NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC Medicaid Electronic Visit Verification
Home Health Care Services
3rd Party Alt EVV Vendor Focus

Jennifer Moore, MA, LCMHC   **LTSS Program Ops Manager**
Dr. Antoinette Allen-Pearson Ed.D. MA   **EVV Coordinator**
Renee Stapleton, MPM   **LTSS Service Ops Manager**

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Agenda

- **Welcome**

- **Home Health EVV Soft Launch Expectations**

- **Alt EVV / EMR Survey Results**

- **Overview - Process**

  - **NC Medicaid**

  - **EVV Vendors**

- **Comments for 3rd Party Alt EVV Vendors**

  - HHAX -   Frank Bouse, Client Success Manager

  - CareBridge -   Matt Klooster, Sr. Director, Client Engagement & Operations

  - Sandata -   Chandni Soni, Technical Account Manager

- **Questions from Vendor/Providers**

- **Resources found at the end of this presentation**

EVV Home Health Soft Launch Expectations

Section 12006(a) of the 21st Century Cures Act mandates that states implement Electronic Visit Verification (EVV) for all Medicaid-funded Personal Care Services (PCS) and Home Health Services (HHCS) that require an in-home visit by a provider.

EVV Home Health Soft Launch Expectations

- Home Health soft launch for NC Medicaid Direct and Standard Plans ends 9/30/2023

- Effective 10/1/2023, Home Health Services without appropriate EVV records will deny both in NC Medicaid Direct and managed care.

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

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

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

Survey Results

- Question - Has your organization encountered any obstacles when integrating with Sandata, HHAX or CareBridge?   Select all that apply.

🔵	Timeliness of response	6
🟠	Technical difficulties	7
🟢	Poor communication/difficulty ...	7
🔴	Not clear instruction or next step	6
🟣	Lack of follow-up	4
🟤	Other	8
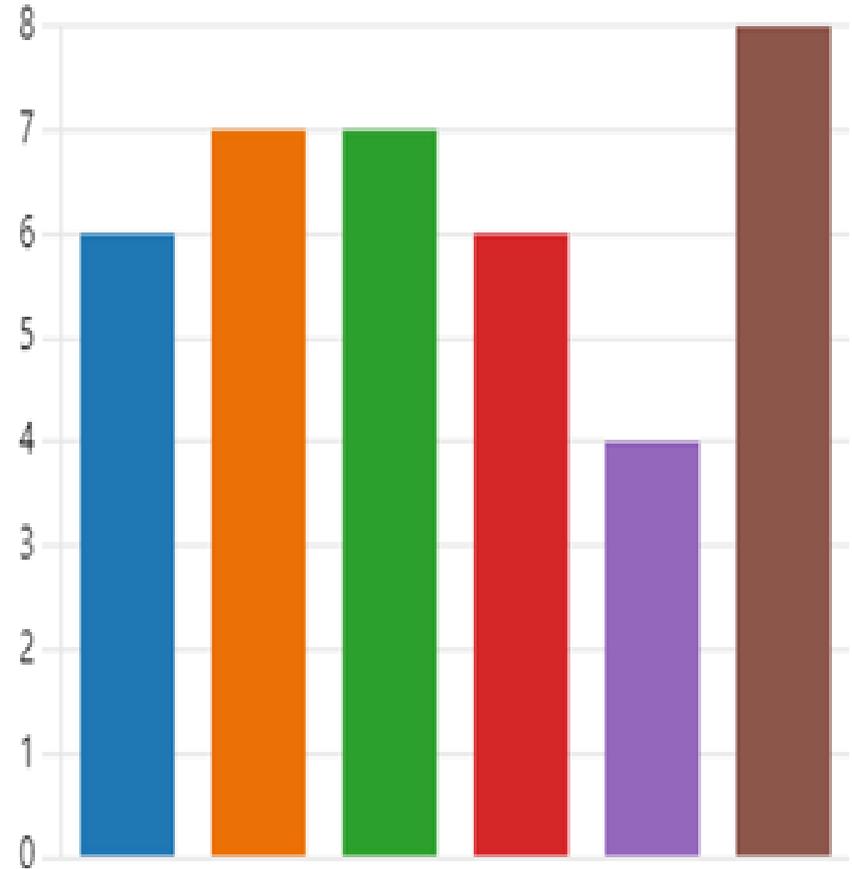
Survey sent to more than 500 email addresses, received 15 responses

