




PARTNERS
Improving Lives. Strengthening Communities.®

**Electronic Visit Verification
(EVV)
June 18, 2021**

1

Agenda

- ▶ Overview
- ▶ Applicable Service Codes
- ▶ Critical Deadline
- ▶ EDI Vendor Progress
- ▶ Recent Enhancements
- ▶ Common Questions
- ▶ Resources
- ▶ Q&A



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EVV Provider Session 2

2

Electronic Visit Verification (EVV)

Simple Claims Billing and EVV Implementation

Partners has partnered with HHAExchange to provide a free Electronic Visit Verification (EVV) and billing tool for member placement, scheduling, authorization management, communication, and direct billing for Home Health Aide services.

What does the HHAExchange Portal provide to homecare agencies?

The HHAExchange Portal provides a direct connection from the agency to your contracted LME(s) for:

- Electronic case broadcasting, authorizations, plan of care management and entering confirmed visits
- Real-time two-way messaging with the LME(s)
- Free EVV solution for time & attendance and duty tracking
- Electronic billing



3

Electronic Visit Verification (EVV)

For Provider/Vendors working towards Electronic Visit Verification (EVV) with HHAExchange (HHAX) and Partners, your agency has two different billing options:

- ▶ **Option #1: Use the Free EVV Tool provided by the North Carolina LME/MCO and HHAExchange**
 - The Welcome packet below provides an overview of the training required to submit claims to Partners
 - Free EVV Tool Welcome Packet: [The HHAExchange EVV Free Tool Welcome Packet](#)
 - For Questions or help with HHAX or Testing with Option #1...
 - Please email HHAExchange at Support@HHAExchange.com
- ▶ **Option #2: Our agency has an existing EVV system and we would like to use this method of connecting**
 - The Welcome packet provides an overview of the training required to submit claims to Partners
 - EDI Welcome Packet: [The HHAExchange Homecare EDI Process](#)
 - For Questions or help with EDI Assistance...
 - Please contact HHAX EDI support at EDISupport@hhaexchange.com
- ▶ For additional information, please visit the [Provider Information Center page](#) to learn more about the partnership, training details and the EDI Process.
- ▶ Should you still have questions specific to Partners, please email EVVSupport@partnersbhm.org

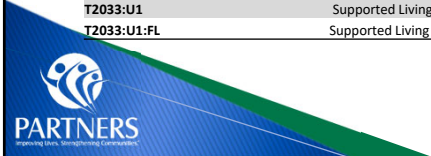


4

Partners - EVV Service Codes

Service Code	Description
H2022:U4	Transitional Living Adolescents and Adults
H2022:U4:CR	Transitional Living Adolescents and Adults
S5125	Personal Care Services
T1015	In-Home Intensive Supports-Individual
T1019:U4:CR	Individual Support
T1019:U4	Individual Support
T1019:U4:DJ	Individual Supports
T1019:U4:EP	Individual Supports -EPSDT
T2013	In-Home Skill Building Individual
T2013:TF:FL	COMMUNITY LIVING & SUPPORTS - INDIVIDUAL
T2013:TF:HQ:CR	Community Living and Supports
T2013:TF:HQ: FL	Community Living & Supports Group
T2013:TF:U4	Moderate In-Home Skill Building
T2013:U4:CR	In-home Skill Building - Individual
T2013:TF	Community Living and Supports
T2013:TF:CR	Community Living and Supports
T2013:TF:EO	Community Living and Supports Empl of Rec
T2013:TF:HQ	Community Living and Supports Group
T2013:TF:HQ:EO	Community Living and Supports Group Empl of Rec
T2013:U4	In-home Skill Building - Individual
T2033:U1	Supported Living Periodic
T2033:U1:FL	Supported Living Periodic

EVV Claims
Dates of service
06/30/21



EVV – Critical Deadline

Go-Live Date: Providers are to begin using the HHAX Enterprise platform for all home health aide services
Claims for all EVV service codes must process through EVV claims reconciliation process starting with dates of service June 30, 2021.

All providers should be actively testing in the live production system now. Partners encourages ALL providers to complete testing all the way to submitting a claim and having it paid by Partners through the EVV process right away.



Common Questions/Concerns

- ▶ Members are not showing up inside HHA
 - Members are populated inside HHA based on authorizations that are sent over from Partners.
 - Members who do NOT have active authorizations for EVV services will not be visible to providers inside of the portal.
- ▶ Rates are incorrect inside HHA
 - Providers will soon have the ability to update rates inside HHA
 - Claims will pay based on rates maintained by Partners inside Alpha
- ▶ Member address is incorrect or based on guardian address
 - Member addresses are populated based on the global eligibility file.
 - Providers have the ability to add additional service locations inside the portal. Please refer to the following link for instructions.
<https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/Process+Guides/ENTF+Process+Guide+-+Patient+Placement+and+Management.pdf>



7

Questions/Concerns Cont.

- ▶ If I may ask please how do you want us to handle the RAP CLS modifier the state has told us to use to allow RAPs to avoid EVV clock in/out requirements.
 - Partners service matrix is currently being updated to include Community Living and Support codes to be billed directly to Partners when EVV exclusion criteria is met.
 - Partners will add these codes to provider contracts where Community Living and Support services have already been approved with no action required by the provider.



8

EDI Vendor Progress

- ▶ Therap has reported that MOST providers will be fully integrated and ready to submit claims in the live/production system by the end of next week.
- ▶ Aymira has reported that 19 of the 22 providers they are working with across the state are now fully integrated.

Providers should continue to work with these vendors or other identified vendors to fully integrate and submit claims in the live/production system right away.



EVV Provider Session 9

9

Recent Enhancements/Reminders

- ▶ Providers can now add diagnosis codes
 - Training has been provided on this and videos are available to review if you have questions.
- ▶ Providers will be able to add rates starting Monday.
- ▶ Providers will be responsible for Pre-Billing/Billing Review after go-live. HHA support is monitoring for providers now but that will transfer to providers after go-live.
- ▶ Lunch and Learn Sessions Coming Soon

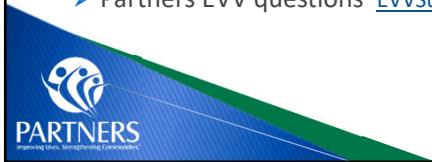


EVV Provider Session 10

10

Resources

- HHAXexchange
<https://hhaexchange.com/nc-lme>
- Electronic Visit Verification Guidance
<https://www.ncdhhs.gov/media/12756/download?attachment>
- HHAX direct questions or concerns, please reach out to North Carolina HHAeXchange Client Support information:
 - NCsupport@hhaexchange.com
 - (866) 242-2465
- HHAX FAQ
https://hhasupport.s3.amazonaws.com/SupportDocs/ENTF/NC/FAQs_NC+EVV+Providers.pdf
- Partners EVV page <https://providers.partnersbhm.org/electronic-visit-verification>
- Partners EVV questions EVVsupport@partnersbhm.org



Questions?

Please add questions to the comments box.

