Electronic Visit Verification

Home Care & Hospice Association of New Jersey Annual Conference

Thursday June 9, 2022
11:30 am – 12:30 pm
Atlantic City, NJ
Today’s Agenda

• Welcome and Introductions
• EVV Phase 1 Personal Care Services Update
  • Program Monitoring
  • KPI Reports
  • Compliance – What Providers need to know
• EVV Phase 2 Home Health Care Services
  • Policy
  • Implementation - Onboarding and MCO Training
  • Timeline for Compliance
EVV Phase 1
Personal Care Services Update
Program Monitoring

**MCOs**
- Care management staff are working with members who are being moved if provider is non-compliant with EVV.
- MCOs are providing training to Providers regarding common billing errors.
- MCOs have outlined revised billing guidelines for Providers who are confirming all EVV visits but are not billing as outlined by the MCO.

**HHAX**
- HHAX Support Tickets – Tracking of operational issues in aggregate and at the provider level. At this time focus is claims payment issues.

**State**
- State is following up with Payers/Providers directly if issues require State intervention.
Designates 10/1/2021 hard edit on billing for EVV mandated service codes.
EVV Compliance

- EVV Exceptions are visits that have any manual changes or verifications made against them.
- An Exception can occur if a caregiver clocks in or out late and the provider needs to update the visit time, or if a caregiver forgets to clock in or out of a visit.
- HHAX continues to work with providers to ensure the providers can properly train their caregivers to perform true EVV verifications.
- Aggregated Current EVV Exception Rate: 71%

![EVV Compliance: EVV Confirmations vs. Confirmations without Manual Exceptions](image-url)

- **EVV Confirmation**
- **EVV Confirmations w/o Manual Edits**
- **EVV Compliance %**

**Graph Details:**
- Jul-21: 61%
- Aug-21: 63%
- Sep-21: 66%
- Oct-21: 71%
- Nov-21: 71%
- Dec-21: 69%
- Jan-22: 69%
- Feb-22: 69%
- Mar-22: 71%
Provider Management of EVV Exceptions

Exception Reporting in HHAeXchange:
- Reports>Exception Reports> Exception Detail Report
  - Utilize this report to see what members/caregivers have the most exceptions
  - The exception reasons for each visit will also be shown on this report to target providers guidance to the caregivers.

Caregiver Monitoring and Education:
- Provide caregiver education in order to reduce manual exceptions and increase compliance
- Increasing Caregiver adoption of true EVV reduces the administrative burden of manual visit entries/edits on the provider.

Providers Using a 3rd Party EVV vendor:
- Talk with your EVV vendor about what Exception Reporting is available to you in your system and how EVV visits vs. manual entered confirmations are tracked.
- Ensure that the data coming over to HHAeXchange for the linked MCOs as well as the aggregator accurately reflects what is in the EVV portal.
- Contact edisupport@hhaexchange.com for assistance if you believe your EVV data is not accurately reflected.
EVV Phase 2
Home Health Care Services
EVV Home Health Care Services (HHCS) Policy

EVV HHCS Codes are posted on the NJ DMAHS EVV Website:

Compliance Requirements
• Rendering providers’ certification / licensing numbers will be required in the HHAx provider portal for both PCS and HHCS providers. Further guidance is forthcoming.

Exclusions
• Non-Traditional / MLTSS Providers, i.e., Home Mods, Chore Services are excluded
• DDD Goods and Services excluded, per DDD Leadership 10/2021
• Durable Medical Equipment (DME) excluded per CMS
• Home Delivered Meals benefit is excluded per DMAHS Leadership, February 2022
• Hospice is excluded per DMAHS Leadership, March 2022
Rounding Rules

PCS, ABA and EPSDT services follow the 7/8ths rounding rule

- Further information can be found in the DMAHS Newsletter Volume 29 No. 19 PCA Rounding and EVV

Home care has explicit time requirements listed in N.J.A.C. 10:60

- Further information can be found in the DMAHS Newsletter Volume 28 No. 1 Rounding of Service Units

Note – Both Newsletters are accessible at https://www.njmmis.com
System Requirement for EVV Providers - Multifactor Authentication (MFA)

- Multi-factored Authentication (MFA) will be enabled for NJ users starting in July 2022.
- Rollout will be in phases from July - September.
- MFA requires users to enter their Username and Password in addition to a unique and random system-generated code.
- Each provider will receive a system notification when MFA will be enabled.
- HHAX’s Job Aide for Providers is included in the Newsletter.
- Identified as a CMS Best Practice.
Onboarding Details

