

EVV Phase 2

Policy Updates

Exclusions **UPDATE**

- Non-Traditional / MLTSS Providers, i.e., Home Mods, Chore Services providers do not interact with members to ensure health and safety during service delivery. EXCLUDED
- DDD – Goods and Services EXCLUDED, per DDD Leadership 10/2021
- Durable Medical Equipment (DME) EXCLUDED per CMS
- The Home Delivered Meals benefit is excluded per DMAHS Leadership, February 2022
- **Hospice is excluded per DMAHS Leadership, March 2022**

Reminder

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

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
G0299	Direct skilled nursing services of a registered nurse (run) in the home health or hospice setting	15 mins	PA - REQUIRED POS 12
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

EVV Cohort 3

COHORT 3 Applied Behavioral Analysis (ABA) Services

Codes	Procedure Name	Unit of Measure	Service Requirements
97151	Behavior assessment by physician, QHP	15 min units	PA - REQUIRED POS 12
97152	Supporting assessment by Tech	15 min units	PA - REQUIRED POS 12
97153	Adaptive treatment by tech	15 min units	PA - REQUIRED POS 12
97154	Group adaptive treatment by tech	15 min units	PA - REQUIRED POS 12
97155	Adaptive treatment with modification by QHP	15 min units	PA - REQUIRED POS 12
97156	Family adaptive treatment by QHP with or without patient present	15 min units	PA - REQUIRED POS 12
97157	Multiple family group adaptive guidance by QHP	15 min units	PA - REQUIRED POS 12
97158	Group adaptive treatment by QHP	15 min units	PA - REQUIRED POS 12
0362T	Behavior identification assessment requiring administration by QHP, assistance of two or more techs, to address destructive behavior, in a customized environment	15 min units	PA - REQUIRED POS 12
0373T	Adaptive treatment with modifications by QHP, assistance of two or more techs, to address destructive behavior, in a customized environment to address behavior	15 min units	PA - REQUIRED POS 12
96156_EP	DIR Health behavior assessment or re-assessment	Per diem, updated per SME	PA - REQUIRED POS 12
96158_EP	DIR Health behavior intervention	Initial 30 mins	PA - REQUIRED POS 12
96159_EP	DIR Health behavior intervention	Each additional 15 mins	PA - REQUIRED POS 12
96164_EP	DIR Health behavior intervention	Initial 30 mins	PA - REQUIRED POS 12
96165_EP	DIR Health behavior intervention	Each additional 15 mins	PA - REQUIRED POS 12
96167_EP	DIR Health behavior intervention, family	Initial 30 mins	PA - REQUIRED POS 12
96168_EP	DIR Health behavior intervention, family	Each additional 15 mins	PA - REQUIRED POS 12
96170_EP	DIR Health behavior intervention	Initial 30 mins	PA - REQUIRED POS 12
96171_EP	DIR Health behavior intervention	Each additional 15 mins	PA - REQUIRED POS 12

Third Party Liability

Commercial insurance and Medicare provide coverage for PDN and therapy services making Medicaid the payer of last resort

Challenge for Providers:

- Coordination of care
- Request for prior authorization
- Billing

Phase II –MCO Provider Training

DMAHS is working with individual MCOs during one on one sessions to prepare for Provider Training- the following items are being developed

- Workflows/procedures for prior authorizations (routing, benefit inquiries, complaints, etc.)
- Policy and procedure on missing prior authorizations for EVV required services, process provider must follow to receive payment with manual EVV information

Phase II –MCO Provider Training- continued

- Benefit Build documentation will provide information for:
 - The prior authorization processes for services that are Medicaid only; Medicare/Medicaid; and Medicaid/other third-party liability
 - Claims Processing

HHAXchange (EVV vendor)



HHAXchange

NJ EVVMS – Provider Onboarding



- Visit the New Jersey Home Health Information Center: *to go live next week on 4/11/2022*
 - 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
 - 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

Open Discussion & Next Steps



- Open Discussion
- Next Steps:
 - Next Meeting: May 4, 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 Claim Inquiries mailbox: mahs.provider-inquiries@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

Amy Hoffmaster: ahoffmaster@chcs.org

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

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.

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.

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.

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.

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.

We will support our community through this change.

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



NJ EVVMS – Provider Onboarding

New Providers

- Visit the New Jersey DMAHS Information Center : <https://hhaexchange.com/nj-dmahs/>
- Complete the Provider Portal Survey – under the “Overview” tab
- 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
 - Register for EDI Training Session – link will be sent via email

Existing Providers

- Be on the lookout for any upcoming communication on training
- 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)

EVS Inquiry Form

EVS Inquiry Form		
Provider: (email /phone number of individual making the Inquiry):		
Service Information	MCO/Health Plan if applicable	
	Type of Inquiry	<i>EVS Implementation/Operations</i>
	Service Provider	
	Service	
Contact at MCO:		
Specify if existing inquiry or email sent to HHAX and/or DMAHS		
Summary of follow-up with HHAX: Specify Ticket Number:		
Member's Impacted if Prior Authorization		
Member's Impacted if Prior Authorization Notes (if needed)		
NOTES		

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	EVV@dhs.nj.gov	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
FFS Medicaid DDD	DDDEVV@dhs.nj.gov	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
FFS Medicaid CSOC	dcf.evcsoc@dcf.nj.gov	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of *10/8/2021
Aetna	Joseph Manger MangerJ@aetna.com Namrata Sood: SoodN@aetna.com Constance Offer: OfferC@aetna.com	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
Amerigroup	Eyreny Mekhaiel: eyreny.mekhaiel@amerigroup.com Lynelle Steele: fannie.steele@amerigroup.com Keisha J Woodson: keisha.woodson@amerigroup.com	CareBridge: njevv@carebridgehealth.com	All EVV mandated services will be submitted and billed through CareBridge as of 7/1/2021
Horizon	Denaire Johnson: Denaire_Johnson@horizonblue.com Stephen Fitch: Stephen_Fitch@horizonblue.com	CareBridge: njevv@carebridgehealth.com	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
United HealthCare	nj_hcbs_pr@uhc.com	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021
WellCare	Marjorie Forgang: Marjorie.Forgang@wellcare.com Elaine M Aguirre: Elaine.Aguirre@wellcare.com Joan Cosme: Joan.Cosme@wellcare.com	HHAExchange: Njsupport@hhaexchange.com 866-245-8337	All EVV mandated services will be submitted and billed through HHAExchange as of 7/1/2021



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

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 3rd party Providers

Prepare for EVV EDI Integration with HHAX by:

- Reviewing the Business Requirements document & data specifications found here:
 - <https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EVV+Aggregation/NJ/EVV+Data+Aggregation+Business+Requirements+-+NJ.pdf>
 - <https://hhaxsupport.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 3rd Party EVV solution with CareBridge

NJ EVVMS – Alternate EVV or 3rd party Providers Continued



- 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