



# NEW JERSEY DEPARTMENT OF HUMAN SERVICES

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**Division of Medical Assistance  
and Health Services**

## **Provider Workgroup**

Thursday, January 12, 2023 3:00-4:00pm  
Zoom Meeting

# Agenda

- Introductions
- EVV Phase 2 Requirements
  - Medicaid Newsletter 32-28 Updates
- Caregiver License/Certification Requirement
- HHAeXchange Updates
- Provider Phase II MCO Compliance
- On-going Provider Communication/FAQ's
- Open Discussion/Next steps

# EVV HHCS 1/1/2023 EVV Requirements

As of January 1, 2023 New Jersey is in compliance with Section 12006(a) of the 21st Century Cures Act. Identified HHCS services are payable based on compliance with the six data points:

- 1) the type of service performed;
- 2) the individual receiving the service;
- 3) the date of the service;
- 4) the location of service delivery;
- 5) the individual providing the service; and
- 6) the time the service begins and ends.

# Updates to EVV Newsletter - Volume 32-28

## Extension of Operational Timeline till March 31, 2023 (Previously set at December 31, 2022)

- a) Work with payers to resolve gaps in EVV data exchange resulting in less than a 100% Compliance Rate;
- b) Begin billing per the EVV specific billing process for the individual payers; and
- c) Ensure rendering Provider certification and license numbers are included in EVV data

## Full Compliance Required by April 1, 2023

- a) Utilize the EVV specific billing process for individual payers for all services;
- b) Ensure rendering Provider certification and license numbers are included on all EVV applicable claims.

# Updates to EVV Newsletter - Volume 32-28

## Clarification of EVV Requirements for MLTSS and FIDE members

Providers are required to submit EVV data.

MCOs are not required to link billing process to services authorized by Medicare/SNP

# Updates to EVV Newsletter - Volume 32-28

## Additional G Codes – January 2023

Skilled Nursing / Private Duty Nursing		
Code	Description	Unit
G0300	Direct skilled nursing services of a licensed practical nurse (LPN) in the home or hospice setting	15 mins
Therapy		
Code	Description	Unit
G0153	Services performed by a qualified speech language pathologist in the home health or hospice setting	15 mins
G0155	Services performed by clinical social worker in home health or hospice setting	15 mins

\* **G Codes** : Services with G code are only authorized by the MCOs not FFS DMAHS

# Caregiver Licensure/Certification Requirement

## **NJ Caregiver License Requirement:**

Effective, **January 1, 2023**, all NJ Providers are now required by the State of New Jersey DMAHS to provide a Caregiver License number for every caregiver servicing members for both PCA and Home Health Skilled Services (certified home health aide, registered nurse, licensed practical nurse, physical therapist, cognitive therapist, occupational therapist, speech therapist).

Please ensure all caregivers servicing members in the State of NJ have the Caregiver License number loaded into the HHAeXchange Portal for aggregation purposes.

The Caregiver License Number should be updated/added to the Caregiver Profile in the field “Professional License Number”. Editing or adding a new caregiver will require the Professional License Number” before saving the Caregiver profile in HHAeXchange.

(Reference Medicaid Newsletter – [Volume 32 -28](#))



# HHAXchange



# HHAx Follow-up: System Updates Q & A Follow-up

1. Q: The service codes under the FFS Medicaid contracts (DDD and DMAHS) in our Provider portal is not correct. We use S codes without modifiers and there also are many visit types missing (RN, HHA, MSW). Please see the code list:

HCPCS	
S9122	S9127
S9123	S9129
S9124	

**A: Updates to DDD and FFS NJ service codes have all been made prior to 1/1/23.**

2. Q: We need a code for DDD to differentiate it from PCA/HHA. Otherwise, our schedulers can not schedule an HHA on a DDD case even if they aren't DDD qualified.

**A. Updates to service code configurations were completed throughout December 2023.**

3. Q: NJ Medicaid is billed in 15 min increments (no issue) but our HMO contracts are all set up as per visit and hourly (HHA) reimbursement. Do we continue to bill per visit/hourly? I am concerned if we bill in 15 min increments the visits will deny since we will then be billing more than 1 unit for our per visit services.

