May 17, 2024

Improvements to Home Health Care Services (HHCS) Electronic Visit Verification (EVV) Process

AmeriHealth Caritas North Carolina (ACNC) and other prepaid health plans have worked together with the EVV vendor HHAeXchange (HHAX) to increase automation and ease the burden of documenting a visit electronically. Our collective goal is to increase efficiency and decrease process confusion. These new efficiencies deployed on May 15, 2024, and are not expected to require any changes from our home health providers.

Be mindful, while we are all working together to make logging home health care service visits easier, **providers must register with HHAX and educate themselves on the EVV claims submission process.** When a hard launch date is announced, all home health EVV claim information for ACNC members must be submitted through HHAX. Further information on this federal mandate can be found on **medicaid.gov**.

At our request, as of May 15, 2024, HHAX will not enforce authorization rules. Instead, authorization requirements will be applied by our claims adjudication system. If necessary, providers will be advised of any missing authorizations through the electronic remittance file (835).

1. The EVV claims submission process is covered in detail during our weekly EVV office hours training sessions.

2. Review and understand Clinical Coverage Policies for State Plan Home Health Services (HHCS) on page 60 of the Clinical Coverage Policy Reference Tool.

3. Using the NaviNet provider portal, verify the following member information:
    a. Members' Name
    b. Payer ID
    c. Medicaid ID
    d. Service Address
    e. National Provider Identifier (NPI number)

4. Providers should specify the **Service Code and the Revenue (Rev) Code together** that are **in scope** for the member and include on the visit file.

5. If the provider's clearinghouse does not support sending the NPI number, the provider should log into the HHAX dashboard. Select **Support Center** (top right corner) and search **Auto Placement**. Follow the instructions in the **Auto Placement by Service Code** job aid and manually create a member record.

6. Providers are encouraged to invite third-party vendors to engage in additional training with the EDI Support team by submitting a "Training Request" to Provider EDI Integrations service desk. Include details surrounding any specific issues; include file names or attachments if applicable.

Thank you for your attention to this important information. Questions can be directed to **amhc_evvsupportteam@amerihealthcaritasnc.com**.

Visit the Provider section of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers.