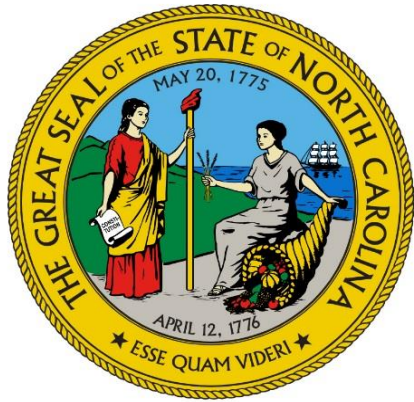




NC Department of Health and Human Services



# Electronic Visit Verification (EVV)

## What You Need to Know August 25, 2021

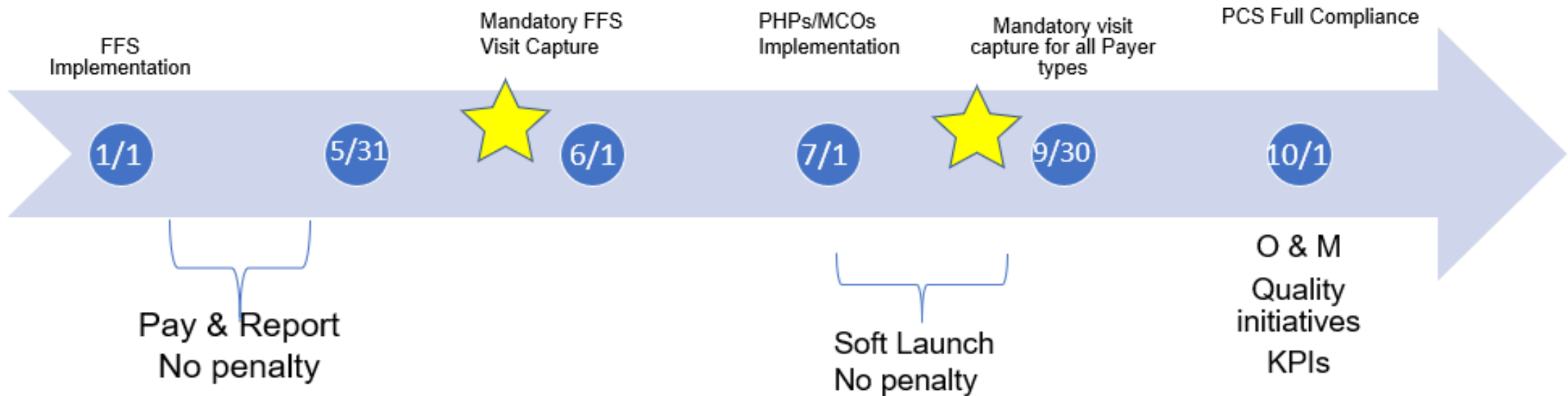
# What You need to Know

- **General background / implementation timeline**
- **NC Medicaid EVV business rules**
- **EVV provider activity & visit capture history**
- **Compliance requirement**
- **Common occurrences and trends**
- **Next steps**