• HHAX Implementation is broken into the following two stages/groups:
  – **Group 1** meets Onboarding requirements by 7/18:
    • Cohort 1 Skilled Nursing Services
    • Cohort 2 Therapies
  – **Group 2** meets Onboarding requirements by 8/19:
    • Cohort 3 ABA Therapies
Provider Onboarding Milestones

April
- Providers receive their welcome packet
- Providers attend Information Sessions to understand the next steps and timeline for their options
- Providers receive communication for HHAeXchange for their specified training
- Providers work on completing the training via LMS
- Providers work on EDI integration
- Providers receive their HHAX portal credentials/access to the system by logging in
- Providers build their internal workflows and prepare for go-live

May
- Provider Onboarding Milestones
- MCOs send out provider letter and questionnaire
- Providers complete the questionnaire and choose the best option which applies to their agency
- Cohort 3 detailed Welcome Letters to go out

June
- Providers receive their welcome packet
- Providers attend Information Sessions to understand the next steps and timeline for their options
- Providers receive communication for HHAeXchange for their specified training
- Providers work on completing the training via LMS
- Providers work on EDI integration
- Providers receive their HHAX portal credentials/access to the system by logging in
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July
- COHORT 1 & 2 Go-Live
- Cohort 3 Providers review training on LMS
- Cohort 3 Providers continue to work with EDI Team for integration needs

August
- COHORT 3 Go-Live
- Providers ensure confirming visits with EVV tool and addressing error messages
- Provider is using EVV for mandated services and data reported to NJ DMAHS
Onboarding - New Providers

Visit the New Jersey Home Health Information Center:

Phase 2: Home Health  https://hhaexchange.com/nj-home-health/
Phase 1: PCS  https://hhaexchange.com/nj-dmahs/

New Providers

• Welcome Letters sent By your MCOs for Phase 2: Week of 4/11/2022
• Complete the Provider Portal Survey – under the “Overview” tab in the NJ Home Health Info Center
  • Link to Phase 2 Survey for Home Health: HHAX Home Health Survey Link
• Sign up for the Provider Information Sessions and attend one of the 3 sessions offered.
  • Dates are published on the Information Center (see links above)
• Sign up for the LMS Webinars on System Training and attend daily sessions.
  • (Week of 6/27/22)
• For 3rd Party / EDI Providers ONLY:
  • Review the BRD and API specifications on the Info Center under the EDI Process Tab
  • Complete the attestation
  • Contact HHAX Provider Integration team to begin onboarding process edisupport@hhaexchange.com
  • Register for EDI Training Session – link will be sent via email
  • (6/15/22, 6/21/22, 6/23/22)
Onboarding – Existing Providers

Visit the New Jersey Home Health Information Center:

Phase 2: Home Health  https://hhaexchange.com/nj-home-health/
Phase 1: PCS  https://hhaexchange.com/nj-dmahs/

Existing Providers

• Welcome Letters sent By your MCOs for Phase 2: Week of 4/11/2022
• Complete the Provider Portal Survey – under the “Overview” tab in the NJ Home Health Info Center
  • Link to Phase 2 Survey for Home Health: HHAX Home Health Survey Link
• Ensure you are training any staff that handle home health services for Phase 2 on the EVV tools you selected and have users not familiar sign up for the above listed LMS Trainings.

• 3rd Party / EDI Providers ONLY:
  • Consult with your EVV vendor to ensure the solution you have implemented can support EVV for the additional service
  • Keep your vendor informed of any implementation timelines communicated
  • Reach out to edisupport@hhaexchange.com with any questions regarding your integration.
MCO Specific Updates for EVV Phase 2

Provider Prior-Authorization Process
• Workflows/procedures for prior authorizations (routing, benefit inquiries, complaints, etc.)
• Information on the leads for clinical and claiming that address benefit questions
• Procedure for missing prior authorizations for providers to follow for EVV services

Benefit Build Documentation
• Benefit information as it relates to the prior authorization process and billing for Medicaid only /Medicare/Medicaid/Medicaid/other insurance (TPL)
• Process to submit payment when EVV information is submitted manually
HHCS Provider EVV Compliance Path for Phase 2 Providers using HHAeXchange as the EVV Solution

New Providers – Using HHAx
- HHAx Portal Survey
- Provider Information Session
- Train staff providing HHCS

Existing Providers – Using HHAx
- HHAx Portal Survey
- Train staff providing HHCS

Attend individual Provider Training for contracted MCOs

Submit EVV data to MCO aggregator (HHAx or CareBridge) and bill as outlined by the MCO
HHCS Provider EVV Compliance Path for Phase 2

