NEW JERSEY
DEPARTMENT
OF HUMAN SERVICES

Division of Medical Assistance
and Health Services

EVV Home Health Care Services
Provider Workgroup

August 18, 2022
3:00 – 4:00 pm
Zoom Meeting
Agenda

• EVV Operations

• EVV Phase 2
  • Policy Updates
  • EVV Requirements For Phase 2 Services Covered By Medicare
  • HHAx Updates
  • MCO Updates

• Next Steps
EVV Operations
July 18

Procedure Codes
Codes began to flow through - October edit challenge.

September 30

Webinar Phase I & II
New webinar scheduled - invitation forthcoming.

October 1

Disengaged Providers
SCA contact to begin regarding remaining disengaged providers.

November 1

Transfers
Individuals begin transfer to Operational Providers.

January 1

Compliance
Full compliance expected.
DMAHS EVV Updates MCO enrolled members

Phase I
Personal Care Services
Full Compliance
October 1 2021

- Track Provider Inquiries resolution by MCOS
- Reviewing Monthly Key Performance Indicators (KPI) reports (compliance measures reported to CMS)
EVV Phase 2 - HHCS Updates
Multifactor Authentication (MFA) Provider Newsletter Volume 32 No. 23 is available on NJMMIS and is posted on the NJ DMAHS EVV webpage here: https://www.state.nj.us/humanservices/dmahs/info/32-23_Electronic_Visit_Verification_MFA.pdf

• Rollout will be completed in three phases
  • July - COMPLETED
  • August – IN PROCESS
  • September

• Providers will receive a communication from HHAx regarding their transition to MFA along with a Job Aide for successful implementation
DMAHS EVV Updates:
MCO Enrolled Members July - August 2022

Phase 2
Home Health Care Services
Full Compliance
January 1 2023

- Review individual MCO Provider Trainings to confirm that each includes a comprehensive overview of plan specific processes for the following:
  - MCO Prior Authorization/Retro authorization process
  - Billing processes consistent with DMAHS Coordination of Benefits Guidelines for Dual Eligible members
To access the EVV DMAHS Training entitled, “EVV Home Health Care Services Provider Newsletter Walkthrough,” please visit the DMAHS EVV web link at: https://www.state.nj.us/human services/dmahs/info/evv.html to watch the recorded presentation and/or review the presentation.
# Phase 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>
</tr>
</thead>
<tbody>
<tr>
<td>Onboarding</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 18, 2022</td>
</tr>
<tr>
<td></td>
<td>• Complete the HHA Survey Questionnaire</td>
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<td></td>
<td>• Complete Integration</td>
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<tr>
<td></td>
<td>• Secure HHA or CareBridge Portal Log on ID and password.</td>
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<td></td>
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<tr>
<td></td>
<td>• Complete EVV Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Complete MCO Provider Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- HHAX ‘Go live’</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisional</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 or on 9/30/22 are at risk for no longer receiving member referrals.</td>
<td>July 19, 2022 to September 30, 2022</td>
</tr>
<tr>
<td>- Engaged</td>
<td>• Gain experience in managing internal staff and Care Givers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Learn to identify and resolve error code rejections.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Billing activities are not impacted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisional</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.</td>
<td>July 19, 2022 to September 30, 2022</td>
</tr>
<tr>
<td>- Disengaged</td>
<td>• No identified EVV solution and/or are not utilizing an EVV solution</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• There are no integration activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operational</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>
</tr>
<tr>
<td></td>
<td>• Begin billing activities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Assure CHHA/License numbers are included on claims</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full Compliance</td>
<td>Ongoing maintenance to ensure 100% compliance</td>
<td>All claims submitted must have supporting EVV data and license/certification numbers included on applicable claims</td>
<td>January 1, 2023 and thereafter</td>
</tr>
</tbody>
</table>
DMAHS Monitoring of MCO Reports

- MCOs will submit reports beginning Sept. 1\textsuperscript{st} with the following information:

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Tax ID</th>
<th>Number of NJ FamilyCare Members Served</th>
<th>Number of FIDE Members Served</th>
<th>EVV Phase II Status</th>
<th>Risk Category</th>
</tr>
</thead>
</table>

- **EVV Phase 2 Status:**
  - Provisionally Engaged
  - Provisionally Disengaged
  - Operational
  - Fully Complaint

- **Risk Category:**
  - High
  - Medium
  - Low
EVV Requirements For Phase 2 Services Covered By Medicare

Non-MLTSS member that are Dual Eligible – EVV will be required when Medicare is exhausted and the NJ FamilyCare MCO authorizes the service.