Question posed to 3rd party EVV vendors -

- How many provider agencies is your organization contracted with?
  - Responses range between 2 and 15
    - 2, 3, 4, 5, 6, 10, 13, 15

- How many provider agencies is your organization in the process of contracting with?
  - Responses range between 0 and 50
    - 0, 1 ,2, 3, 5, 10, 50

Question posed to 3rd party EVV vendors –

What are the basic steps and timeline to onboard a provider agency, from initial contact with your 3rd party ALT EVV vendor to integration?

We received responses that include the following:

- 24-48 hours to complete the initial setup and send further instructions for configuration to be completed on the provider's side
- 1 to 2 weeks
- 2 to 4 weeks, depending on client availability
- 2-month time frame
- 3-6 month depending on the size of the provider
- 3-9 months depending on the size of the provider

We received feedback that include the following concerns and questions:

- How could we make this better for the providers more streamlined?

- Alternate Vendors and providers should have the same SLA's as those that are using the state's system.

- All vendors should have clear workflows of what must be done.

- Documentation should be from a vendor perspective (not just a provider perspective).

- Alternate EVV vendors must understand vendor and provider processes so we can help providers get though the process.

- Does Medicaid Direct go through Sandata?

- Is there any discussion on monitoring and exceptions? Will providers be penalized.

- If we use CareBridge, will we need to set them up with a third party

- Experiencing issues with the connection between Sandata and the other PHP
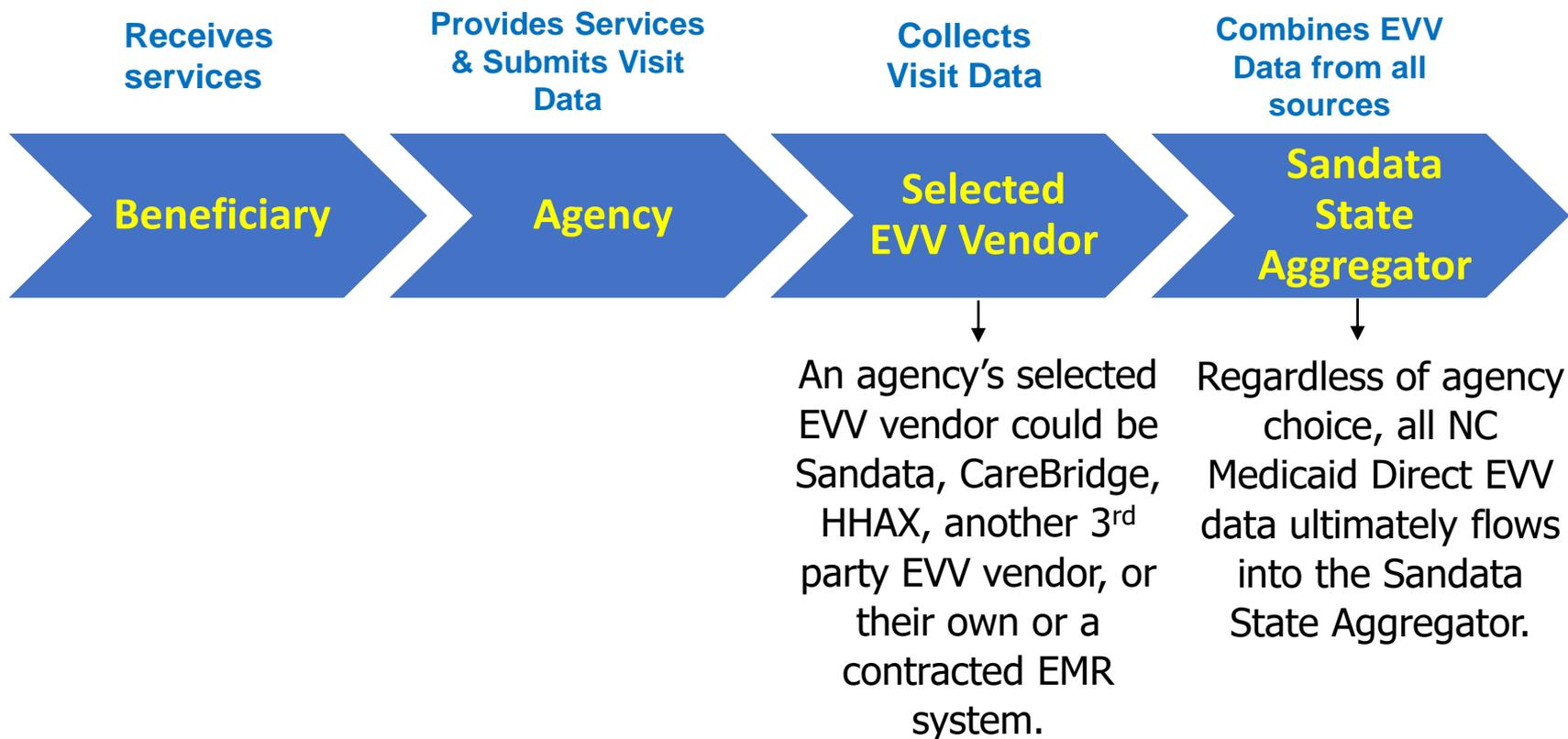
Sandata EVV System vs. Alternate (ALT) Vendors

