

Tips to Troubleshoot EVV-related Billing Issues

Important: Before submitting a claim, confirm each visit is in a 'verified' state in your EVV/Alt EVV system.

Error Code 784

- Error code 784 is created in the NCTracks provider portal when there is no EVV data (Edit 02077) on a claim or when there are more units (Edit 02079) submitted than captured in the EVV systems (Sandata, Alt EVV or Sandata Aggregator).
- A claim with an Error code 784 will pend for the specified number of days waiting for the claim line to be fixed.
- The Sandata Customer Care Center is not able to provide information about your pended claims for error code 784. Please call NCTracks at 800-688-6696 for 784 questions.

PENDED CLAIM - A claim that has been pended due to the EVV edits will not show the EOB. To learn which one of your claim lines is receiving the EVV edit, contact the NCTracks call center at 800-688-6696 to identify the EVV edits for that particular claim line.

Edit 02077 looks at each claim line for the submitted claims. If one claim line does not have the EVV data, the full claim will pend for the specified number of days until that one claim line is fixed by adding the EVV data.

This edit will appear when there is no EVV data associated with the claim line. Whether using Sandata or an Alt EVV, there is not a verified visit in the Sandata system to send to NCTracks. Providers need to check their visits in their EVV system to ensure the visits are in a verified state.

Edit 02079 appears when more units are submitted on a claim than reported in the EVV system and what Sandata sends to NCTracks. For example, the submitted claim has 32 units, but EVV only captured 24 units. The EVV edit will cut back the claim to 24 units and pend the claim for the specified number of days waiting for more units to be provided. The provider will need to update the units in the EVV so the claim line can

process. If claim line is not fixed by adding more units in the EVV, the claim line will process and pay after the specified number of days. A table to describe unit calculations can be found on the [EVV webpage](#) under EVV Claims.

EVV EDITS AND CLAIMS PAYMENT

To ensure May claims are not held up from being processed and adjudicated based on the EVV edits, providers should submit their May claims separately from their June claims.

MORE THAN ONE NPI NUMBER

If a provider has more than one NPI number:

- Alt EVV users: Separate Alt EVV accounts must be created for each one of their NPIs. For example, if a provider has three NPIs, they will have three STX accounts for Alt EVV. Your vendor should send Sandata visits according to the NPI/STX combination. You may call Sandata Alternate EVV Support at 844-289-4246 or NCAltEVV@Sandata.com for more information.
- Sandata EVV users: If providers have multiple NPIs, they will have multiple STX accounts in Sandata EVV. For example, if a provider has three NPIs, they will have three STX accounts for Sandata EVV. You should log visits according to the NPI/STX combination. Please ensure you have a Welcome Kit for each NPI. You may call Sandata Customer Care at 855-940-4915.

SANDATA CUSTOMER CARE CENTER

Sandata Customer Care Center can assist in providing technical guidance to fix a visit, get it to a verified state or adjusting the visit in and out times. The Sandata Customer Care Center can also assist with:

- Password resets (if the agency administrator is unavailable to assist)
- Creating manual visits
- How to look for a visit