



**All Offices:**  
(919) 651-8401



**Online:**  
AllianceBHC.org

Date: 11.22.2021

To: All Alliance Health EVV Providers

RE: PROVIDERS IMPACTED BY COUNTY REALIGNMENT

Per DHHS, the Go-Live date/time for LME/MCO providers is September 1, 2021. (12:01am).  
*\*This applies to Dates of Service, not claim dates.*

Per DHHS, the Go-Live for County Realignment is set for December 1, 2021 (12:01am).

### EVV COMPLIANCE

The 21st Century Cures Act requires states begin using an Electronic Visit Verification (EVV) system for Personal Care Services that require an in-home visit and Home Health Care Services.

**Please see list below of services that must meet EVV Compliance.**

At this time ALL EVV Providers must have their EVV Systems fully set up.

Beginning on December 1<sup>st</sup> 12:01am, many Mecklenburg and Orange county EVV providers will transition over to Alliance Health. Claims for services that require EVV Compliance **must** be submitted with EVV data in order to be eligible for reimbursement. Claims submitted by a provider without an approved EVV system or that do not include EVV data, will be denied.

### Alliance Support Desk:

Over the past year, Alliance has partnered with HHA Exchange to provide EVV Systems set up and technical support to providers. As we go live with realignment, should your agency have claims issues related to EVV or in need of technical support from Alliance, **please e-mail [providerevv@alliancehealthplan.org](mailto:providerevv@alliancehealthplan.org) directly.**

*\*Please note, should Alliance receive a high volume of queries, your query will be triaged, tracked, and answered in the order of your request.*

### HHAeX Support Desk:

Should you have questions around your agency's HHAeX Portal please e-mail [ncsupport@hhaexchange.com](mailto:ncsupport@hhaexchange.com). If your agency is using a 3<sup>rd</sup> party vendor, please e-mail [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com). For live one on one assistance, please call the HHAeX Support Desk at 866-242-2465.

## T2012 CODES and PROVIDER CONTRACTS

Services that are provided by live-in caregivers (RAP) or provided entirely in the community (rather than beginning or ending at the beneficiary home) are **NOT subject to EVV and will be billed through Alliance Claims System (ACS)**, with providers' current billing process.

In order to distinguish services **that do not require EVV**, the NC Division of Health Benefits (DHB) has established new T2012 codes for those situations. Providers do not need to request T2012 codes be added to their contracts.

T2012 Codes will be **automatically** added to Provider Contracts and you will **not** receive an amendment- **this announcement constitutes your notification of these codes being part of your contract**, as cross walked here in this "Alliance Health's EVV Provider Contract Additions, Service Matrix Grid".

[Click Here to View Alliance's EVV Provider Contract Additions, Service Matrix Grid.](#)

## AUTHORIZATIONS

Under EVV, in order to authorize Community Living and Support (CST) and Life Skills Training (LST) services (so they are flexible and meet the needs of each individual) all existing authorizations for CLS and LST will be converted from specific codes to "**ALL SERVICES**" authorizations. This will allow providers to bill the applicable code for each person **depending upon how the service is delivered.**

Providers will receive authorizations through HHA/EVV system for the entire authorization amount. **The provider authorization in their EVV platform will not reflect units billed directly to ACS in Non-EVV situations.**

Multiple service codes may be found for a given authorization that correspond to the same service. Again, providers will be submitting claims under the codes that correspond to **how the service was provided specific to the shift.**

## ALLIANCE HEALTH ALL CODES

<b>Innovations Waiver – Community Living and Support ALL SERVICES</b>
<ul style="list-style-type: none"> <li>• Community Living and Support (<b>In Home Services Only</b>) - Group– T2013 TF HQ</li> <li>• Community Living and Support (<b>In Home Services Only</b>) – Individual T2013 TF</li> <li>• <b>Enhanced</b> Program Community Living and Support – T2013 TF 22</li> <li>• Supported Living – Periodic (<b>In Home Services Only</b>) – T2033 U1</li> <li>• Community Living and Supports <b>RAP Individual</b> – T2012 GC</li> <li>• Community Living and Supports <b>RAP Group</b> – T2012 GC HQ</li> <li>• Community Living and Supports Individual (<b>Community Only</b>) – T2012</li> <li>• Community Living and Supports Group (<b>Community Only</b>) – T2012 HQ</li> <li>• Enhanced Program Community Living and Supports <b>RAP</b> - T2012 GC 22</li> <li>• Enhanced Program Community Living and Supports (<b>Community Only</b>) - T2012 22</li> </ul>
<b>TBI Waiver – Life Skills Training ALL SERVICES</b>
<ul style="list-style-type: none"> <li>• Life Skills Training – Individual (<b>In Home Services Only</b>) – T2013 TF U5</li> <li>• Life Skills Training – Group (<b>In Home Services Only</b>) – T2013 TF HQ U5</li> <li>• Life Skills Training Individual (<b>Community Only</b>) – T2012 U5</li> <li>• Life Skills Training Group (<b>Community Only</b>) – T2012 HQ U5</li> <li>• Life Skills Training (<b>RAP Individual</b>) – T2013 TS</li> <li>• Life Skills Training (<b>RAP group</b>) – T2013 TS HQ</li> </ul>
<b>b3DI – Community Living and Support ALL SERVICES</b>
<ul style="list-style-type: none"> <li>• Community Living and Support (<b>In Home Services Only</b>) - Group– T2013 TF HQ U4</li> <li>• Community Living and Support (<b>In Home Services Only</b>) – T2013 TF U4</li> <li>• Enhanced Program Community Living and Support – T2013 TF U4 22</li> <li>• Supported Living – Periodic (<b>In Home Services Only</b>) – T2033 U1 U4</li> <li>• Community Living and Supports <b>RAP Individual</b> – T2012 GC U4</li> <li>• Community Living and Supports <b>RAP Group</b> – T2012 GC HQ U4</li> <li>• Community Living and Supports Individual (<b>Community Only</b>) – T2012 U4</li> <li>• Community Living and Supports Group (<b>Community Only</b>) – T2012 HQ U4</li> <li>• Enhanced Program Community Living and Supports RAP b3DI - T2012 GC U4 22</li> <li>• Enhanced Program Community Living and Supports (Community Only) b3DI - T2012 U4 22</li> </ul>
<b>TBI Waiver – Personal Care ALL SERVICES</b>
<ul style="list-style-type: none"> <li>• Personal Care (In Home Services Only) – S5125</li> <li>• Personal Care (<b>RAP</b>) – T2021 TS</li> </ul>

**Member ISPs**

ISP Goals will not state a specific code for Community Living and Supports, Life Skills Training, or Personal Care, but should specify Individual, Group, or Enhanced Program.

Providers are expected provide services based on the type and frequency of services ordered in the ISP.

**For More Information**

Please visit Alliance Health's EVV Landing Page

<https://www.alliancehealthplan.org/providers/electronic-visit-verification-evv/>

Questions- Please send to [providerevw@alliancehealthplan.org](mailto:providerevw@alliancehealthplan.org)