# Background

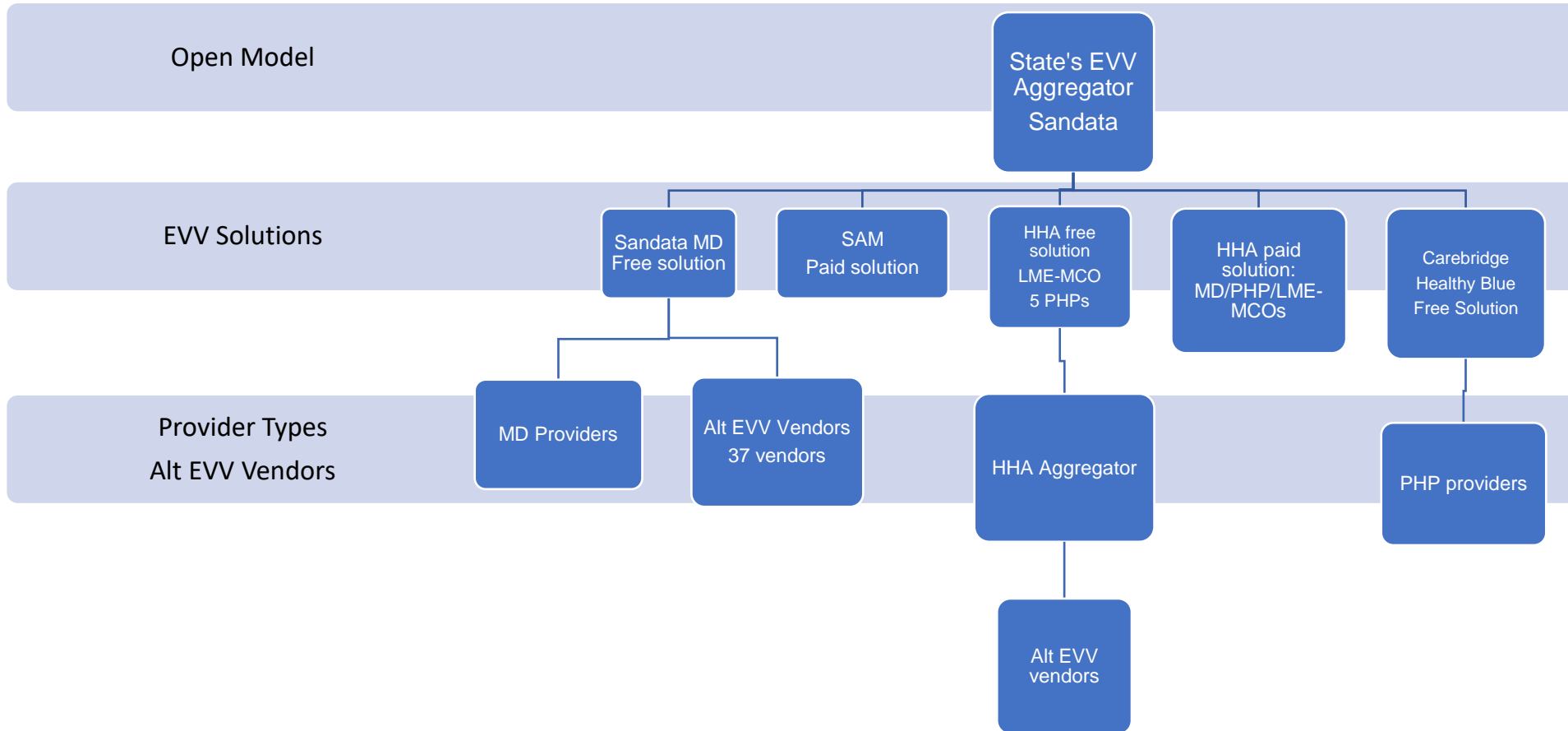
- **Electronic Visit Verification (EVV) mandated on January 1, 2021, to:**
  - Comply with federally mandated for Personal Care Service Programs (PCS) visit verification entry – Section 12006 of the 21<sup>st</sup> Century Cures Act
  - Provide measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them.
  - Curb fraud, waste and abuse (FWA) of in-home personal care services
  - Provide assurance that services were provided to the right person at the designated time

# EVV Implementation Timeline



# Business Rules

## Open vendor model



# Business Rules

- **Required EVV capture data:**
  - Approved personal care service type
  - NC Medicaid beneficiary/members authorized to receive PCS
  - Date the service was rendered
  - Location of service delivery
  - Caregiver rendering the authorized PCS
  - Time the service began and ended
- **Visit capture in real-time**
- **Individualized visit capture**

# Business Rules

## Exemption of live-in caregiver

- **Live-In Caregivers are not subject to EVV**

If a member has additional staff who are not live-in caregivers, those staff are subject to EVV

- **Community Living and Supports**

- T2012 GG (Individual)
- T2012 GC HQ (Group)

- **Life Skills Training**

- T2013 TS (Individual)
- T2013 TS HQ (Group)

- **Personal Care**

- T2012 TS (Individual)
- T2012 TS HQ (Group)