**A: HHAX is updated the billing structure to align with DMAHS Newsletter (Volume 32-20). This was part of our overall service code configuration update which was completed throughout December 2023.**

# MCO Summary Provider Onboarding

## Cohort 1- Nursing Services – November/December 30, 2022\*

MCO	NJ FamilyCare Members served by Compliant Operational and Provisionally Engaged Providers		FIDE Members served by Compliant Operational and Provisionally Engaged Providers		Percent of NJ FamilyCare Members receiving services from Provisionally Disengaged Providers		Percent of FIDE receiving services from Provisionally Disengaged Providers	
	November	December	November	December	November	December	November	December
<b>Aetna</b>	181	153	4	5	<b>60</b>	<b>3.27</b>	30	<b>20</b>
<b>Amerigroup</b>	368	87	10	3	0	0	0	0
<b>Horizon</b>	1258	1511	149	164	<b>51</b>	<b>48.5</b>	45	<b>46</b>
<b>United HealthCare</b>	529	610	4	4	<b>30</b>	<b>17.9</b>	<b>20</b>	<b>20</b>
<b>WellCare</b>	60	55	10	2	0	0	0	0

\*As per MCO December 30<sup>th</sup> Bi-Weekly Phase 2 Reports

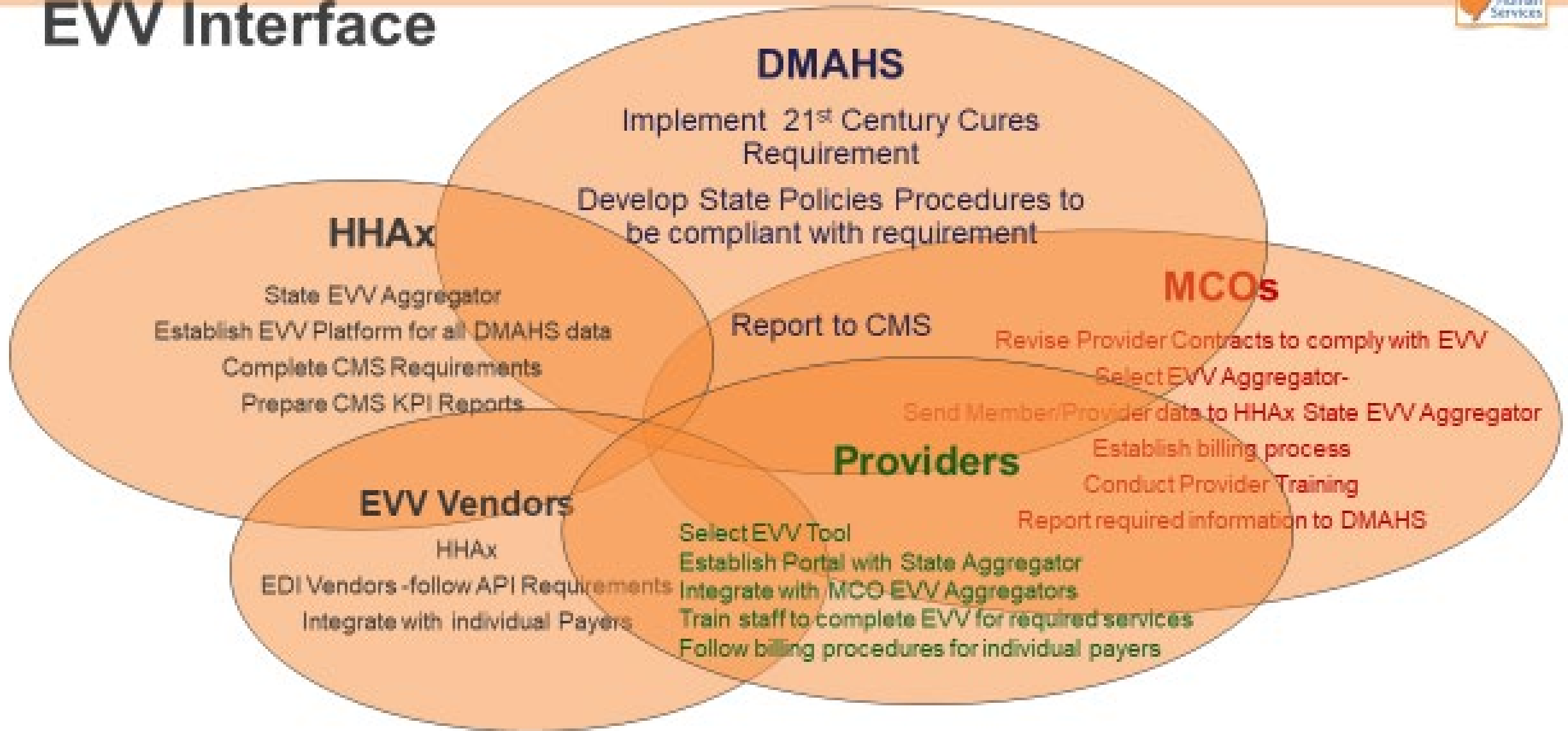
# MCO Summary Provider Onboarding

## Cohort 2 - Therapy - November/December 30, 2022\*

MCO	NJ FamilyCare Members served by Compliant Operational and Provisionally Engaged Providers		FIDE Members served by Compliant Operational and Provisionally Engaged Providers		Percent of NJ FamilyCare Members receiving services from Provisionally Disengaged Providers		Percent of FIDE receiving services from Provisionally Disengaged Providers	
	November	December	November	December	November	December	November	December
<b>Aetna</b>	728	867*	25	39	<b>15</b>	<b>49.5</b>	<b>30</b>	<b>64</b>
<b>Amerigroup</b>	42	10	5	0	0	0	0	0
<b>Horizon</b>	253	299	136	157	<b>49</b>	<b>49.4</b>	<b>19</b>	<b>39</b>
<b>United HealthCare</b>	67	88	1	1	<b>50</b>	<b>42</b>	<b>100</b>	<b>100</b>
<b>WellCare</b>	64	60	3	11	0	0	0	0

\*As per MCO December 30<sup>th</sup> Bi-Weekly Phase 2 Reports

# EVV Interface



# EVV Frequently Asked Questions

The FAQ is organized in the following categories:

Authorizations - (5)

Billing (3)

Coding

Licensing and Certification (2)

Operations (6)

Operations DMAHS FFS (4)

Open Items (2)

Rounding- Review in terms of Review 10:60 in terms of EVV Requirement

EPSDT