MLTSS members that are Dual Eligible – EVV will be required for all Cohort 1 and Cohort 2 services covered by Medicare and Medicaid (refer to service list). The Provider must follow NJ FamilyCare MCO process to document EVV information when Medicaid paying all or only a part of the claim. The EVV data is required for quality data.

SNP - For FIDE SNPs, the authorization originates with the FIDE plan. Therefore, FIDE SNPs Providers are required to complete EVV for all the identified Cohort 1 and 2 HHCS.
## EVV Cohort 1

### COHORT 1 Skilled Nursing / Private Duty Nursing / Home Health

<table>
<thead>
<tr>
<th>Codes</th>
<th>Procedure Name</th>
<th>Unit of Measure</th>
<th>Service Requirements</th>
<th>Requirements for EVV Information for MLTSS Dual Eligible Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>97597</td>
<td>Debridement, open wound, wound assessment, use of a whirlpool, when performed and instruction(s) for ongoing care, total wound(s) surface area; first 20 sq cm or less</td>
<td>Per visit</td>
<td>PA - REQUIRED POS 12</td>
<td>EVV Data to be captured if there is a Medicare authorization</td>
</tr>
<tr>
<td>99601</td>
<td>Infusion- Skilled nursing</td>
<td>Up to 2 hours</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>99602</td>
<td>Infusion- Skilled nursing- additional hour(s)</td>
<td>Each additional hour</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>G0299*</td>
<td>Direct skilled nursing services of a registered nurse (run) in the home health or hospice setting</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td>When Medicaid Authorizes</td>
</tr>
<tr>
<td>S9122</td>
<td>Home Health Aide/Certified Nurse Assistant</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
<td>EVV Data to be captured if there is a Medicare authorization</td>
</tr>
<tr>
<td>S9123</td>
<td>Nursing care, in the home; by registered nurse,</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9124</td>
<td>Nursing care, in the home; by licensed practical nurse</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9127</td>
<td>Social work visit, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>T1000</td>
<td>Private duty / independent nursing service(s)</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>T1002</td>
<td>Private duty / independent nursing service(s) / RN</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>T1003</td>
<td>LPN/LVN SERVICES</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>T1030</td>
<td>Nursing care, in the home, by registered nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>T1031</td>
<td>Nursing care, in the home, by licensed practical nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
</tbody>
</table>

*G0299 EVV data is only required when Medicaid authorizes
## EVV Cohort 2

### COHORT 2 Therapies

<table>
<thead>
<tr>
<th>Codes</th>
<th>Procedure Name</th>
<th>Unit of Measure</th>
<th>Service Requirements</th>
<th>Requirements for EVV Information for MLTSS Dual Eligible Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>92507</td>
<td>Speech, Language and Hearing Therapy Individual</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td>EVV Data to be captured if there is a Medicare authorization</td>
</tr>
<tr>
<td>97110</td>
<td>Physical Therapy, Therapeutic procedure, 1 or more areas; therapeutic exercises to develop strength and endurance, range of motion and flexibility</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>97129</td>
<td>Cognitive Therapy, Individual</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>97130</td>
<td>Therapeutic interventions that focus on cognitive function and compensatory strategies to manage the performance of an activity, direct (one-on-one) patient contact (List separately in addition to code for primary procedure)</td>
<td>Each additional 15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>97535</td>
<td>Occupational Therapy, Individual - Self-care/home management training (e.g., activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct one-on-one contact</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>G0151</td>
<td>Services performed by a qualified physical therapist in the home health or hospice setting</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>G0152</td>
<td>Services performed by a qualified physical therapist in the home health or hospice setting</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9128</td>
<td>Speech therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9129</td>
<td>Occupational therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9131</td>
<td>Physical therapy; in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
</tbody>
</table>
Provider Onboarding Milestones