There are three Medicaid payer groups, and each has procured a free EVV solution for providers serving beneficiaries in that group.
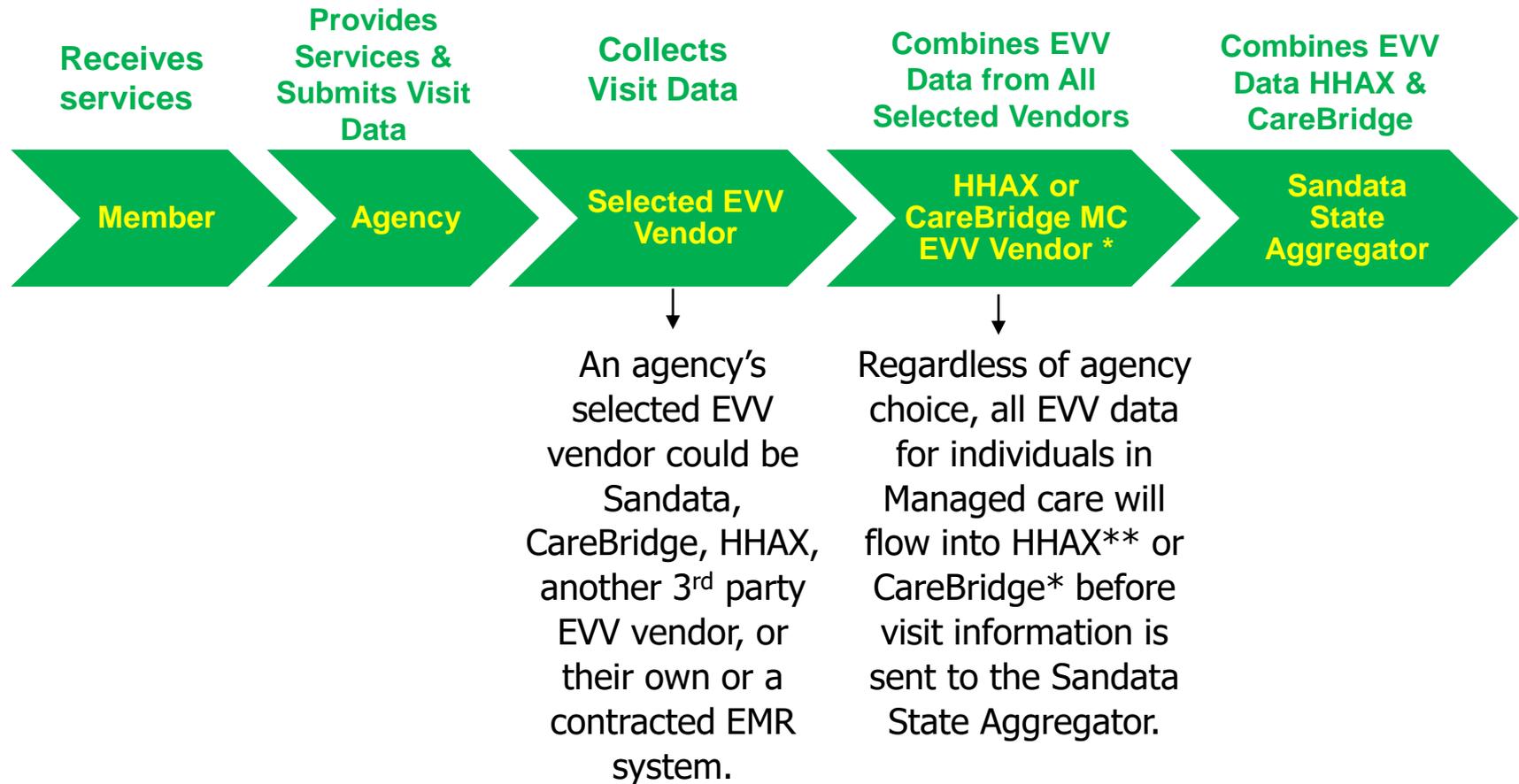
- ## NC Medicaid Direct
  - **Sandata** is the States EVV solution

