

Electronic Visit Verification

Alliance Health

June 11th 2021 Alliance Health EVV Lunch and Learn Webinar

Presented by: Alliance Health EVV Implementation Team and HHAeX representatives



LEARNING OBJECTIVES

Understanding of EVV Federal Rule and how it pertains to your agency

Confirm which step of the EVV implementation process your provider agency is in?



Clearly Identify risks associated with not being EVV compliant by June 30th.



List at least 2 places you can turn to for EVV Technical Support and Training

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OVERVIEW EVV FEDERAL MANDATE



Section 12006 of the Twenty First Century Cures Act (Cures Act) and The Centers for Medicare & Medicaid Services (CMS) **requires** that states begin utilizing an Electronic Visit Verification System (EVV) for a number of select services within NC Innovations and TBI Waiver programs, in addition to select B3 Services, by June 30, 2021.

OVERVIEW EVV FEDERAL MANDATE



Several other State have already implemented EVV

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• Here in North Carolina CAP DA/CAP C and Medicaid PCS have all implemented EVV as of 1/1/2021.





WHAT IS EVV?



EVV uses technology to record the times, dates and specific services that are given. These help make sure that people who should receive services, in fact, receive them.



IMPACTS OF EVV



- Across NC Claims will be processed differently for EVV Services
- Direct Support staff will need to Confirm Visits
- All EVV providers must have their EVV systems fully Operational by June 30th, 2021.



DHHS MESSENGING



- DHHS WEB PAGE: <u>https://medicaid.ncdhhs.gov/providers/programs-and-</u> <u>services/long-term-care/electronic-visit-verification</u>
- LINK TO DHHS EVV JUNE 2021 MEMO: <u>https://www.alliancehealthplan.org/wp-content/uploads/JCB-J395-Electronic-Visit-Verification-Guidance-6.1.2021.pdf</u>

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EVV SERVICE MATRIX

EVV SERVICE MATRIX

Codes and Modifiers
\$5125
S5125 22 Z5
S5125 N1
S5125 U4
T1015
T1019 U4
T1019 U4 B3
T1019 U4 CR
T1019 U4 HW
T2013 TF
T2013 TF 22
T2013 TF HQ
T2013 TF HQ U4
T2013 TF HQ U5
T2013 TF HQ U5 CR
T2013 TF U4
T2013 TF U4 22
T2013 TF U5
T2013 U4
T2033 U1
T2033 1 4

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EVV and Waiver Services

EVV BILLING EXCLUSIONS



"<u>Community Only</u>" Services are excluded from EVV

- "<u>Community Only</u>" Services are defined as services starting and ending in a member's community. (Not in a member's home)
 - Community Living and Support (Innovations Waiver) and Life Skills Training (TBI WAIVER) that does not start, occur or end in the beneficiary's home are not subject to EVV, and should be billed as they are now, through Alliance Claims System.



IMPORTANT



Services that either begin <u>or</u> end in a member's home will need a manual entry, for the community-based checkpoint.

EVV BILLING EXCLUSIONS

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Relative as Provider (RAP) Community Living and Support

- Per DHHS Guidance Memo RAP CLS services are Excluded from EVV.
- All CLS units completed by a Relative as Provider should route through Alliance Claims System, as they do now.



IMPORTANT



If a member has CLS hours provided by both RAP and Non-RAP staff, then service completed by RAP staff should route through Alliance Claims System. Non-RAP staff should utilize EVV.

EVV AND APPENDIX K EVV DOES apply to waiver services that are provided as part of Appendix K flexibility!

• As part of Appendix K flexibilities, Prior Authorization is not required for additional services needed due to COVID-19.

• HAAeX removed the authorization limit to allow for billing in excess of authorized services.

EVV AND APPENDIX K

- HHAeX system has the existing authorizations on file as well as an Innovations roster file that will allow a providers to bill for individual that may not be currently authorized.
- If a member has no authorization in place, due to services provided under Appendix K, the member may not display in a provider's HHAeX Portal.
- When this happens, providers should contact Alliance to request that the member be added to their portal.



DHHS CODES RELEASE



- DHHS recognized that several codes needed to be created along with the launch of EVV to separate RAP and Community Only services from EVV services.
- Alliance plans to authorize CLS and LST in a way that will allow providers to bill for services provided in EVV or non-EVV methods with a single authorization.
- On 6.10 DHHS notified LME/MCOS there would be an adjustments to current EVV related codes.

Alliance is currently awaiting guidance on these codes and will release information on EVV Landing Page and In Provider News.



BE SURE TO REGISTER FOR ALLIANCE PROVIDER NEWS!!



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PROVIDER READINESS STEPS!



WHICH TYPE OF PROVIDER ARE YOU?

EDI = Providers selecting a 3^{rd} party Solution such as Therap, Set-Works etc.