April
- MCOs send out provider letter and questionnaire
- Providers sign up for Information Sessions

May
- Providers complete the questionnaire and choose the best option which applies to their agency
- EDI providers sign up for additional information sessions specific to their next steps

June
- Providers receive their welcome packet
- Providers attend Information Sessions to understand the next steps and timeline for their options
- Providers receive communication for HHaXchange 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

July
- COHORT 1 & 2 Go-Live
- Providers ensure EVV compliance
- All EVV mandated services are being collected and reported to NJ DMAHS

August
- Providers should be scheduling and confirming visits using EVV.
- All EVV mandated services are being collected and reported to NJ DMAHS
- Complete EDI integration and send production visit data

September
- Providers continue to ensure EVV compliance
- All EVV mandated services are being collected and reported to NJ DMAHS
- EDI providers should be sending all visit data via API
Implementation Update

HHAx Implementation of Go Live Onboard scheduled for 7/18/22:
- Cohort 1 Skilled Nursing Services
- Cohort 2 Therapies

All Linked MCOs (Aetna, United Healthcare, WellCare, DDD/FFS NJ) are sending Members and Authorizations successfully to HHAX for HHCS Service

Horizon and Amerigroup are set up in HHAX with new HHCS codes for providers to create members and authorizations and send data to these payers.
Provider Onboarding Steps

Survey Completion:  link to survey here ** NJ Home Health Provider Enrollment Form

Information Sessions: All live sessions are completed. Recordings are available on the Provider Info Center https://hhaexchange.com/nj-home-health/ - under the Info Session Tab.

EDI Provider Training: All live sessions are completed. Recordings are available on the Provider Info Center https://hhaexchange.com/nj-home-health/ - under the EDI Process Tab.

System User Training: (optional for existing providers)

LMS Training: Should be completed by providers using the LMS Portal Access sent from HHAX at your own pace

Lunch ‘n Learns

Rotating HHA topics every Thursday at noon EST (https://hhaexchange.com/portal-webinars/)
EVV Phase 2 – MCO Updates
Aetna Better Health of New Jersey - Home Healthcare Services

EVV Aggregator Partnership

Aetna Leads

Provider Actions/Next Steps

1. Choose your EVV provider selection and the HHAeXchange Platform
2. Complete your HHAeXchange Portal Configuration Questionnaire at hhaexchange.com/njhhsurvey
3. Register and attend an Information Session & System User Training
4. Be on the lookout for Aetna Provider Training details, which will include education on codes, prior authorizations, claims submission, payments and support channels.

Tahnee Garay
Dir. of Regulatory Affairs, ABHNJ
garayt@aetna.com

Constance Offer
Lead Director, NJ FIDE SNP
offerc@aetna.com
EVV Aggregator: CareBridge

- If you support Amerigroup members, you must integrate directly with CareBridge
  - If you are using CareBridge as your EVV vendor – you are all set
  - If you are using HHAX as your EVV vendor – you are all set
  - If you are using a 3rd party EVV vendor (other than CareBridge or HHAX) – please contact your EVV vendor to make sure your vendor is integrated with CareBridge
    - If your vendor is not integrated with CareBridge – please ask your vendor to email evvintegration@carebridgehealth.com to begin the integration process ASAP.
    - If your vendor is integrated with CareBridge – please ask your vendor to enable EVV visit data transfer over to CareBridge ASAP.
    - Providers and Vendors can also go to http://evvintegration.carebridgehealth.com/ for information on CareBridge technical requirements and other integration related questions.
  - Providers can also call: 844-924-1755

