



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**
- ✓ **Reminders:**
 - **Implementation Timelines**
 - **Soft Launch / Hard Launch**
 - **Alternate EVV Vendors**
 - **Rate Increase**
 - **Email Requirement**
- ✓ **Associating the Client and Schedules Visit Maintenance**
 - **Home Health Aide and Skilled Nursing Visits**
 - **All Home Health Services: Aide, SNV and Therapy Visits**
- ✓ **Home Health Implementation Questions**
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EVV Home Health Implementation Dates

- NC Medicaid will implement Electronic Visit Verification (EVV) for Home Health Care Services (HHCS) as required by the 21st Century Cures Act on **April 1, 2023**, for HHCS delivered under **Standard Plans** and **NC Medicaid Direct**.
- The implementation date of HHCS delivered under the Behavioral Health and Intellectual/Developmental Disabilities **Tailored Plans** is **Oct 1, 2023**, due to the delay of the Tailored Plan launch.

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

Soft Launch vs. Hard Launch

Soft Launch Expectations Providers will use the EVV system and submit EVV information beginning on April 1, 2023

- Pay and Report – During soft launch, claims will not pend based on failed EVV validation.
- If a claim fails validation, claims systems will process the claim for payment and notify the provider of the identified issue so the provider can review and revise any processes needed prior to the hard launch.

Hard Launch Expectations Providers are expected to be fully compliant with EVV requirements in order for claims to pay on July 1, 2023.

- EVV data must be validated prior to claims adjudication.
- Data Elements:

Type of Service Performed	Location of Service Delivery
Individual Receiving the Service	Individual Providing the Service
Date of Service	Time Service Begins and Ends

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

- **Medicaid Direct**

- **Sandata** is the selected EVV solution

- **Standard Plan**

- **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 Prepaid Inpatient Health Plans (LME/MCO)**

- **HHAeXchange** is the selected EVV solution

Providers can choose to use one of the free EVV solutions noted above or can 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

What is an ALT Vendor?

- An alternate EVV vendor refers to the ability of a provider agency to use an EVV solution of their choosing other than the NC Medicaid Sandata EVV system.

Do I have to pay an EVV vendor?

- Providers may select the free solutions and are not required to purchase an EVV solution.

Do I have to use a different vendor for each payer type?

- Providers may choose to purchase a comprehensive EVV solution that consolidates all visits from the three different payer types.

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

Home Health Care Services Rate Increase

The rates for Home Health Care Services will increase by **10%** above the current fee schedule rate.

- The new rates are retroactive to **Feb. 1, 2023**.
- Impacted providers do not need to make any changes to previously submitted claims as all affected claims will be systematically reprocessed.
- The increase is intended to ensure full compliance with the EVV mandate and to compensate for the administrative oversight of capturing the six required EVV data points.

Home Health fee schedule – go to ncdhhs.servicenowservices.com/fee_schedules, then select the home health drop down under the select program tab

The 10% increase in unit rate applies to the HHCS noted below

Revenue Code	
THERAPIES	
420	Physical therapy
424	Physical therapy evaluation
430	Occupational therapy
434	Occupational therapy evaluation
440	Speech-language pathology services
444	Speech-language pathology services evaluation

Revenue Code	
SKILLED NURSING VISITS	
550	Skilled nursing: Initial assessment/re-assessment (Initial assessment of a new patient or 60-calendar-day re-assessment)
551	Skilled nursing: Treatment, teaching/training, observation/evaluation
559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria (for example, the beneficiary is not homebound)
580	Skilled nursing: venipuncture
581	Skilled nursing: Pre-filling insulin syringes/Medi-Planners
HOME HEALTH AIDE	
570	Home Health Aide

Source: medicaid.ncdhhs.gov/blog/2023/03/09/home-health-care-services-rate-increase

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

Associating the Client and Schedules Visit Maintenance

Home Health Aide and Skilled Nursing Visits

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.**

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 authorization
- This service authorization is not considered a PA for services

Note:

- 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

All Home Health Services – Aide, Skilled and Therapy Visits

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

- **Either 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**

The services requiring 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 nccustomer@sandata.com or (855) 940-4915**
- **Upcoming post implementation training beginning April 2023**
- **Training videos are included in the resources section**

Home Health Implementation Questions

Home Health Provider Reference

- Training Video Links
- Best Practices
- Contact Information

Sandata Video Library

- Visit the Sandata video library to learn about specific EVV functionality at [Sandata Technologies \(zendesk.com\)](https://zendesk.com)
- To login, enter your Zendesk credentials

Trainings are also located on the Medicaid website at 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 \(wistia.net\)](https://wistia.net)
(4:31 minutes)

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 the Sandata system between the client record and the provider agency, if it does not exist already. This association allows the provider to view and manage the 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 Video Links for Home Health Providers

- **Enter a Schedule**

All Home Health visits in Sandata will 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

The 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)

- **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

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
NCAItEVV@Sandata.com or 844-289-4246

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