes not in Home Health Services are not an appropriate selection for individuals receiving Home Health

- PCS   Code for State Plan Personal Care Services
- CAPC   Code for Community Alternatives Program for Children services
- CAPCD   Code for Community Alternatives Program Consumer Directed services
- CAPDA   Code for Community Alternatives Program for Disabled Adults services

Visit Data Accuracy – Home Health Service Codes

Home Health EVV Codes - *Service Codes* (applicable to Sandata system)

The following codes are only appropriate for Home Health Services and should not be used for EVV visits for Personal Care Services, Community Alternatives Programs or community living and supports services provided under LME/MCOs.

Therapies

- RC420   Physical therapy
- RC424   Physical therapy evaluation
- RC430   Occupational therapy
- RC434   Occupational therapy evaluation
- RC440   Speech-language pathology services
- RC444   Speech-language pathology services evaluation

Skilled Nursing Visits

- RC550   Skilled nursing: Initial assessment/re-assessment
- RC551   Skilled nursing: Treatment, teaching/training, observation/evaluation
- RC559   Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria
- RC580   Skilled nursing: venipuncture
- RC581   Skilled nursing: Pre-filling insulin syringes/Medi-Planners

Home Health Aide

- RC570   Home Health Aide

NC EVV Hot Topics Training Sessions

Become familiar with the Sandata Electronic Visit Verification (EVV) system. In these sessions, learners can bring related questions to share via chat or voice during the Q&A portion of the session. Visit the Sandata Webinar Center [here](#) to register for trainings.

- **System Overview**
  June 5,   11 a.m. - Noon

- **Client / Employee / Authorization**
  June 14,   10 - 11 a.m.

- **Visit Maintenance**
  July 7,   10 - 11 a.m.
  July 28,   11 a.m. - Noon

- **Group Visit**
  July 10,   2 – 2:45 p.m.   Agency
  July 19,   10 – 10:30 a.m.   Caregiver

- **Scheduling**
  June 23,   2 - 3 p.m.

- **Visit Capture**
  June 26,   11 a.m. - Noon

- **Seeing Red Dots: How do I Handle these Exceptions?**
  May 30,   2 - 3 p.m.

Post Implementation Outreach

The NC Medicaid EVV Team will be available during the month of June 2023 to assist Home Health Providers with questions during the Home Health Care Soft Launch which ends June 30, 2023. All Home Health Care Providers will receive a Microsoft Teams Invitation that will allow you to join a session and engage with an EVV Team Member(s).

- o June 1, 2023   10:00-11:00am   5:30-6:30pm

- o June 8, 2023   10:00-11:00am

- o June 15, 2023   10:00-11:00am   5:30-6:30pm

- o June 22, 2023   10:00-11:00am

Home Health Provider Questions

Home Health Provider Reference

- **Associating the Client and Schedules**

- **Training Video Links**

- **Best Practices**

- **Unique Email Requirement**

- **Contact Information**

Home Health Aide and Skilled Nursing Visits

Associating the Client and Schedules

In the Home Health program, the following services 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 already exist.

- This association allows the provider to view and manage the visits for these clients.

Home Health Aide and Skilled Nursing Visits

Associating the Client and Schedules

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 record, labeled in the Sandata system as an 'authorization.'
  - Note that this service record is **not** considered a prior approval for authorization for services

Note:

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

All Home Health Services – Aide, Skilled and Therapy Visits

Associating the Client and Schedules

All Sandata Home Health visits require one of the following actions:

- 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 to go into verified status

Services that require 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 Associating the Client and Schedules/Exceptions

- Sandata contact info nccustomercare@sandata.com or (855) 940-4915

- Training videos are included in the resources section

Training Resources

Sandata Video Library

- Visit the Sandata video library to learn about specific EVV functionality
Sandata Technologies (zendesk.com)

- To login, enter your Zendesk credentials

Trainings are also located on the Medicaid website

fast.wistia.net/embed/channel/6ugjp809ix

Training Video Links for Home Health Providers

- Creating a Client
How to search and create clients Create Client - Sandata EVV (wistia.net)
(4:31 minutes)

Training Resources

Training Video Links for Home Health Providers

Record authorization to associate client to provider

- In the Home Health program, aide and skilled nursing visits do not require a prior authorization in NC Medicaid Direct.

- For these services, an association needs to be established in Sandata between the client record and provider agency, if it does not exist already. This association allows the provider to view and manage visits for these clients.

Training videos to create, manage and view record authorizations

- Creating an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (2.55 mins)

- Updating an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (2.01 minutes)

- Viewing an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (1:34 minutes)

Note: This instruction 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

Training Resources

Training Video Links for Home Health Providers

- **Enter a Schedule**

  All Home Health visits in Sandata require one of the following actions:

  1. Enter a scheduled visit in the system that aligns with the time and date of services provided or;

  2. Clear the unscheduled visit related exception from the visit maintenance section to allow the visit to go into verified status

  Services requiring either a schedule or a cleared exception include aide, skilled nursing and therapy visits.

Training video on How to create a Home Health visit schedule

Creating a Schedule for a Single Day - Sandata EVV with Scheduling & Billing (wistia.net) (3:21 minutes)

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 often for latest information
    Medicaid.evv@dhhs.nc.gov

- Keep resource slides for reference

Sandata Email Requirement

In North Carolina, providers planning to use Sandata as their EVV vendor are required to use a unique email that is not used for EVV in another state.

Note: All email address changes made with Sandata must also be updated in NCTracks.

Questions?

Contact Sandata Customer Support Team

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

Resources

- HHAeXchange Customer Support
  855-400-4429 or 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
  medicaid.ncdhhs.gov/EVV

- 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
  NCAltEVV@Sandata.com or 844-289-4246

- Trainings are also located on the Medicaid website at
  fast.wistia.net/embed/channel/6ugjp809ix

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

Thank you!

Medicaid.EVV@dhhs.nc.gov