interChange Provider Important Message

Attention: Home Health Providers

Electronic Visit Verification (EVV) Updates – as of May 16, 2024

1. <u>New Target Date for EVV Home Health Claims Enforcement</u>
2. <u>Claim Denials for Explanation of Benefit (EOB) 3332</u>
3. <u>Important Updates for Sandata Agency Management Users Billing for Medication Administration Visits Less than Eight (8) Minutes</u>
4. <u>Transition from Sandata Mobile to Sandata Mobile Connect (SMC)</u>
5. <u>Resources</u>

The purpose of this Important Message is to remind all home health providers, whether using the State's EVV system (i.e., Sandata Agency Management) or a third-party ("Alternate") EVV solution to capture visit data, about critical upcoming dates. Please note, the information below is related to the federal mandate in Section 12006 of the [21st Century Cures Act](#) that requires all states to use an EVV system for Medicaid home health care services (HHCS).

1. <u>New Target Date for EVV Home Health Claims Enforcement</u>

Effective January 1, 2024, all home health providers must be utilizing an EVV solution to capture HHCS visit data in accordance with the federal mandate in the 21st Century Cures Act. The new claim editing enforcement target date for all HHCS, including medication administration procedure codes, **is July 1, 2024**.

Edits currently set to "post and pay" for the following EOBs will be set to a "denied" status on July 1, 2024.

For Non-Waiver Home Health Claims:

- EOB 3331 - Confirmed Visit Not Found
- EOB 3332 - Confirmed Visit Units are Exceeded

For Waiver Home Health Claims:

- EOB 3327 - Confirmed Visit Not Found
- EOB 3328 - Confirmed Visit Units are Exceeded

Please note: Although the above mentioned EOBs are presently set to "post and pay", if a provider is submitting claims with multiple units on the same day for the same client <u>and</u> there is not a confirmed visit to support all of the submitted units, the claim will cut back to the available visit units and post EOB 0047 ("Confirmed Visit Units are Exceeded") or EOB 3332. Such a result is based on the order of claims validation

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processing within the Medicaid Management Information System (MMIS), i.e., claims system.

As a reminder, whether billing through Sandata Agency Management or an Alternate EVV solution, providers must allow time for the visits to be loaded into the MMIS prior to claim submission. For Sandata Agency Management, providers are generally advised that the visits will be available in the MMIS within 24 hours. For Alternate EVV, once the vendor has submitted a visit and it appears in the Sandata Aggregator, it may take an additional 24-48 hours for that visit to be available in the MMIS.

2. <u>Claim Denials for EOB 3332</u>

An issue with units has been identified where certain complex care skilled nursing procedure codes, when billed with the TG modifier ("Complex Visit"), are incorrectly being cut back to a unit of one (1). Gainwell Technologies is working on a resolution and impacted claims will be systematically reprocessed at a future date. Once this issue has been fixed, the EOBs will continue to "post and pay" up to the number of units available for the visit.

3. <u>Important Updates for Sandata Agency Management Users Billing for Medication Administration Visits Less than Eight (8) Minutes</u>

Gainwell and Sandata Technologies recently developed step-by-step instructional guidance concerning entry of medical administration visits less than eight (8) minutes in Sandata Agency Management. Providers utilizing Sandata Agency Management should click the following link to access the guidance: [Less Than 8 Minutes Guidance](#).

4. <u>Transition from Sandata Mobile to SMC</u>

The new date by which all providers must be using the SMC application is <u>September 4, 2024</u>. For further details on this transition, please refer to the following SMC resources on the Sandata on Demand (SoD) Web site:

- ➢ [Sandata Mobile Connect (SMC) Version 2 – Sandata Technologies (zendesk.com)](#)
- ➢ [Downloading Sandata Mobile Connect – Sandata Technologies (zendesk.com)](#)
- ➢ [Log in to Sandata Mobile Connect (SMC) – Sandata Technologies (zendesk.com)](#)
- ➢ [SMC 2.0 application video library](#)

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5. Resources

Helpful and up-to-date information regarding the EVV HHCS implementation is available on the Connecticut Medical Assistance Program (CMAP) Web site – EVV Home Health Implementation Documentation Web page including Alternate EVV Specifications, Alternate EVV Frequently Asked Questions, Provider Bulletins, Important Messages, Town Hall materials, and training requirements.

To access the current version of the Web page, click the refresh/reload icon near the address bar (also referred to as "location" or "URL" bar) in the Web browser.

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: ctaltevv@sandata.com. As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.