

# Electronic Visit Verification (EVV)

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Delivering the Next  
**Generation**  
of Health Care

# Before We Get Started

- Housekeeping:
  - Please mute your phone.
  - Ensure your camera is off.
  - Please use the “chat box” function for questions.
  - Questions will be answered at the end of the presentation.
- We want you to get credit for attending today’s forum!
  - Please visit <https://www.surveymonkey.com/r/QM5CX7Z> to confirm your attendance and complete a short survey.
  - This link will also be shared at the end of today’s session.
  - We appreciate your valuable feedback!

# EVV Requirements

- EVV is an electronic system that verifies when provider visits occur and documents the precise time services begin and end.
- Section 12006 of the 21<sup>st</sup> Century Cures Act requires all states to implement the use of EVV for Medicaid-funded personal care services (PCS), including respite services, for in-home and community visits by a provider.
- The 21<sup>st</sup> Century Cures Act requires that the EVV system verify:
  - The type of service provided.
  - The name of the Individual receiving the services.
  - The date of the service delivery.
  - The location of the service delivery.
  - The name of the individual providing the service.
  - The time the service begins and ends.

# EVV Requirements, continued



## **Department of Human Services EVV information:**

<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

## **EVV for Personal Care Services (PCS) Bulletin:**

<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20MAP/MAB2020091001.pdf>

# EVV Implementation

- Mandatory effective date requirement for PCS and respite providers is **January 1, 2021**.
- Providers can select their own vendor or use HHAeXchange.
- If providers choose to use an alternate vendor, they must send all EVV data to HHAeXchange.
- All alternate vendor data files will need to be compliant with the Office of Long-Term Living (OLTL) requirements.
- HHAeXchange will submit EVV data to the state aggregator.

# EVV Implementation Timeline



- AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) initiated a soft EVV rollout for PCS and respite services on November 1, 2020 and will transition to full EVV implementation on **January 1, 2021** in order to comply with all Federal and State requirements. As directed by the Office of Long-Term Living (OLTL), all providers must begin using EVV for PCS and respite services.
- What this means for home-and community-based services (HCBS) providers who provide and bill for PCS and respite:
  - **November 1, 2020 – December 31, 2020:** AmeriHealth Caritas PA CHC is including a Remittance Advice (RA) warning message for claim lines that do not have a matching EVV transaction on file to support codes **W1793** (PCS) and **T1005** (respite).
  - **January 1, 2021:** Claim lines submitted with the above codes that do not have a matching EVV transaction will be denied.
  - **January 1, 2021:** Any claim line billed with codes W1793 and T1005 for dates of service on or after January 1, 2021 without matching EVV information will be denied.

# HHaEXchange EVV Support Center

## To access the HHaEXchange EVV Support Center Resource Page

- Log into the HHaEXchange System.
- Select the **Support Center** link in the upper right-hand corner.
- Under **Reference**, select EVV Support Center.

The screenshot displays the HHaEXchange Provider System interface. At the top, there is a navigation bar with links for Home, Member, Caregiver, Visit, Action, Billing, Report, and Admin. A red arrow points to the 'Support Center' link in the upper right-hand corner. Below the navigation bar, the main content area is titled 'The Provider System' and 'PROE Provider Document Catalogue'. The catalogue is organized into three columns: Process Guides, Job Aids, and Reference. A red arrow points to the 'EVV Support Center' link in the Reference column, which is highlighted in orange. The text next to the link says 'Click link to access the EVV Support Center'.

Process Guides	Job Aids	Reference
<a href="#">System Introduction</a>	<a href="#">Authorization Problems and Resolutions</a>	Click link to access the <a href="#">EVV Support Center</a>
<a href="#">Member Placement</a>	<a href="#">Prebilling Review Problems and Resolutions</a>	
<a href="#">Member Management</a>	<a href="#">Call Dashboard Resolutions</a>	<a href="#">EVV Phone Instructions (Caregivers)</a>
<a href="#">Team Function</a>	<a href="#">Creating New HHaEXchange Users</a>	<a href="#">Video: EVV - Using Member Phone (Caregivers)</a>
<a href="#">Caregiver Management</a>	<a href="#">Caregiver Employment Types</a>	<a href="#">Video: EVV - Using Mobile App (Caregivers)</a>
<a href="#">Communications</a>	<a href="#">Rate Management</a>	<a href="#">Video: EVV - Mobile App Downloading &amp; Registration (Caregivers)</a>
<a href="#">Scheduling Visits</a>	<a href="#">EOB Device</a>	<a href="#">EDI Import Interface Guide</a>
<a href="#">Visit Confirmation</a>	<a href="#">Mobile App Language Options</a>	<a href="#">EDI Export Interface Guide</a>
<a href="#">Visit Quick Entry</a>	<a href="#">Missed and Deleted Visits</a>	<a href="#">Reference Table Management</a>
<a href="#">Prebilling Review</a>	<a href="#">Provider Rebilling</a>	<a href="#">PROE Provider Release Notes Catalogue</a>
<a href="#">Billing</a>	<a href="#">Managing Member Addresses</a>	
<a href="#">Billing</a>	<a href="#">NTP Setup</a>	
<a href="#">Admin Functions</a>	<a href="#">Self-Service Password Reset</a>	
<a href="#">Mobile App (Agency)</a>		
<a href="#">Mobile App (Caregivers)</a>		

# EVV Support Center, continued

*This page contains a concentrated list of instructional references including Process Guides, Job Aids, and support videos to navigate the EVV functionality in HHAeXchange.*



Welcome to the new EVV Support Center: your go-to spot for EVV guides and resources for you and your caregivers. You'll find the latest videos and instructions on how to get started with our EVV tools, tips for troubleshooting common caregiver clock-in/out issues, and more.

## Mobile App

- [Mobile App \(Agency\) - Process Guide](#)
- [Mobile App \(Caregiver\) - Process Guide](#)
- [EVV - Using the Mobile App for Caregivers - Video](#)
- [EVV - Mobile App Downloading & Registration for Caregivers - Video](#)
- [Mobile App Language Options - Job Aid](#)

## Telephony

- [EVV Phone Instructions - Job Aid](#)
- [EVV Phone Instructions \(Spanish\) - Job Aid](#)

## Fixed Object (FOB) Device

- [FOB Device - Job Aid](#)
- [EVV FOB - Video](#)
- [EVV Phone and FOB Instructions - Job Aid](#)

## Call Maintenance

- [Managing Member Addresses](#)
- [Phone Number Not Found](#)
- [No Schedule on Calendar](#)
- [Call from Caregiver Number](#)

# Questions?

Thank you for attending today's webinar.

- **Reminder:** Please visit <https://www.surveymonkey.com/r/QM5CX7Z> to confirm your attendance and complete a short survey.
- Please contact your Account Executive or Provider Services at **1-800-521-6007** with any questions about EVV.



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