# Business Rules

- **Personal care service types subject to EVV**
  - State plan PCS under NC Medicaid Direct, managed care and LME-MCOs
    - 99509 with associated modifiers HB or HA
  - Community Alternatives Programs for Children and Disabled Adults (CAP/C and CAP/DA)
    - S5125 – CAP In-Home Aide services for children or adults
    - S5150 – CAP In-Home Aide respite services for children or adults
    - S5135 – Personal assistance services for consumer directing adults
    - T2027 – Personal assistance services for consumer directing children
    - T1019 – Pediatric nurse aide services
    - S9122 TF and TG – congregate services for children
    - S5125 UN and T2027 TF – congregate services for adults and children



# Business Rules – Innovations and TBI

- **(b)(3)**

<b>T1019 U4</b>	<b>Personal Care/Individual Support (In Home Services Only)</b>
H2022 U4	Transitional Living Skills
T2013 U4	In Home Skill Building (In Home Services Only)
T2013 TF HQ U4	Community Living and Supports – Group (In Home Services Only)
T2013 TF U4	Community Living and Supports (In Home Services Only)
T2033 U1 U4	Supported Living – Periodic (In Home Services Only)

- **Innovations**

<b>T2013 TF HQ</b>	<b>Community Living and Supports – Group (In Home Services Only)</b>
T2013 TF	Community Living and Supports (In Home Services Only)
T2033 U1	Supported Living – Periodic (In Home Services Only)

- **TBI**

<b>S5125</b>	<b>Personal Care (In Home Services Only)</b>
T1015	In Home Intensive (In Home Services Only)
T2013	Life Skills Training - Individual and Group (In Home Services Only)