# Open Discussion & Next Steps

**Next Meeting: January 26<sup>th</sup> – PDN/EPSTDT Workgroup**

## Resources

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

## Contact Information

- General EVV mailbox: [Mahs.Evv@dhs.nj.gov](mailto:Mahs.Evv@dhs.nj.gov)
- General Provider Inquiries mailbox: [mahs.provider-inquiries@dhs.nj.gov](mailto:mahs.provider-inquiries@dhs.nj.gov)
- CSOC EVV mailbox: [dcf.evvcso@dhs.nj.gov](mailto:dcf.evvcso@dhs.nj.gov)
- DDD EVV mailbox: [DDDEVV@dhs.nj.gov](mailto:DDDEVV@dhs.nj.gov)
- Geralyn Molinari: [Geralyn.Molinari@dhs.nj.gov](mailto:Geralyn.Molinari@dhs.nj.gov)
- Becky Thomas: [Rebecca.Thomas@dhs.nj.gov](mailto:Rebecca.Thomas@dhs.nj.gov)

# HHAEExchange NJ EVVMS Support



## Support Emails

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[NJsupport@hhaexchange.com](mailto:NJsupport@hhaexchange.com)  
[Edisupport@hhaexchange.com](mailto:Edisupport@hhaexchange.com)



## NJ Support Phone Number

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(866) 245-8337

# Billing Extension to 4/1/2023: Next Steps to Prepare

## Providers should have already:

**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

## What Now:

If using 3<sup>rd</sup> Party EVV Vendor – ensuring all API integration is completed and testing is done with your EVV vendor to submit EVV data and begin to bill.

Reach out to [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com) with any questions or concerns about your integration and sending billing details through your API.

For HHAX Providers – Begin to bill from HHAX as soon as possible to test and ensure successful billing of visits and payment is received in advance of 4/1/2023.

Reach out to [Njsupport@hhaexchange.com](mailto:Njsupport@hhaexchange.com) with any billing questions or guidance needed. There are also billing process guides, job aides, and videos within your HHAX portal to utilize.



# 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 3<sup>rd</sup> party Providers
- 2023 HHCS Codes
- Certification/Licensing Number Policy Details
- EVV DMAHS Training
- HHAX Implementation Update
- HHAX Provider Onboarding Steps
- Provider Outreach to HHAeXchange

# 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.

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We will serve people the best way possible.