Providers using Third Party/EDI Provider as the EVV Solution

**New Providers – Using Third Party / EDI Provider**
- HHAx Portal Survey
- Provider Information Session
- LMS Training
- Train staff providing HHCS

**Existing Providers – Using 3rd Party / EDI Provider**
- HHAx Portal Survey
- Train staff providing HHCS

**Attend individual Provider Training for contracted MCOs**

**Submit EVV data to MCO aggregator (HHAx or CareBridge) and bill as outlined by the MCO**
# Cohorts 1 & 2 (Skilled Care/Therapies)
## EVV Implementation Milestones

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Activities</th>
<th>End of Period Goal</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td><strong>Onboarding</strong></td>
<td>• Select Your EVV Vendor</td>
<td>Active communication of EVV visit Data to either the CareBridge or HHA Portal, obtain Provisionally Engaged Status</td>
<td>May 1, 2022 to July 17, 2022</td>
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<td>• Complete the HHA Survey Questionnaire</td>
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<td>• Complete Integration if needed.</td>
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<td>• Secure HHA or CareBridge Portal Log on ID and password.</td>
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<td>• Complete EVV Training</td>
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<td><strong>Provisional - Engaged</strong></td>
<td>• Maximize visits reported with EVV Data.</td>
<td>Increased matching of the claim units billed with EVV supporting data to achieve Operational Status</td>
<td>July 18, 2022 to September 30, 2022</td>
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<td>• Gain experience in managing internal staff and Care Givers</td>
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<td>• Learn to identify and resolve error code rejections.</td>
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<td><strong>Provisional - Disengaged</strong></td>
<td>• No participation in onboarding activities</td>
<td>These providers must immediately address EVV requirements and move into Engaged status with all applicable payers or on 9/30/22 are at risk for no longer receiving member referrals.</td>
<td>July 18, 2022 to September 30, 2022</td>
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<td>• No identified EVV solution and/or are not utilizing an EVV solution</td>
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<td><strong>Operational</strong></td>
<td>• Resolve any gaps in information exchange which result in less than a 100% Compliance Rate.</td>
<td>Operational status must be achieved, MCOs may begin to limit referrals or transition existing members to providers who have achieved Operational Status.</td>
<td>October 1, 2022 to December 31, 2022</td>
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<td>• Begin billing activities.</td>
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<td>• Assure CHHA/License numbers are included on claims.</td>
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<td><strong>Full Compliance</strong></td>
<td>Ongoing maintenance to ensure 100% compliance.</td>
<td>All claims submitted must have supporting EVV data and license/certification numbers included</td>
<td>January 1, 2023 and thereafter</td>
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## Cohort 3 (ABA) EVV Implementation Milestones

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EVV Phase 2 Frequently Asked Questions (FAQs)

Third Party Liability (TPL) Billing
- Will the MCOs billing for EVV required services adjust for TPL?
- Revenue Cycle Management (RCM) for PDN is very different than Phase 1 Personal Care Services. Will HHAx and the CareBridge billing platform have the capacity to incorporate the technical details regarding claims payment?
- Who will address issues that may be presented for the individual payers?

Prior Authorization Process
- Is there an escalated Prior authorization process for each of the MCOs?
- If a retro-authorization is required for a service what is the process the provider must follow to avoid delayed payments and/or a claims project?
- What recourse do providers have when a payer does not upload a group of authorizations?
Technical Specifications

– Where are the new technical specifications?
– Where can they be found and how are vendors notified of updates?
– Once the specification are released, will HHAx have a meeting with vendors so they can ask questions about the specs?
Next Steps

Forthcoming EVV Provider Newsletters:

• Phase 2 Codes and Implementation
  – The DMAHS will offer two Provider trainings to review this Newsletter in June. Dates TBD

• Multifactor Authentication Information

• Rendering Provider Certification / Licensing Requirements
Support Emails:
NJsupport@hhaexchange.com
Edisupport@hhaexchange.com

NJ Support Phone Number:
(866) 245-8337
State Contacts

General EVV e-mailbox: Mahs.Evv@dhs.nj.gov
CSOC EVV mailbox: dcf.evvcsoc@dcf.nj.gov
DDD EVV mailbox: DDDEVV@dhs.nj.gov
Becky Thomas: Rebecca.Thomas@dhs.nj.gov
Geralyn Molinari: Geralyn.Molinari@dhs.nj.gov
Joe Bongiovanni: Joseph.Bongiovanni@dhs.nj.gov