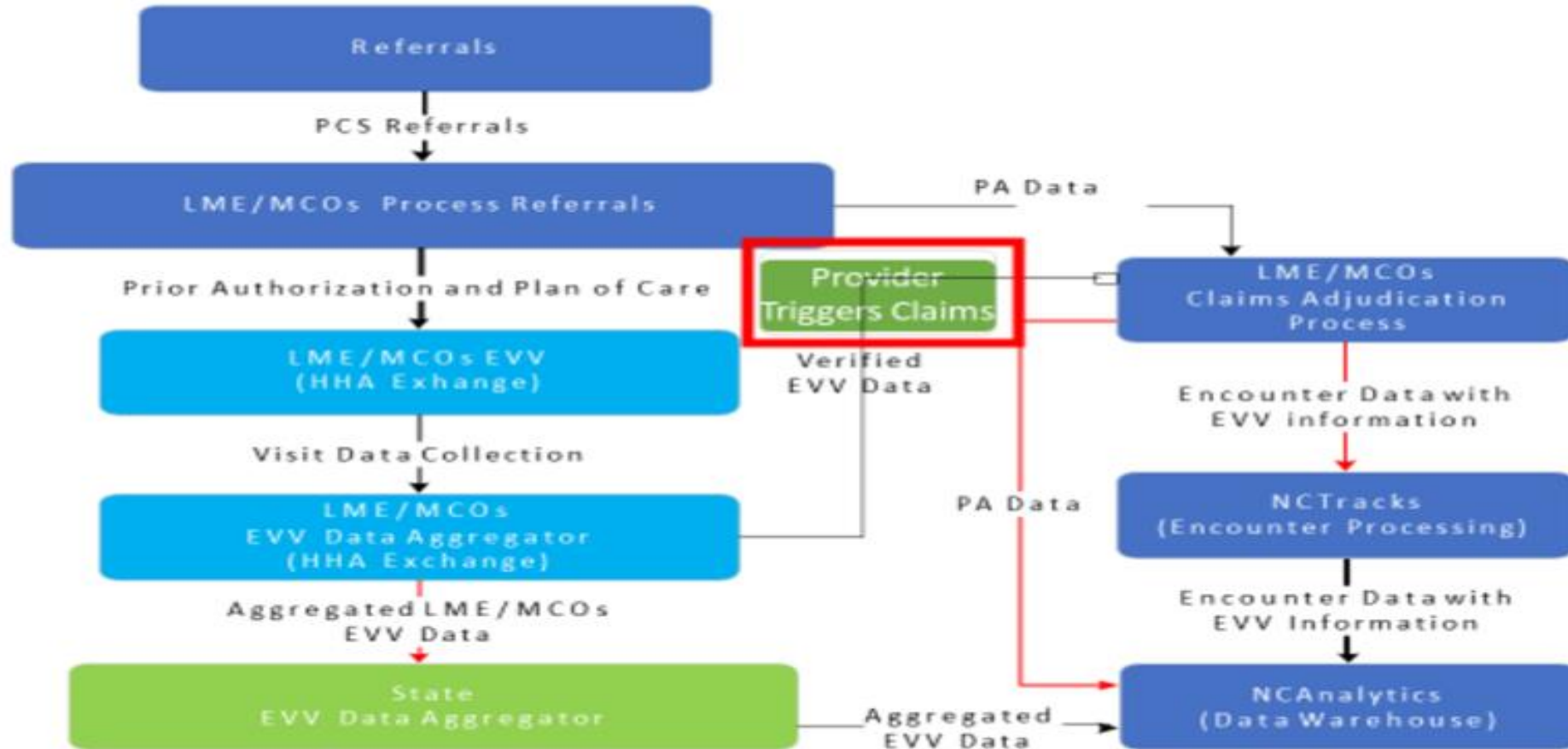
# Business Rules

- **Taxonomy types subject to EVV:**
  - 253Z00000X
  - 251J00000X
  - 171M00000X
- **Claim submission NC Medicaid Direct**
  - Professional claim to NCTracks
  - Non-spanning
  - Analysis on each claim line
  - Full claim pends if one claim line does not include EVV data
- **Claim submission for PHPs and LME/MCOs**
  - Billed via HHAeXchange for all LME/MCOs and PHPs except for Healthy Blue



# Business Rules - LME/MCOs

## HHAeXchange EVV Vendor



# Business Rules

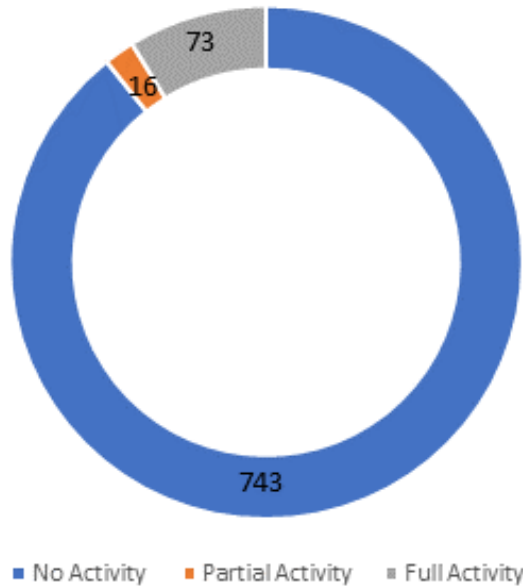
- **Visit capture devices**

- Mobile – preferred method
- Telephonic – phone of the beneficiary
- Fixed device (purchased or leased by the provider)

