

**State of New Jersey - Department of Human Services
Division of Medical Assistance and Services**

Electronic Visit Verification

Phase 2: Provider Workgroup Meeting #5

Thursday April 21, 2022

3:00 pm – 4:00 pm

Zoom Meeting

Today's Agenda



- Welcome and Introductions
- EVV Phase 2
 - New Jersey EVV Implementation
 - Timeline for Provider Onboarding and Implementation
 - NJ EVVMS Data Model
 - Member Authorization Management
 - Certification/Licensing Number Policy
- Follow Up Questions
- Open Discussion
- Next Steps

EVV Phase 2

New Jersey EVV Implementation

- New Jersey HHCS providers must implement EVV by **January 1st, 2023**
- New Jersey is an **Open Model state**
- HHAeXchange has been selected as **the State Aggregator**
- The State has adopted a **“No Wrong Door Path”** approach to EVV aggregation

HHAXchange (EVV vendor)

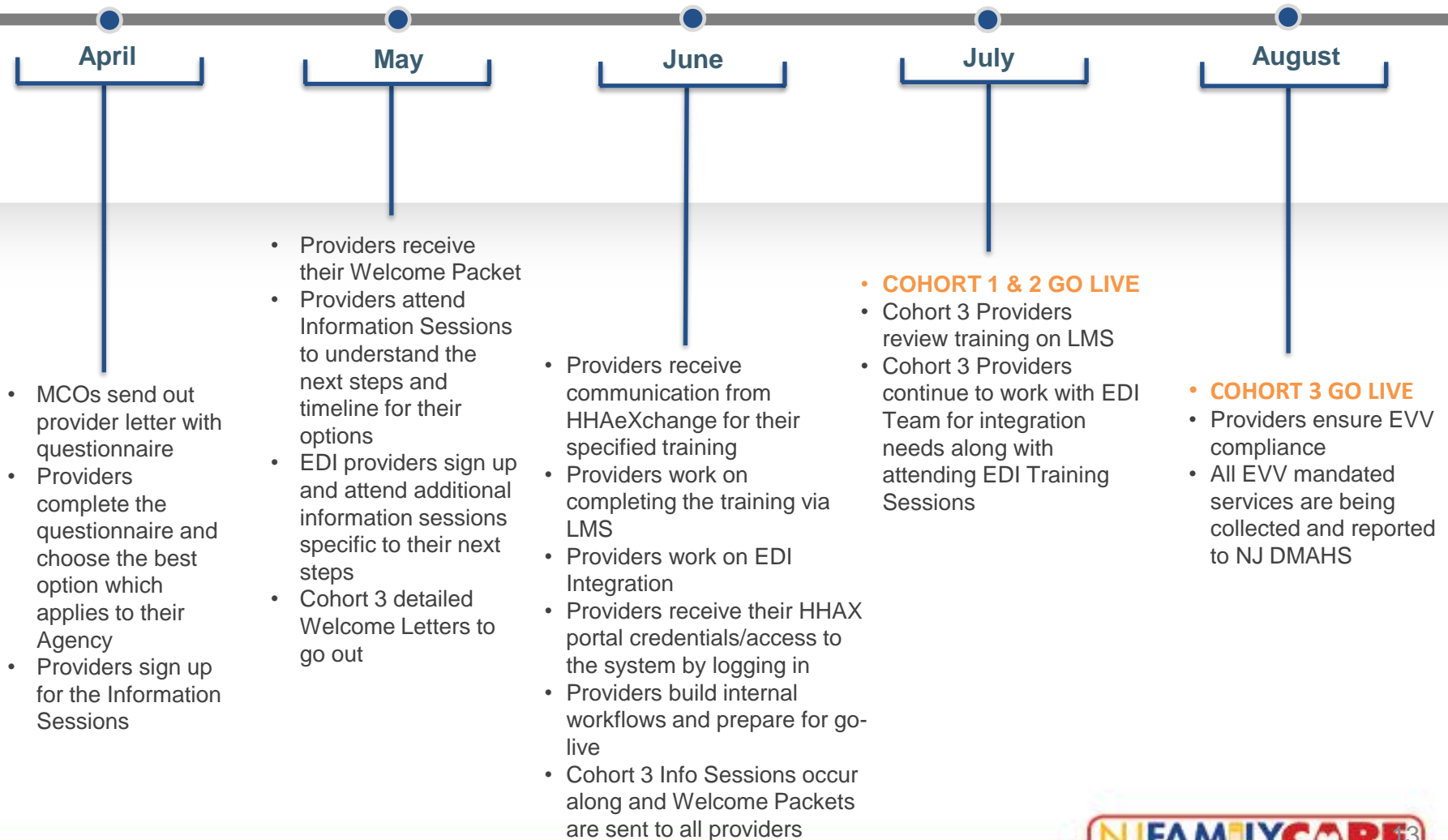


HHAXchange

Implementation Details

- HHAX Implementation is broken into the following two stages/groups:
 - Group 1 with Go Live Onboard of 7/1:
 - Cohort 1 Skilled Nursing Services
 - Cohort 2 Therapies
 - Group 2 with Go Live Onboard of 8/19:
 - Cohort 3 ABA Therapies

Provider Onboarding Milestones



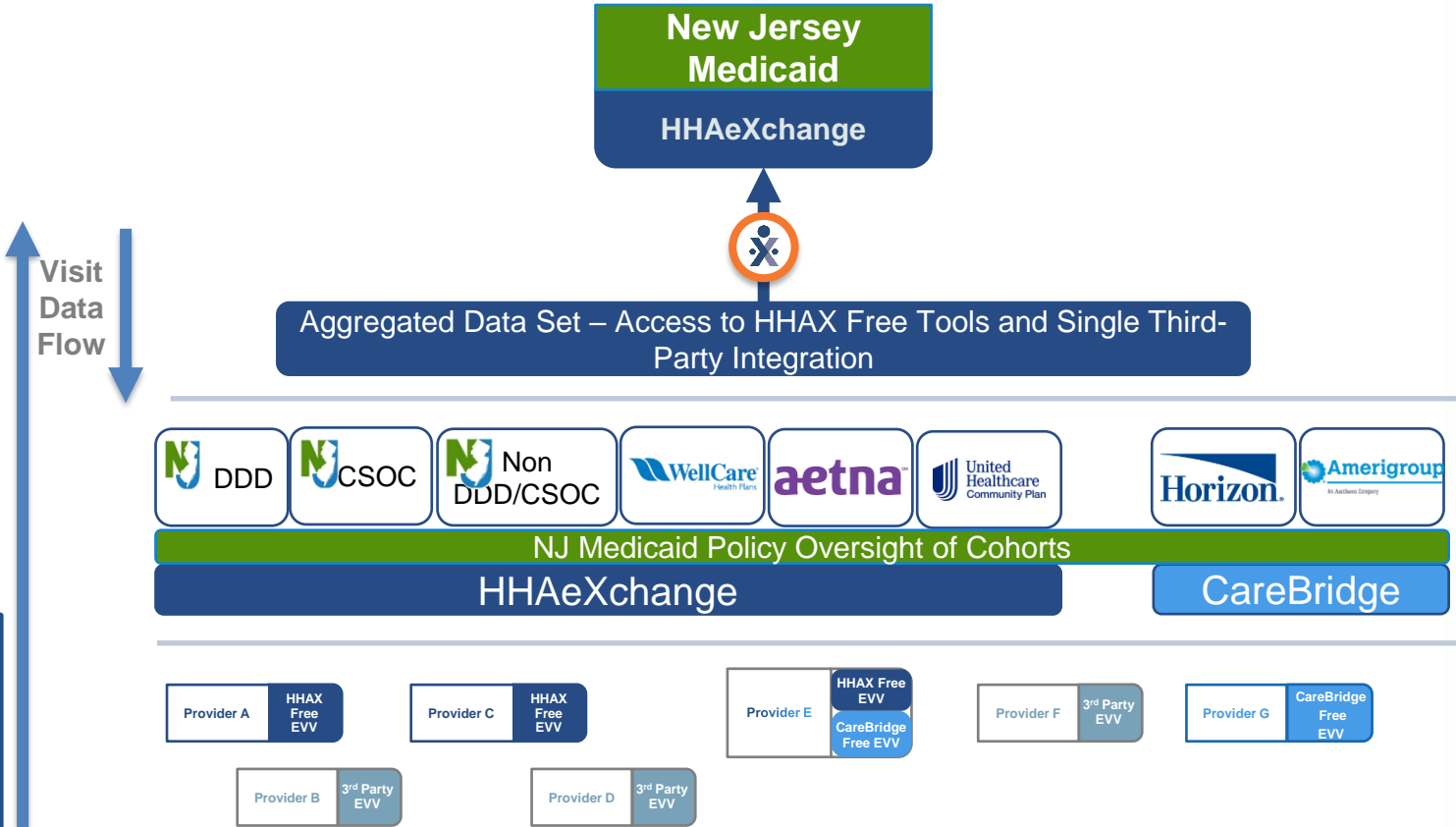
NJ EVVMS Data Model

Phase 2
January 2023

New Jersey DMAHS will provide consistent configurations, specifications, and policies to cohorts

HHaEXchange provides path to ensure all visit data submitted reaches the applicable Payer

Cohorts can continue existing/add new provider integrations and offer free EVV tools



Member Authorization Management

- Providers will be receiving member authorizations for the payers listed below and they will be displayed in HHAeXchange
 - NJ DMAHS FFS
 - NJ DDD FFS
 - Aetna
 - United Healthcare
 - WellCare of NJ
- Providers will receive member authorizations from Amerigroup in CareBridge
- Providers will need manage authorizations and members for Horizon manually
- Providers have the option to input member related information (authorization, schedule) into HHAeXchange as well.