We will create an electronic visit verification system that ensures New Jersey FamilyCare members receive the home care services authorized in their care plans.

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We will keep communication clear and simple.

We will communicate to build understanding as we respond to the federal mandate and roll out this new technology.

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We will support accurate and efficient data exchange.

The new system will support data exchange between providers and MCOs to promote strong collaboration, timely claims processing, and accurate payment.

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We will use data to solve real-life problems

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.

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We will support our community through this change.

Empathy, positive energy, and collaborative focus will be our hallmark, internally and externally.

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# 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 3<sup>rd</sup> 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
- 3<sup>rd</sup> 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](mailto:mahs.evv@dhs.nj.gov)
  - [mahs.provider-inquiries@dhs.nj.gov](mailto: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

EVV Inquiry Form	
<b>Provider:</b> ( email /phone number of individual making the Inquiry):	
<b>Service Information</b>	<b>MCO/Health Plan if applicable</b>
	<b>Type of Inquiry</b>
	<b>Service Provider</b>
	<b>Service</b>
<b>MCO Contact:</b>	<b>Date of Contact:</b>
<b>Summary of follow up with MCO:</b>	
<b>Specify if existing inquiry or email sent to HHAx and/or DMAHS</b>	
<b>Summary of follow-up with HHAx:</b> <b>Specify Ticket Number:</b>	
<b>Member's Impacted if Prior Authorization</b>	
<b>NOTES, as needed</b>	

General Provider Inquiries mailbox: [mahs.provider-inquiries@dhs.nj.gov](mailto:mahs.provider-inquiries@dhs.nj.gov)

# Provider Issues Reporting – EVV Payer Contacts

Payer	Payer Contact information for EVV Questions	EVV Solution for Data Submission and Technical Support	Claims submission Portal for services after *July 1, 2021
FFS Medicaid	<a href="mailto:EVV@dhs.nj.gov">EVV@dhs.nj.gov</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
FFS Medicaid DDD	<a href="mailto:DDDEVV@dhs.nj.gov">DDDEVV@dhs.nj.gov</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
FFS Medicaid CSOC	<a href="mailto:dcf.evcsoc@dcf.nj.gov">dcf.evcsoc@dcf.nj.gov</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of *10/8/2021
Aetna	Joseph Manger <a href="mailto:MangerJ@aetna.com">MangerJ@aetna.com</a> Namrata Sood: <a href="mailto:SoodN@aetna.com">SoodN@aetna.com</a> Constance Offer: <a href="mailto:OfferC@aetna.com">OfferC@aetna.com</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
Amerigroup	Eyreny Mekhaiel: <a href="mailto:eyreny.mekhaiel@amerigroup.com">eyreny.mekhaiel@amerigroup.com</a> Lynelle Steele: <a href="mailto:fannie.steele@amerigroup.com">fannie.steele@amerigroup.com</a> Keisha J Woodson: <a href="mailto:keisha.woodson@amerigroup.com">keisha.woodson@amerigroup.com</a>	CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a>	All EVV mandated services will be submitted and billed through CareBridge as of 7/1/2021
Horizon	Denaire Johnson: <a href="mailto:Denaire_Johnson@horizonblue.com">Denaire_Johnson@horizonblue.com</a> Stephen Fitch: <a href="mailto:Stephen_Fitch@horizonblue.com">Stephen_Fitch@horizonblue.com</a>	CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a>	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 <a href="#">Provider Manual</a>
United HealthCare	<a href="mailto:nj_hcbs_pr@uhc.com">nj_hcbs_pr@uhc.com</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
WellCare	Marjorie Forgang: <a href="mailto:Marjorie.Forgang@wellcare.com">Marjorie.Forgang@wellcare.com</a> Elaine M Aguirre: <a href="mailto:Elaine.Aguirre@wellcare.com">Elaine.Aguirre@wellcare.com</a> Joan Cosme: <a href="mailto:Joan.Cosme@wellcare.com">Joan.Cosme@wellcare.com</a>	HHAExchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021



**Option 1** – Use your existing 3<sup>rd</sup> 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



# NJ EVVMS – Free HHAX tools

Facilitates Scheduling, Confirming, and Billing EVV compliant visits



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!***



## NJ EVVMS – Alternate EVV or 3<sup>rd</sup> party Providers

Prepare for EVV EDI Integration with HHAX by:

- Reviewing the Business Requirements document & data specifications found here:
  - <https://haxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EVV+Aggregation/NJ/EVV+Data+Aggregation+Business+Requirements+-+NJ.pdf>
  - <https://haxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EVV+Aggregation/NJ/HHAX+EVV+API+Technical+Specifications+NJ.pdf>
  - Please note, these documents are also located on the NJ DMAHS Info Center, found here: <https://hhaexchange.com/nj-dmahs/>
- Complete provider attestation found in the BRD:
  - <https://www.cognitofrms.com/HHAeXchange1/thirdpartyevvattestation>

Providers contracted with Horizon and Amerigroup will need to integrate their 3<sup>rd</sup> Party EVV solution with CareBridge

## NJ EVVMS – Alternate EVV or 3<sup>rd</sup> party Providers Continued



- Contact HHAX Provider Integration team to begin onboarding process:
  - [edisupport@hhaexchange.com](mailto: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

COHORT 1 Skilled Nursing / Private Duty Nursing / Home Health			
Codes	Procedure Name	Unit of Measure	Service Requirements
97597	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	Per visit	PA - REQUIRED POS 12
99601	Infusion- Skilled nursing	Up to 2 hours	PA - REQUIRED POS 12
99602	Infusion- Skilled nursing-additional hour(s)	Each additional hour	PA - REQUIRED POS 12
<b>G0299</b>	<b>Direct skilled nursing services of a registered nurse (run) in the home health or hospice setting</b>	<b>15 mins</b>	<b>PA - REQUIRED POS 12</b>
S9122	Home Health Aide/Certified Nurse Assistant	Per hour	PA - REQUIRED POS 12
S9123	Nursing care, in the home; by registered nurse,	Per hour	PA - REQUIRED POS 12
S9124	Nursing care, in the home; by licensed practical nurse	Per hour	PA - REQUIRED POS 12
S9127	Social work visit, in the home	Per diem	PA - REQUIRED POS 12
T1000	Private duty / independent nursing service(s)	15 mins	PA - REQUIRED POS 12
T1002	Private duty / independent nursing service(s) / RN	15 mins	PA - REQUIRED POS 12
T1003	LPN/LVN SERVICES	15 mins	PA - REQUIRED POS 12
T1030	Nursing care, in the home, by registered nurse	Per diem	PA - REQUIRED POS 12
T1031	Nursing care, in the home, by licensed practical nurse	Per diem	PA - REQUIRED POS 12

# EVV Cohort 2

COHORT 2 Therapies			
Codes	Procedure Name	Unit of Measure	Service Requirements
92507	Speech, Language and Hearing Therapy Individual	Per diem	PA - REQUIRED POS 12
97110	Physical Therapy, Therapeutic procedure, 1 or more areas; therapeutic exercises to develop strength and endurance, range of motion and flexibility	15 mins	PA - REQUIRED POS 12
97129	Cognitive Therapy, Individual	15 mins	PA - REQUIRED POS 12
97130	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)	Each additional 15 mins	PA - REQUIRED POS 12
97535	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	15 mins	PA - REQUIRED POS 12
G0151	Services performed by a qualified physical therapist in the home health or hospice setting	15 mins	PA - REQUIRED POS 12
G0152	Services performed by a qualified physical therapist in the home health or hospice setting	15 mins	PA - REQUIRED POS 12
S9128	Speech therapy, in the home	Per diem	PA - REQUIRED POS 12
S9129	Occupational therapy, in the home	Per diem	PA - REQUIRED POS 12
S9131	Physical therapy; in the home	Per diem	PA - REQUIRED POS 12

# 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

Governor Phil Murphy • Lt. Governor Sheila Oliver  
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Search



- › DHS Home
- › Division of Medical Assistance and Health Services Home
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- › **Information for Providers & Stakeholders: Contracts, Legal Notices**
  - › Provider Resources
  - › Public Notices
- › News, Publications, Reports & Resources
- › Division Staff & Contact Information
- › Public Advisory Boards, Commissions & Councils

[DHS Home](#) > [Division of Medical Assistance and Health Services](#) > [Information for Providers & Stakeholders: Contracts, Legal Notices](#) > [Electronic Visit Verification \(EVV\)](#)

## Electronic Visit Verification (EVV)

EVV, or Electronic Visit Verification, is a web-based system that verifies when provider visits occur and documents the precise time services begin and end. It ensures that people receive their authorized services. This new technology is now required by federal law for certain services provided through NJ FamilyCare.