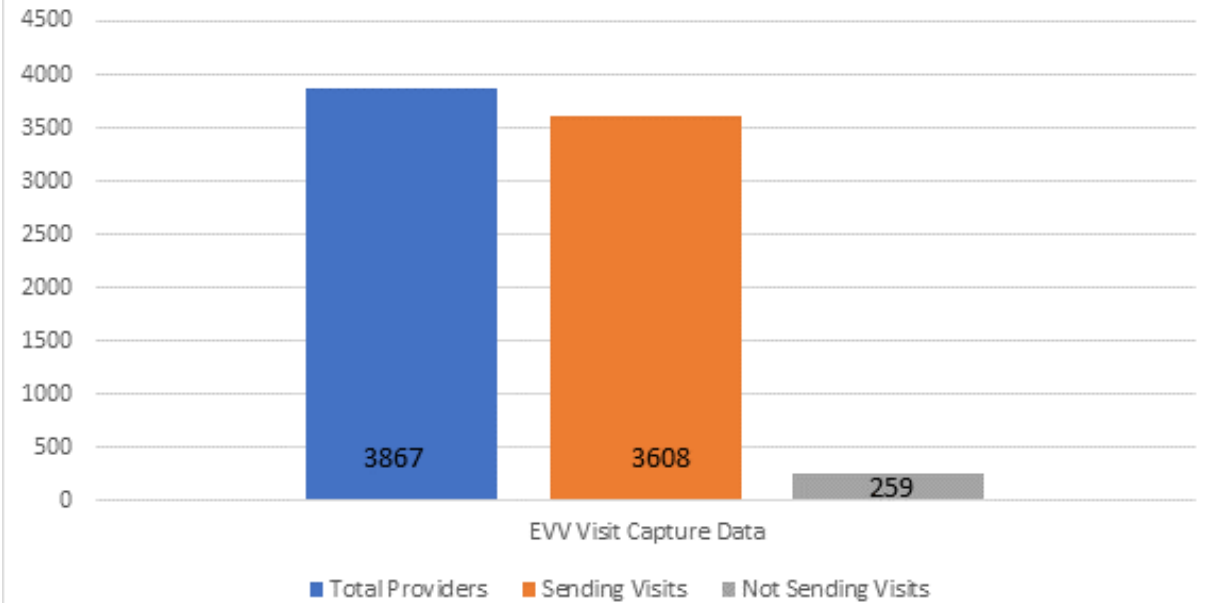


# EVV Provider Activity as of Aug. 18

PHPs Provider's EVV Activity

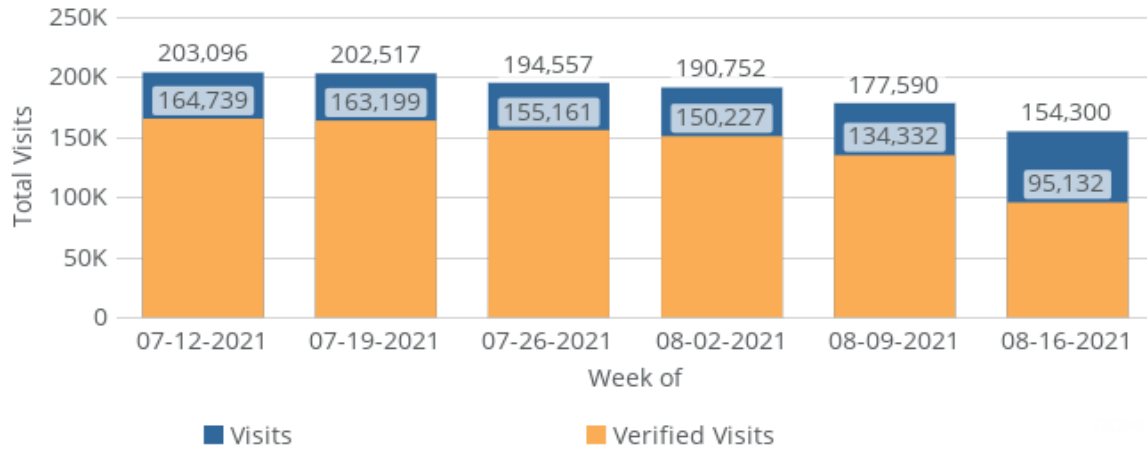


Medicaid Direct Provider's EVV Activity

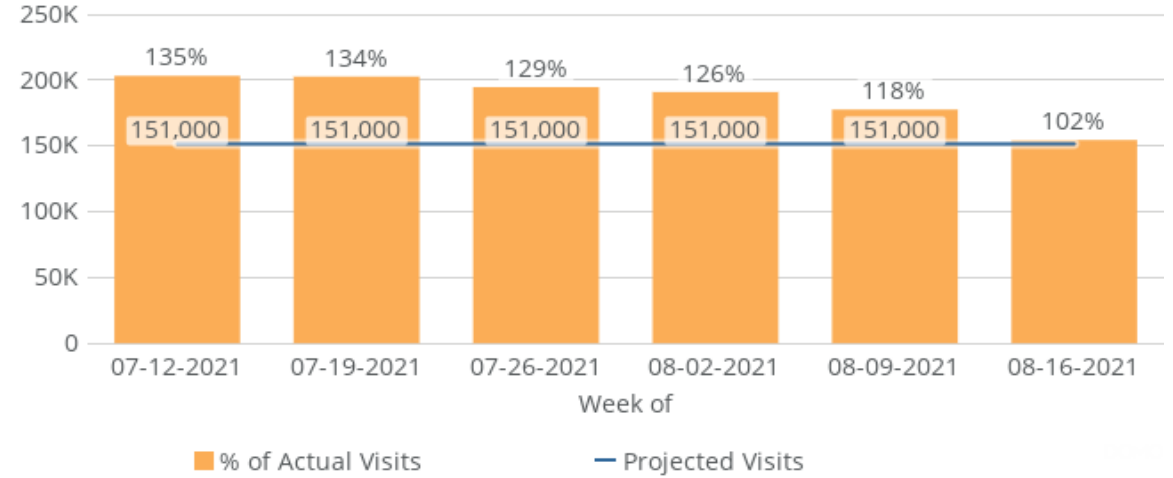


# EVV Visit Capture Data as of 8/23/2021

## Weekly Visit Verification

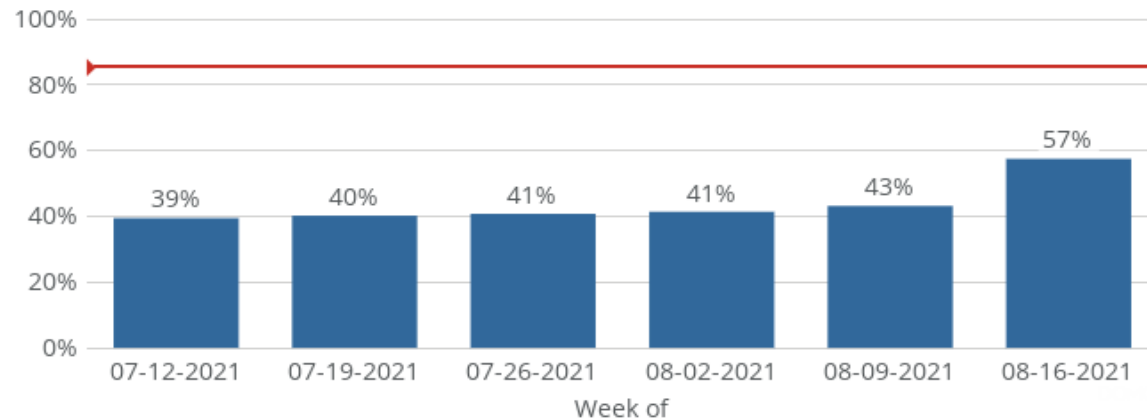


## Projected vs. Actual Visits

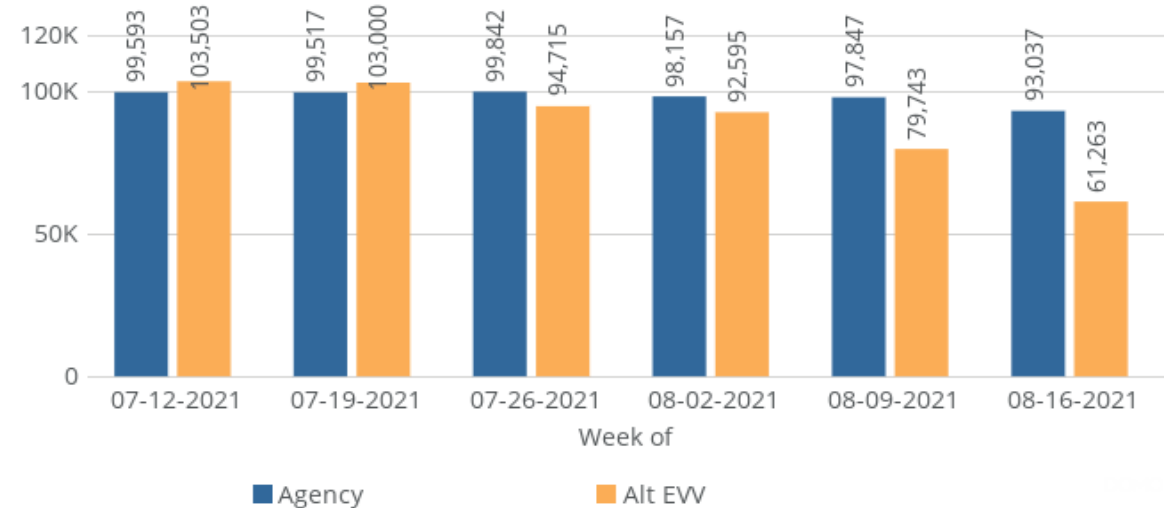


## Auto Visit Verification

Target Compliance 85%



## Sandata vs. Alt EVV Visits



# Compliance Requirement

- **Key Performance Indicators (KPIs)**
  - **Metrics used to track the performance of the EVV requirements and systems supporting EVV**
    - **Association of EVV record to claims/encounters**
      - EVV record match against approved services, providers and units
      - EVV records without manual edits
    - **EVV solution is reliable, accessible and minimally burdensome on providers**
      - EVV system availability
    - **Appropriate safeguards of electronic PHI and PII**
      - Privacy and security

# Compliance Requirement

- Two EVV edits for NC Medicaid Direct