*** Upcoming Training dates will be sent to providers in the next couple of weeks
KEY CONTACTS

- Lynelle Steele - EVV Lead
  Fannie.steele@amerigroup.com

- Keisha Woodson - Authorizations
  keisha.woodson@amerigroup.com

- Eyreny Mekhaiel – Operations
  eyreny.mekhaiel@amerigroup.com

- MLTSS Authorizations
  - Authorizations:
    Keisha.Woodson@Amerigroup.com
    Phone: 1-855-661-1996, option 1

- Non-MLTSS Authorizations:
  - 1-800-452-7101, x106-134-2111

- Contracting:
  - Carol.diprisco@amerigroup.com
    Alejandro.valentin@amerigroup.com

- Provider Experience:
  - avis.skipper@amerigroup.com
    maria.peralta@amerigroup.com

- Clinical MLTSS:
  - jennifer.iskandar@amerigroup.com

- Clinical Non-MLTSS:
  - suzanne.veit@amerigroup.com

- EVV Training: http://carebridgehealth.com/trainingnjevv
MCO Aggregator:  CareBridge Health

Bi-weekly training and update webinars began on May 25, 2022. Update webinars are held on alternate Mondays from 9:30 am to 11:00 am (EST). You can join bi-weekly updates or check scheduled times at: [http://carebridgehealth.com/training](http://carebridgehealth.com/training). To join click on the Zoom Link. There is no need to register in advance.

<table>
<thead>
<tr>
<th>MCO Contacts</th>
<th>Email</th>
<th>Subject Matter Expertise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephen W. Fitch</td>
<td><a href="mailto:Stephen_Fitch@horizonblue.com">Stephen_Fitch@horizonblue.com</a></td>
<td>Provider Training and Education</td>
</tr>
<tr>
<td>Margaret Lacey</td>
<td><a href="mailto:Margaret_Lacey@horizonblue.com">Margaret_Lacey@horizonblue.com</a></td>
<td>Care Management Non MLTSS Services</td>
</tr>
<tr>
<td>Carol Cianfrone</td>
<td><a href="mailto:Carol_Cianfrone@horizonblue.com">Carol_Cianfrone@horizonblue.com</a></td>
<td>Care Management MLTSS Services</td>
</tr>
<tr>
<td>Denaire Johnson</td>
<td><a href="mailto:Denaire_Johnson@horizonblue.com">Denaire_Johnson@horizonblue.com</a></td>
<td>Regulatory Affairs</td>
</tr>
</tbody>
</table>
HHCS EVV Summary

▪ MCO Leads

<table>
<thead>
<tr>
<th>Service type</th>
<th>Contact</th>
<th>Provider Services Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Home- and Community-Based Services (HCBS)</td>
<td>Email <a href="mailto:nj_hcbs_pr@uhc.com">nj_hcbs_pr@uhc.com</a></td>
<td>(888) 362-3368</td>
</tr>
<tr>
<td>• Private duty nursing/home health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Skilled nursing / Home Care</td>
<td>Email <a href="mailto:northeastprteam@uhc.com">northeastprteam@uhc.com</a></td>
<td></td>
</tr>
<tr>
<td>• Therapy services (OT, PT, speech)</td>
<td>Email <a href="mailto:northeastprteam@uhc.com">northeastprteam@uhc.com</a></td>
<td></td>
</tr>
</tbody>
</table>

▪ EVV Aggregator: HHA Exchange

▪ Notification & Mailings
  • Cohort 1 & 2
    o Email Blasts sent 4/28/2022 & 5/31/22 (PDN, Skilled Nursing, Home Care, and HCBS)
    o Mailing Therapy Providers (Optum) – Mailed 4/15/22 and 5/30/2022
    o Ongoing outreaches being performed to those providers not engaged

▪ UHC Orientation & Training dates
  o TBD
Key Contacts:

Network team:
- Jennifer Huang  Account Manager (813) 220-5844  Jennifer.huang1@wellcare.com
- Anny Chevalier Provider Network Specialist I, 973-985-5283  Anny.Chevalier@wellcare.com
- Send an email inquiry to NJPR@wellcare.com

Case Management/Utilization Management:  Contact # 855-942-6185
- Joan Cosme, Manager, Program Coordination Joan.Cosme@wellcare.com
- Mariel Plasencia, Supervisor, Program Coordination, Mariel.Plasencia@wellcare.com

Our EVV Aggregator:  HHAeXchange
For questions or help with HHAX, please email HHAeXchange at NJSupport@HHAeXchange.com or visit us at hhaexchange.com/nj-home-health.