### EVV Home Health Care Services Provider Newsletter Walkthrough

**Description:** This webinar is for providers implementing EVV for home health care services (HHCS). The DMAHS EVV Team will review the recent EVV Provider newsletter ([Volume 32/Number 20](#)) regarding in-scope service codes, provider onboarding and implementation expectations, and compliance requirements for January 1, 2023.

Please access the presentation: [here](#)

Please access the recorded presentation: [here](#)  
Passcode: +X\*d1IIf

Resources:

- More Information
- [NEW EVV Provider Newsletter Vol 32 No 20](#)
- [UPDATED NJ Electronic Visit Verification Home Health Care Services](#)
- [CSOC Member and Family FAQ](#)
- [CSOC Provider EVV Newsletter August 2022](#)
- [EVV Provider Newsletter June 2021](#)
- [EVV Live-In Attestation](#)
- [EVV Provider Newsletter April 2021](#)
- [Third Party Billing through Home Health Care Flow](#)

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/humanservices/dmahs/info/evv.html>

to watch the recorded presentation and/or review the presentation.



# HHAX Implementation Update

HHAX Implementation of Go Live Onboard completed on 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.
  
- ❖ If providers are missing any members/authorizations in HHAX please reach out to your payer to have these members/authorizations loaded.
  
- ❖ Provider should begin billing through their Payer's preferred billing method for EVV as of October 1<sup>st</sup>, 2022
  
- ❖ Providers who have not attempted billing through their payer's EVV should attempt this prior to the 1/1/2023 deadline.



# HHAX 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

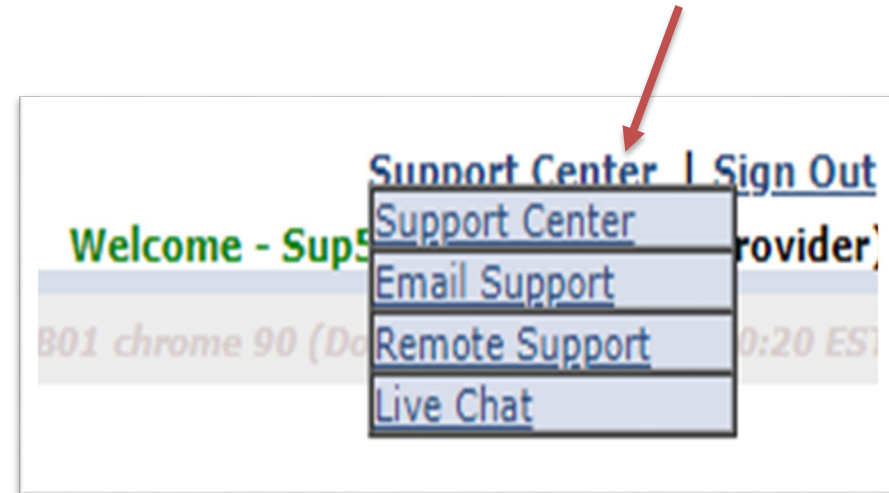
**Lunch 'n Learns**

Rotating HHA topics every Thursday at noon EST (<https://hhaexchange.com/portal-webinars/>)

# Provider Outreach to HHAeXchange

How to access HHAeXchange Support :

- Within your HHAeXchange Portal select the Support Center Link:



Here you can select multiple options:

- **Support Center** – this is where you can find job aides, process guides, and videos on specific functionality within the HHAeXchange portal.
- **Live Chat Support** – this will connect you with a live support agent via a chat box while you continue to work in your portal.
- **Client Support Portal** – Allows a user to create and track system issues and questions in one portal.
- **Email Support** – you can also email directly to [njsupport@hhaexchange.com](mailto:njsupport@hhaexchange.com)
  - EDI Provider should reach out to [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com)

You can also call our NJ specific Support Line at (866) 245-8337.

**\*Any time you reach out to Support via email, phone or chat a support ticket will be generated. Please make sure out support emails are not blocked by your SPAM filters.**