- Claims without EVV data will pend to allow for the issue to be resolved prior to denial of the claim

<u>Edit</u>	<u>Description</u>	<u>Criteria</u>
02077	ELECTRONIC VISIT VERIFICATION (EVV) NOT ON FILE FOR DOS	For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for 14 days then deny.
02079	SUBMITTED UNITS EXCEED VERIFIED VISIT UNITS FOR THIS DOS	For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for seven days then cut back units to the sum of the verified units.



# Compliance Tips

- Ensure all visits are in a verified state in the EVV solution/aggregator prior to submitting a claim.
- A visit with the status of verified, means there are no exceptions, and the visit will show in the provider portal in NCTracks.
  - **Provider Portal Home Page > Prior Approval > Electronic Visit Verification History**
- Visits that do not appear in provider portal in NCTracks means the visit is not verified for one or more reasons:
  - In process – a visit has started and not yet completed
  - Incomplete – a visit has exceeded a 24-hr period & is still missing a call-in/call-out
  - Omit – a visit that is marked “do not bill”
- To begin capturing visit data, enter the client first before recording the time in or time out.



# Compliance Tips - Checking Sandata Aggregator

- Visit Review is Read Only – All updates are to be made in the Alternate EVV system.
- Client and Employee modules are not available for the Aggregator.
- If a visit is not verified, it will not match to a claim.

The screenshot shows the Sandata Aggregator 'Visit Review' page. The sidebar on the left has 'Visit Review' highlighted. The main area contains search filters for AGENCY, CLIENT, MEDICAID ID #, EMPLOYEE, and EMPLOYEE SSN. There are also filters for DATE RANGE, VISIT STATUS, and FILTER VISITS BY (set to 'All Visits'). Below the filters are 'SEARCH', 'CLEAR', and 'EXPORT' buttons. A table at the bottom displays visit records with columns for Service, Visit Date, Scheduled Time In/Out, Scheduled Hrs, Call In/Out, Call Hours, Adjusted In/Out, Adjusted Hours, Bill Hours, Visit Status, Do Not Bill, and Actions. The 'Visit Status' column is highlighted, showing 'Scheduled' and 'Verified' entries.

Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hrs	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
PCS Adults	05/17/2021	02:00 PM	05:00 PM	03:00	08:00 AM	11:00 AM	03:00	08:00 AM	11:00 AM		03:00	Scheduled	<input type="checkbox"/>	
PCS Adults	05/17/2021	10:00 AM	12:00 PM	02:00	10:00 AM	12:00 PM	02:00	10:00 AM	12:00 PM		02:00	Verified	<input type="checkbox"/>	

# Common Occurrences and Trends

- Client can't be found
- Authorization is not available for Medicaid Direct
- Sending beneficiary data in an incorrect format or sequence of sending Alt EVV data
- Using wrong procedure code/CPT
- Missing modifier
- Incorrect MID
- Multiple provider ID's
- Logging visits under incorrect account



# Next Steps

- **Operation & Maintenance (O & M)**
- **Quality initiatives**
- **HHC implementation, mandated by January 1, 2023**

# Technical Support Questions

**Questions will be posed to Sandata, PHPs, HHA and Carebridge to offer a response.**

1. What does a provider need to do to create an account to begin capturing visits?
2. If a provider chose to use an Alt EVV vendor, what should be the steps for the provider?
3. What are the integration steps and timeline to become an Alt EVV vendor?



## Technical Support Questions (cont.)

4. What is the turnaround time for claim payment upon the submission of a claim/encounter?
5. When will PCS claims reimburse at the increased rate? Will the PHP's PCS rates also increase?
6. How should providers rendering PCS through manage care plan submit their claims?
7. How should a provider seek help to resolve an EVV issue, and are tickets important?

# Resources

## [NC Medicaid EVV Webpage](#)

<https://medicaid.ncdhhs.gov/providers/programs-and-services/long-term-care/electronic-visit-verification>

Email question and concerns about missing authorizations to [Medicaid.EVV@dhhs.nc.gov](mailto:Medicaid.EVV@dhhs.nc.gov)

Email questions about claim related issues to NCTracks Call Center:  
**800-688-6696** or [NCTracksprovider@nctracks.com](mailto:NCTracksprovider@nctracks.com)

# Resources

- **HHAeXchange customer support:**  
855-400-4429 or <https://hhaexchange.com/contact-us/>
- **Carebridge Customer support questions:**  
844-772-7338 or [support@carebridgehealth.com](mailto:support@carebridgehealth.com)
- **Health Plans**
  - [AmeriHealth Caritas of North Carolina](#)
  - [Blue Cross and Blue Shield of North Carolina | Healthy Blue](#)
  - [Carolina Complete Health](#)
  - [United Health Care](#)
  - [WellCare of North Carolina](#)



# Sandata Provider Support

- **Sandata Customer Support Team:**
  - [NCCustomerCare@Sandata.com](mailto:NCCustomerCare@Sandata.com) or 855-940-4915
  - For assistance with Training, Welcome Kits, etc.
  
- **Alternate EVV Support:**
  - [NCAItEVV@Sandata.com](mailto:NCAItEVV@Sandata.com) or 844-289-4246
  
- **Password Resets:**
  - Agency Admins can reset EVV and SMC users if using the “reset password” function does not work.
  - If Agency Admins are unavailable, the user can contact Provider Support.

# Chat with a live agent while in the EVV portal

Visit Maintenance / Visit Maintenance / Manage Visits

Select a Visit CREATE CALL

\* indicates required field

DATE RANGE \* MM/DD/YYYY  
05/17/2021 to 05/17/2021

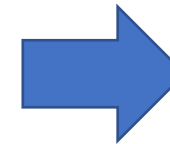
CLIENT: Enter Client  
EMPLOYEE: Enter Employee

CATEGORY: Select Category  
PAYER: Select Payer  
VISIT STATUS: Select Visit Status  
CLIENT MEDICAID ID: Enter Client Medicaid ID

FILTER VISITS BY: All Exceptions Show advanced filter options

SEARCH CLEAR

Chat



**Chat with us**

We want to remind you not to share sensitive data, protected health information (PHI) or personally identifiable information (PII) such as Social Security numbers, patient names, etc. via Live Chat. Our Customer Care team will never ask you to share PHI via Live Chat

How can we assist you today?

**Name**

**Email**

**Phone Number (optional)**

Start chat

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***THANK YOU***

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