Wellcare in generating a General email box with all EVV Contacts for all future questions/comments or concerns. This email box will be ready for use within the next couple of days and an email blast with the email box will be sent to all Providers.
Date of Notifications/Mailings to Providers:
Initial email blast: April 12, 2022, with a follow up email on April 20, 2022
Email Blast: May 25, 2022
Reminder Email Blast: June 1, 2022

Completed provider trainings: 7/26/2022 and 8/16/2022

Upcoming Training:
Tuesday, September 20th 2022
EVV Phase 2 Implementation
1:00 pm to 2:00 pm
Join by Telephone
Dial:
US: +1 646 931 3860 or +1 669 444 9171
Meeting ID: 997 6452 5336
Password: 627144
Meeting URL:
https://centene.zoom.us/j/99764525336?pwd=UzVYRXpVakZ5Sk0yS05zeWdRVStsQT09
Next Steps

Next Meeting: Thursday, September 8, 2022

Resources

- DMAHS: https://www.state.nj.us/humanservices/dmahs/info/evv.html

Contact Information

- General EVV mailbox: Mahs.Evv@dhs.nj.gov
- General Provider Inquiries mailbox: mahn.provider-inquiries@dhs.nj.gov
- CSOC EVV mailbox: dcf.evvcosac@dcf.nj.gov
- DDD EVV mailbox: DDDEVV@dhs.nj.gov
- Geralyn Molinari: Geralyn.Molinari@dhs.nj.gov
- Becky Thomas: Rebecca.Thomas@dhs.nj.gov
HHAeXchange NJ EVVMS Support

Support Emails
NJsupport@hhaexchange.com
Edisupport@hhaexchange.com

NJ Support Phone Number
(866) 245-8337
EVV RESOURCES

Contents:

• The Federal Mandate
• EVV Vision & North Star Principles
• NJ EVVMS – Provider Onboarding
• Provider Outreach to DMAHS EVV
• EVV Inquiry Form
• EVV Payer Contacts
• Options for EVV Compliance
• NJ EVVMS – Free HHAX tools
• NJ EVVMS – Alternate EVV or 3rd party Providers
• 2023 HHCS Codes
• Certification/Licensing Number Policy Details
• EVV DMAHS Training
The Federal EVV Mandate

Section 12006 of the Twenty First Century Cures Act (Cures Act) and The Centers for Medicare & Medicaid Services (CMS) has mandated that Electronic Visit Verification (EVV) will be required for all Personal Care Services by January 1, 2020 and all Home Health Care Services by January 1, 2023.

NJ DMAHS received approval from CMS for a good faith effort exemption to the January 2020 implementation mandate. The new implementation deadline was January 1, 2021.

**Mandate Requirements:**
1. Type of service performed;
2. Individual receiving the service;
3. Date of the service;
4. Location of service delivery;
5. Individual providing the service;
6. Time the service begins and ends.

Future focus to include program integrity, CM/missed visits, data completeness
**EVV Vision & North Star Principles**

**Vision**: To implement an EVV system that meets state and federal requirements with broad public support and a strong/enthusiastic stakeholder process.