- ## Standard Plans
  - **HHAeXchange** is the 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 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.

High-level EVV flow for beneficiaries enrolled in NC Medicaid Direct

Receives services

Provides Services & Submits Visit Data

Collects Visit Data

Combines EVV Data from all sources

Beneficiary → **Agency** → **Selected EVV Vendor** → **Sandata State Aggregator**

An agency's selected EVV vendor could be Sandata, CareBridge, HHAX, another 3rd party EVV vendor, or their own or a contracted EMR system.

Regardless of agency choice, all NC Medicaid Direct EVV data ultimately flows into the Sandata State Aggregator.

High-level EVV flow for members enrolled in Managed Care

Receives services	Provides Services & Submits Visit Data	Collects Visit Data	Combines EVV Data from All Selected Vendors	Combines EVV Data HHAX & CareBridge
Member	**Agency**	**Selected EVV Vendor**	**HHAX or CareBridge MC EVV Vendor ***	**Sandata State Aggregator**

An agency's selected EVV vendor could be Sandata, CareBridge, HHAX, another 3rd party EVV vendor, or their own or a contracted EMR system.

Regardless of agency choice, all EVV data for individuals in Managed care will flow into HHAX** or CareBridge* before visit information is sent to the Sandata State Aggregator.

* CareBridge is the EVV Vendor for Healthy Blue

** HHAX is the EVV vendor for AmeriHealth, Carolina Complete Health, United HealthCare and WellCare

Sandata, HHAX and CareBridge Presentations

CareBridge, HHAX & Sandata - Comments for Alt Vendors

- HHAX -   Frank Bouse, Client Success Manager

- CareBridge -   Matt Klooster, Sr. Director, Client Engagement & Operations

- Sandata -   Chandni Soni, Technical Account Manager

HHAeXchange 3rd Party Integration Process

Getting Started with HHAeXchange

I. Complete your [Portal Creation Survey](#).

II. Upon creation, you will receive:
    - Log In Credentials.
    - Learning Management System Training credential.

III. To begin the provider review process, providers should visit the HHAX website to access essential resources such as the import guide and code tables.
    1. Providers should collaborate with their EVV vendor to generate test files that align with the import guides.
    2. Validate the test files using the validator tool. If any issues arise for vendors/providers during this stage, they can seek assistance from the 3rd Party Integration Support team for resolution.
    3. Upon successful testing of the files, providers should initiate the integration process by creating a ticket with the integration team.
    4. The integration team will enable the SFTP setup and furnish the provider with a comprehensive job aid for creating their SFTP account.
    5. Once the SFTP account is established, the integration team collaborates with the development team to enable the interface.