OR

NON–EDI- Providers selecting HHAeX as their primary EVV solution

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IMPORTANT FOR EDI PROVIDERS!

ALL EDI PROVIDERS USING A 3rd PARTY VENDOR <u>MUST</u> INTEGRATE WITH

HHAeXCHANGE!

*CLAIMS WILL NOT PROCESS OR BE SENT TO ALLIANCE IF NOT FULLY INTEGRATED WITH HHAeX!

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WHY IS IT IMPORTANT FOR ME TO KNOW WHAT TYPE OF EVV PROVIDER I AM?

YOUR SUPPORT THOUGH HHA EXCHANGE WILL LOOK DIFFERENT!

EDI SUPPORT DESK= edisupport@hhaexchange.com

VS.

NON EDI SUPPORT DESK <u>ncsupport@hhaexchange.com</u>

NON- EDI PROVIDER READINESS STEPS!

- Step 1 Determine if you have any EVV Auths in the Alliance system Y/N If YES, proceed
- Step 2 Complete HHAeX Initial Provider Survey https://www.cognitoforms.com/HHAeXchange1/Imeproviderportalquestionnaire
- Step 3 Wait for HHAeX to connect with you– HHAeX will work set up your unique provider portal
- Step 4- Attend Live HHAeX Training OR take HHAeX Online LMS Courses- See HHAeX "GO LIVE" Memo
- Step 5- Login into HHaeX Portal and view members
- Step 6- In Portal-Create Schedules, add staff, create a visit
- Step 7- Alert Alliance Health you are ready to submit first Production File (Test Claims)- providerevy@alliancehealthplan.org
- Step 8- Work directly with Alliance IT dept. and HHAeX rep. to confirm END TO END Testing is Complete!

**To Request a copy of HHAeX "*Let's get ready to go Live memo*" with links to HHAeX portal set up training and additional provider resources, please e-mail providerevv@alliancehealthplan.org **



EDI PROVIDER READINESS STEPS!

- Step 1 Select and Contract with a 3rd Party EVV Solution (example, Therap, SetWorks, Sandata, etc)
- Step 2 Begin Work with 3rd Party Vendor to set up your EVV Solution
- Step 3 Begin to capture EVV compliance visits in your 3rd Party Solution
- Step 4 Complete HHAeX Initial Provider Survey (this must be done even if you are an EDI Provider)
- Step 5 HHAX will create a Provider Portal for you
- Step 6 Attend Live HHAeX EDI Training OR take HHAeX Online EDI Courses
- Step 7 Initiate integration with HHAX by emailing edisupport@hhaexchange.com
- Step 8 Alert Alliance you are close to or ready to submit First Production Files (Ready to Test!)
- Step 9 Work with your 3rd party vendor, Alliance IT dept., HHAeX to confirm End to End Testing is complete.

**To Request a copy of HHAeX "Let's get ready to go Live memo" with links to EDI Provider training and additional provider resources, please e-mail providerevv@alliancehealthplan.org **

LET'S GET READY TO TRAIN YOUR DIRECT SUPPORT STAFF!





OVERVIEW OF HHAeXCHANGE VISITS CONFIRMATION OPTIONS





HHA ExChange APP

Downloaded the app and install on direct support staff cellphone or other internet connected device in order to login and confirm the start and stop times using the app



Real Time Web-Based Management for Home Care Agencies & Pavers 3

8:39



LANDLINE OPTION



<u>https://s3.amazonaws.com/hhaxsupport/SupportDocs/PROE+Docs/Job+Aids</u> /Provider+Job+Aid+-+EVV+Phone+Instructions.pdf



MANUAL ENTRY OPTION





Commonly Asked Questions

- If I am an EDI provider, do I need to Integrate with HHAeX?
 YES
- Can I be paid for EVV services, after June30th, if I am not EVV Compliant?
- What if I accidently submit a claim, that must meet EVV compliance, to Alliance Claims System, after June 30th?

My claim will deny and I will need to re-submit through HHAeX

Let's Get Production Files Ready!



Confirm End to End Testing was successful



IN CONCLUSION

EVV Language is going into FY'22 Alliance Provider Contracts

Once Finalized by DHHS- All EVV related Codes will be added to Alliance Provider Contracts

REMEMBER! TECHINCAL ASSISTANCE AND SUPPORT

providerevv@alliancehealthplan.org ncsupport@hhaexchange.com edisupport@hhaexchange.com https://hhaexchange.com/nc-lme/ https://www.alliancehealthplan.org/providers/elec tronic-visit-verification-evv/

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QUESTIONS FOR ALLIANCE EVV IMPLEMENTATION TEAM ? Email: providerevv@alliancehealthplan.org

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Q&A- Please Place Questions in CHAT