<table>
<thead>
<tr>
<th><strong>We will serve people the best way possible.</strong></th>
<th>We will create an electronic visit verification system that ensures New Jersey FamilyCare members receive the home care services authorized in their care plans.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>We will keep communication clear and simple.</strong></td>
<td>We will communicate to build understanding as we respond to the federal mandate and roll out this new technology.</td>
</tr>
<tr>
<td><strong>We will support accurate and efficient data exchange.</strong></td>
<td>The new system will support data exchange between providers and MCOs to promote strong collaboration, timely claims processing, and accurate payment.</td>
</tr>
<tr>
<td><strong>We will use data to solve real-life problems</strong></td>
<td>We will work with health plans and providers to use EVV data to reduce missed visits, address trends, and improve our program in measurable ways.</td>
</tr>
<tr>
<td><strong>We will support our community through this change.</strong></td>
<td>Empathy, positive energy, and collaborative focus will be our hallmark, internally and externally.</td>
</tr>
</tbody>
</table>
NJ EVVMS – Provider Onboarding

• Visit the New Jersey Home Health Information Center: to go live next week on 4/11/2022
  • [www.hhaexchange.com](http://www.hhaexchange.com) > Resources > Provider Information Center > NJ Home Health

New Providers

• Welcome Letter for Phase 2: Week of 4/11/2022
• Complete the Provider Portal Survey – under the “Overview” tab
• Sign up for the Provider Information Sessions and attend the webinar to learn next steps/details
• Be on the lookout for additional communication regarding training and implementation timelines
• For 3rd Party / EDI Providers ONLY:
  • Review the BRD and API specifications
  • Complete the attestation
  • Contact HHAX Provider Integration team to begin onboarding process
    [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com)
  • Register for EDI Training Session – link will be sent via email

Existing Providers

• Complete the Provider Portal Survey – under the “Overview” tab & sign up for Info Sessions
• Welcome Letter for Phase 2: Week of 4/11/2022
• Ensure you are training any staff that handle home health services for Phase 2 on the EVV tools you selected
• 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
Provider Outreach to DMAHS EVV

Addressing Provider Issues /Concerns

1. Provider contact Payer (MCOs and/or FFS)
2. If issue is not resolved and/or payment is interrupted contact DMAHS using the EVV Mailbox and /or Provider Resource account
   - mahs.evv@dhs.nj.gov
   - mahs.provider-inquiries@dhs.nj.gov
3. DMAHS Providers must submit detail that EVV guidelines were followed and MCO and/or EVV Vendor was contacted prior to outreach to DMAHS - (Refer to the EVV Inquiry Form)
## EVV Inquiry Form

<table>
<thead>
<tr>
<th>EVV Inquiry Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider:</strong></td>
</tr>
<tr>
<td>(email/phone number of individual making the inquiry):</td>
</tr>
<tr>
<td><strong>Service Information</strong></td>
</tr>
<tr>
<td>MCO/Health Plan if applicable</td>
</tr>
<tr>
<td>Type of inquiry</td>
</tr>
<tr>
<td>Service Provider</td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td><strong>MCO Contact:</strong></td>
</tr>
<tr>
<td>Date of Contact:</td>
</tr>
<tr>
<td>Summary of follow up with MCO:</td>
</tr>
<tr>
<td>Specify if existing inquiry or email sent to HHAX and/or DMHACS</td>
</tr>
<tr>
<td>Summary of follow-up with HHAX:</td>
</tr>
<tr>
<td>Specify Ticket Number:</td>
</tr>
<tr>
<td>Member's Impact if Prior Authorization</td>
</tr>
<tr>
<td><strong>NOTES, as needed</strong></td>
</tr>
</tbody>
</table>
## Provider Issues Reporting – EVV Payer Contacts