3rd Party Integration Process Resources

- Provider Info Center
  - V5 Import Guide
  - V5 Export guide
  - Code Table Guide NC
 - File Format Job Aid
  - EDI Onboarding Webinar
- Support Portal

North Carolina EVV Stakeholder Meetings

September 2023

CareBridge Milestones

MILESTONE	AGENCY USING CB EVV	AGENCY USING OTHER EVV
1	Respond to the CareBridge Survey	Respond to the CareBridge Survey
2	Login to CareBridge EVV Provider Portal	Vendor completes testing and is cleared to send production data
3	Schedule an Appointment using CareBridge EVV	Provider sends production visits
4	Complete a visit using CareBridge EVV	Provider sends production visits without any pre-billing alerts
5	Submit a claim using CareBridge EVV	Provider sends EVV visit for North Carolina Healthy Blue with Claim Action 'N' via their EVV vendor to CareBridge. CareBridge then generates and submits the claim, and the claim is fully adjudicated
10/1/2023	All claims requiring EVV submitted via CB	All claims requiring EVV submitted via CB
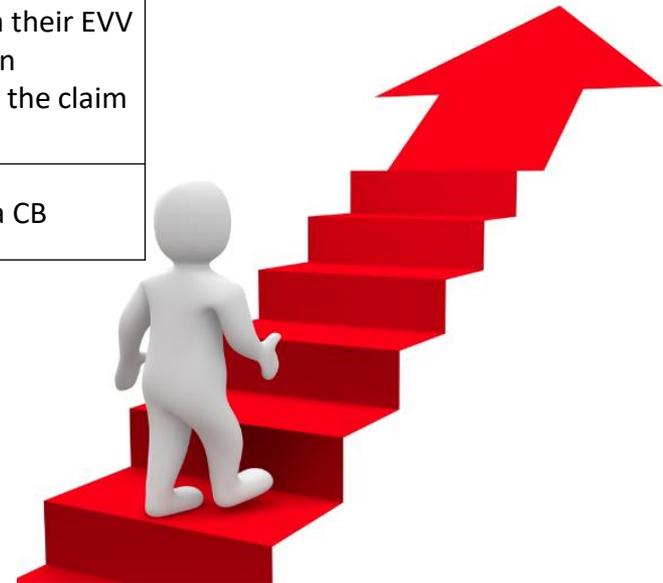
Integrating with CareBridge

HOW DO WE MOVE FORWARD WITH ANOTHER EVV VENDOR?

CareBridge will work with your EVV Vendor to share technical specifications, test connections, and work towards successful integration of your encounter and claims data with Healthy Blue

1. Complete the Healthy Blue EVV Survey http://survey.carebridgehealth.com/nchhevv to provide critical information about your agency

2. Have your EVV vendor complete the intake form to confirm your vendor decision, acknowledge 21st century compliance, and confirm their responsibility.
http://evvintegrationeform.carebridgehealth.com/

3. Share the link to integration resources with your vendor: http://evvintegration.carebridgehealth.com

WHAT HAPPENS NEXT?

The CareBridge Integration Team will contact your chosen vendor to begin the integration process

Note – the pace of integrations is largely tied to how quickly the Alt EVV Vendor completes connectivity and integration testing.

CareBridge Vendor Portal

To access a read-only CareBridge portal designed for providers using a third-party EVV solution who would like to see their Healthy Blue data within the CareBridge system, please follow these steps:

1. Providers can go to http://evvintegration.carebridgehealth.com
2. Select the link for "Resources for Integrated Agencies."