<table>
<thead>
<tr>
<th>Payer</th>
<th>Payer Contact information for EVV Questions</th>
<th>EVV Solution for Data Submission and Technical Support</th>
<th>Claims submission Portal for services after *July 1, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FFS Medicaid</strong></td>
<td><a href="mailto:EVV@dhs.nj.gov">EVV@dhs.nj.gov</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td><strong>FFS Medicaid DDD</strong></td>
<td><a href="mailto:DDDEVV@dhs.nj.gov">DDDEVV@dhs.nj.gov</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td><strong>FFS Medicaid CSOC</strong></td>
<td><a href="mailto:dcf.evvcsoc@dcf.nj.gov">dcf.evvcsoc@dcf.nj.gov</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td><strong>Aetna</strong></td>
<td>Joseph Manger: <a href="mailto:MangerJ@aetna.com">MangerJ@aetna.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td></td>
<td>Namrata Sood: <a href="mailto:SoodN@aetna.com">SoodN@aetna.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Constance Offer: <a href="mailto:OfferC@aetna.com">OfferC@aetna.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Amerigoup</strong></td>
<td>Eyreny Mekhaiel: <a href="mailto:eyreny.mekhaiel@amerigroup.com">eyreny.mekhaiel@amerigroup.com</a></td>
<td>CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a></td>
<td>All EVV mandated services will be submitted and billed through CareBridge as of 7/1/2021</td>
</tr>
<tr>
<td></td>
<td>Lynelle Steele: <a href="mailto:fannie.steele@amerigroup.com">fannie.steele@amerigroup.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Keisha J Woodson: <a href="mailto:keisha.woodson@amerigroup.com">keisha.woodson@amerigroup.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Horizon</strong></td>
<td>Denaire Johnson: <a href="mailto:Denaire_Johnson@horizonblue.com">Denaire_Johnson@horizonblue.com</a></td>
<td>CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a></td>
<td>All EVV mandated services to be billed directly to Horizon. No Change to claims submission – Refer to Section 9.3 – Electronic Billing Guide in the Provider Manual</td>
</tr>
<tr>
<td></td>
<td>Stephen Fitch: <a href="mailto:Stephen_Fitch@horizonblue.com">Stephen_Fitch@horizonblue.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>United HealthCare</strong></td>
<td><a href="mailto:nj_hcbs_pr@uhc.com">nj_hcbs_pr@uhc.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td><strong>WellCare</strong></td>
<td>Marjorie Forgang: <a href="mailto:Marjorie_Forgang@wellcare.com">Marjorie_Forgang@wellcare.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange as of 7/1/2021</td>
</tr>
<tr>
<td></td>
<td>Elaine M Aguirre: <a href="mailto:Elaine_Aguirre@wellcare.com">Elaine_Aguirre@wellcare.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Joan Cosme: <a href="mailto:Joan.Cosme@wellcare.com">Joan.Cosme@wellcare.com</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Options for EVV Compliance

**Option 1** – Use your existing 3rd Party EVV system to collect and report to each plan and/or to DMAHS; requires EDI integration with HHAX (Aetna, UHC, WellCare, and NJ Medicaid members) and CareBridge (Horizon & Amerigroup)

**Option 2** – Use Free EVV tools provided by each Health Plan (HHAeXchange for Aetna, UHC, WellCare, and NJ Medicaid members; CareBridge for Horizon and Amerigroup members)

**Option 3** – Use the Free EVV tools provided by DMAHS (HHAeXchange) to collect, and report visit data for all members
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **EVV** | Member Management for NJ Medicaid and MCOs  
Clock-In / Clock-Out Exception Dashboard  
Submission / Aggregation of EVV Data to NJ Medicaid & MCOs  
Quick Visit Timesheet Entry  
Caregiver Mobile Application in Multiple Languages  
Telephony Lines in English and Spanish |
| **Scheduling** | Clock-In / Clock-Out Exception Dashboard  
Submission / Aggregation of EVV Data to NJ Medicaid & MCOs |
| **Communication** | Real-Time Two-Way Messaging with NJ Medicaid, Aetna, United, and WellCare |
| **Billing** | Pre-billing Claims Scrubbing  
eBilling (837) / eRemittance (835) for NJ Medicaid, Aetna, United, and WellCare  
Visit submission to Horizon & Amerigroup aggregator for billing |
| **Compliance** | Automatic Authorization Receipt from NJ Medicaid, Aetna, United, and WellCare  
Manual Authorization Input for Amerigroup and Horizon  
Plan of Care Adherence  
Visit Confirmation Compliance |

*Everything you need to be EVV compliant!*
Prepare for EVV EDI Integration with HHAX by:

- Reviewing the Business Requirements document & data specifications found here:
  - Please note, these documents are also located on the NJ DMAHS Info Center, found here: [https://hhaexchange.com/nj-dmahs/](https://hhaexchange.com/nj-dmahs/)