CareBridge EVV Data Integration

This site is intended to help Third-Party Electronic Visit Verification (EVV) vendors and their providers through the process of integrating with CareBridge. This integration is necessary for the purposes of data aggregation and claims generation for health plans and state Medicaid agencies partnering with CareBridge. CareBridge coordinates with Third-Party EVV vendors to ensure the necessary data integration between systems and health plans. This allows provider agencies to keep their current, 21st Century Cures Act compliant EVV solutions while sending the necessary data to their contracted health plan or state Medicaid agency.

Technical Specifications for Third-Party Vendors   Additional Documents for Third-Party Vendors

Resources for Integrated Agencies

3. By selecting the link for Integrating Agency – CareBridge Portal Access Request they will be sent to a page that provides information about what they can see in the CareBridge system.

4. If they hit the big "CLICK HERE" button, they will be redirected to a form they can complete to request their credentials.

What if I have questions?

For any **PHP specific questions**:
Healthy Blue: Reach out to your Reach out to your Provider Relationship Account Consultant Directly or call Provider Relations at 844-594-5072.

You can also email Healthy Blue at NC_Provider_Training@healthybluenc.com

For any **EVV-specific questions**:
- CareBridge Users: ncevv@carebridgehealth.com or (855) 782-5976
- Alt EVV Users: evvintegrationsupport@carebridgehealth.com
- Technical Contact for EVV Integration: evvintegration@carebridgehealth.com

Important Links
- Provider Survey: http://survey.carebridgehealth.com/nchhevv
- EVV Resource Page: http://resources.carebridgehealth.com/evv
- Integration: http://evvintegration.carebridgehealth.com
- Third-Party EVV Vendor Intake Form: http://evvintegrationeform.carebridgehealth.com/
- EVV Training: https://www.carebridgehealth.com/ncevv

Sandata

Get more right from the start

NC DHHS: Stakeholder Meeting

Alt EVV Process Overview

Provider Agency Step 1

- Go to the website medicaid.ncdhhs.gov and select the from North Carolina DHHS Alternate EVV New Provider Registration Form : https://forms.office.com/r/xxb8cT4MfN
- A registration form link may be provided for input of this information.

Provider Agency Step 2

- Provide all required Alt EVV Vendor contact info on the provider registration form.
- An official request to Sandata will automatically be generated.
- Sandata will confirm receipt and respond with any follow-up questions as needed.
- No additional action required by the Provider Agency to initiate certification of the Vendor.

EVV Solution Vendors (FOR NEW VENDORS ONLY)

- Sandata will reach out to provided EVV Vendor if new vendor certification is required.
- Vendor will receive small survey – 3 to 7 questions.
- Sandata will confirm Receipt of survey details.
- Sandata will create and send testing credentials and testing certification checklist.

Sandata

Alt EVV Process Overview

Alt EVV Certification (FOR NEW VENDORS ONLY)

- Vendor will complete testing - Positive and Negative.
    - Sending of Client (beneficiary) data
    - Sending of Caregiver (Employee) data
    - Sending of Visit data
- Return completed testing checklist to Sandata.
- Sandata to review and approve testing checklist.

Credentials

- Sandata to distribute API access credentials to provider when vendor is certified.
- Provider will share the API access credentials with their Alt EVV vendor.
- Vendor uses credentials to start sending data for provider.

Aggregator Access

- Notification to provider will include Aggregator training link and Provider Agency Credentials for Aggregator access.

Sandata

Support Resources

▸ **NC DHHS EVV Website**

- Resources for the Alt EVV Vendors and Agencies
- Link: https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification#provider-resources-and-service-codes

- **HHAeXchange** Customer Support
855-400-4429 or NCsupport@hhaexchange.com

- **CareBridge** Customer Support questions
855-782-5976 or ncevv@carebridgehealth.com

- **CareBridge** Third-party Integrated EVV Solutions
844-920-0989
evvintegrationsupport@carebridgehealth.com

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

- **Sandata** Alternate EVV Support
NCAltEVV@Sandata.com or 844-289-4246

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.

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

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 hard launch, 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 date TBD.

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

Bulletin - https://medicaid.ncdhhs.gov/blog/2023/05/22/electronic-visit-verification-payer-program-and-service-codes

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) for providers with HHCS taxonomies

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

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