- Complete provider attestation found in the BRD:
  - [https://www.cognitoforms.com/HHAeXchange1/thirdpartyevvattestation](https://www.cognitoforms.com/HHAeXchange1/thirdpartyevvattestation)

Providers contracted with Horizon and Amerigroup will need to integrate their 3rd Party EVV solution with CareBridge.
Contact HHAX Provider Integration team to begin onboarding process:
  • edisupport@hhaexchange.com
  • Provide following information:
    • Provider legal name
    • Provider Medicaid ID
    • Provider Tax ID
    • Provider NPI
    • Provider primary point of contact (name, email, phone number) for integration efforts with HHAX
    • Provider mailing address
    • Vendor legal name
    • Vendor primary point of contact (name, email, phone number) for integration efforts with HHAX
## EVV Cohort 1

<table>
<thead>
<tr>
<th>Codes</th>
<th>Procedure Name</th>
<th>Unit of Measure</th>
<th>Service Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>97597</td>
<td>Debridement, open wound, wound assessment, use of a whirlpool, when performed</td>
<td>Per visit</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>and instruction(s) for ongoing care, total wound(s) surface area; first 20 sq</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>cm or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>99601</td>
<td>Infusion- Skilled nursing</td>
<td>Up to 2 hours</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>99602</td>
<td>Infusion- Skilled nursing - additional hour(s)</td>
<td>Each additional</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G0299</td>
<td>Direct skilled nursing services of a registered nurse (run) in the home health</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>or hospice setting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S9122</td>
<td>Home Health Aide/Certified Nurse Assistant</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9123</td>
<td>Nursing care, in the home; by registered nurse,</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9124</td>
<td>Nursing care, in the home; by licensed practical nurse</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9127</td>
<td>Social work visit, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1000</td>
<td>Private duty / independent nursing service(s)</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1002</td>
<td>Private duty / independent nursing service(s) / RN</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1003</td>
<td>LPN/LVN SERVICES</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1030</td>
<td>Nursing care, in the home, by registered nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1031</td>
<td>Nursing care, in the home, by licensed practical nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
</tbody>
</table>
# EVV Cohort 2

## COHORT 2 Therapies

<table>
<thead>
<tr>
<th>Codes</th>
<th>Procedure Name</th>
<th>Unit of Measure</th>
<th>Service Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>92507</td>
<td>Speech, Language and Hearing Therapy Individual</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>97110</td>
<td>Physical Therapy, Therapeutic procedure, 1 or more areas; therapeutic exercises to develop strength and endurance, range of motion and flexibility</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>97129</td>
<td>Cognitive Therapy, Individual</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>97130</td>
<td>Therapeutic interventions that focus on cognitive function and compensatory strategies to manage the performance of an activity, direct (one-on-one) patient contact (List separately in addition to code for primary procedure)</td>
<td>Each additional 15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>97535</td>
<td>Occupational Therapy, Individual - Self-care/home management training (e.g., activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct one-on-one contact</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>G0151</td>
<td>Services performed by a qualified physical therapist in the home health or hospice setting</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>G0152</td>
<td>Services performed by a qualified physical therapist in the home health or hospice setting</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9128</td>
<td>Speech therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9129</td>
<td>Occupational therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9131</td>
<td>Physical therapy; in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
</tbody>
</table>
Certification/Licensing Number Policy

• The DMAHS requires the license or certification number information in the EVV aggregation system for rendering service providers of personal care services (PCS) and home health care services (HHCS).

• The certification/licensing requirement is intended to ensure NJ FamilyCare members are receiving care from qualified providers.

• **Compliance timeline:** Providers have until 12/31/22 to add this information to rendering providers’ profiles.

• Provider training will be offered to walk through this process.
EVV DMAHS Training

To access the EVV DMAHS Training entitled, “EVV Home Health Care Services Provider Newsletter Walkthrough,” please visit the DMAHS EVV web link at: https://www.state.nj.us/human services/dmahs/info/evv.html to watch the recorded presentation and/or review the presentation.