Member Authorization Management continued

- Providers can manage additional member phone and address sections on the member profile page within HHAX to reflect where services are provided.
- Providers cannot update or change the phone number and address sent by the payers with the member profile.

Caregiver Setup

- Required field
- Caregiver's SSN# (on the Caregiver Profile) – Provider and EVV vendors should only send a default value of '999999999' for the social security number field
- Employment types – Home Health Care
- Assigning Secondary Offices

Caregiver Setup continued

- Caregiver's Professional License Number is required when billing on the HHAeXchange portal.
- This can be entered on the caregiver's profile page under "Employment Info" as seen below

The screenshot shows the 'Employment Info' section of a caregiver's profile. The form is divided into several sections:

- Referral Information:** Referral Source (dropdown), Referral Person (text), Type (dropdown).
- Employee Information:** Employee ID (text), HHA/PCA Registry Number (text), Professional License Number (text, highlighted with a red oval), NYC Registry References Checked On (dropdown), Location (dropdown).
- Employment Details:** Country of Birth (dropdown), Employment Type (checkboxes for various roles like PCA, HHA, RN, LPN, PT, etc.), Application Date (calendar), Status (dropdown), Reason (dropdown), Notes (text area).
- Agreements and Dates:** Signed Payroll Agreement (checkbox), Added/Checked Registry Date (calendar), NPI Number (text), Team (dropdown), Branch (dropdown).

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.

Follow Up Questions

Open Discussion & Next Steps

- Open Discussion
- Next Steps:
 - Next Meeting: May 5, 2022 3-4pm
 - Resources:

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

DDD: <https://www.nj.gov/humanservices/ddd/providers/federalrequirements/verification>

Contact Information:

General EVV e-mailbox: Mahs.Evv@dhs.nj.gov

CSOC EVV mailbox: dcf.evvcso@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

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
- When to Contact HHAeXchange
- Provider Outreach to HHAeXchange
- Support Center in HHAeXchange
- Client Support Portal in HHAeXchange
- EVV Rounding Rules
- 2023 Codes

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



- 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

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

EVV Inquiry Form		
Provider: (email /phone number of individual making the Inquiry):		
Service Information	MCO/Health Plan if applicable	
	Type of Inquiry	<i>EVV 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



When to Contact HHAeXchange

- ✓ Issues/questions regarding system functionality or anything relating to your HHAeXchange portal – **Reach out to HHAeXchange Support.**
- ✓ Issues/questions regarding your 3rd Party EDI Integration- **Reach out to edisupport@hhaexchange.com**
- Missing Authorizations and or members and information relating to Claims Payments– **Reach out to your Payer directly.**

Link to NJ DMAHS Provider Resource Page: <https://hhaexchange.com/nj-dmahs/>

- **In the FAQ section you can access a NJ Specific FAQ document for more details on commonly asked questions and scenarios.**

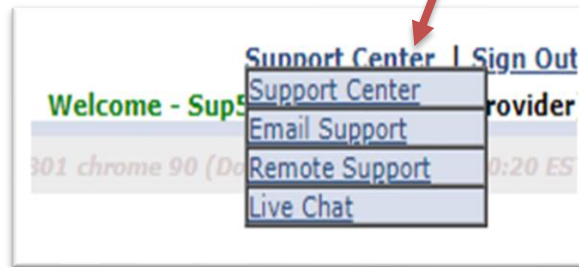
The screenshot shows the HHAeXchange website interface. At the top, there is a navigation bar with the HHAeXchange logo, a 'Login' button, and a 'Request a Demo' button. Below the navigation bar, there are several menu items: 'Who We Help', 'Provider Platform', 'Payer Platform', 'Resources', and 'About'. A secondary navigation bar contains 'OVERVIEW', 'FREE HHAEXCHANGE SOLUTION', 'TRAINING', 'EDI PROCESS', 'INFO SESSIONS', 'FAQs', and 'SERVICES IN SCOPE'. The 'CONTACT' section is visible, featuring a red circle around a link that reads: 'Click here to review the detailed FAQ document in regard to the NJ DMAHS Implementation which will provide you with more insight on the program, patient placement, billing, EVV, Communications, as well as EDI and other functionalities.' Below this link are two FAQ questions: 'What is HHAeXchange?' and 'What are the benefits of the HHAeXchange Portal?'. In the bottom right corner, there is a logo for 'MILY CARE' with the tagline 'Affordable health coverage. Quality care.'



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
 - EDI Provider should reach out to edisupport@hhaexchange.com

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

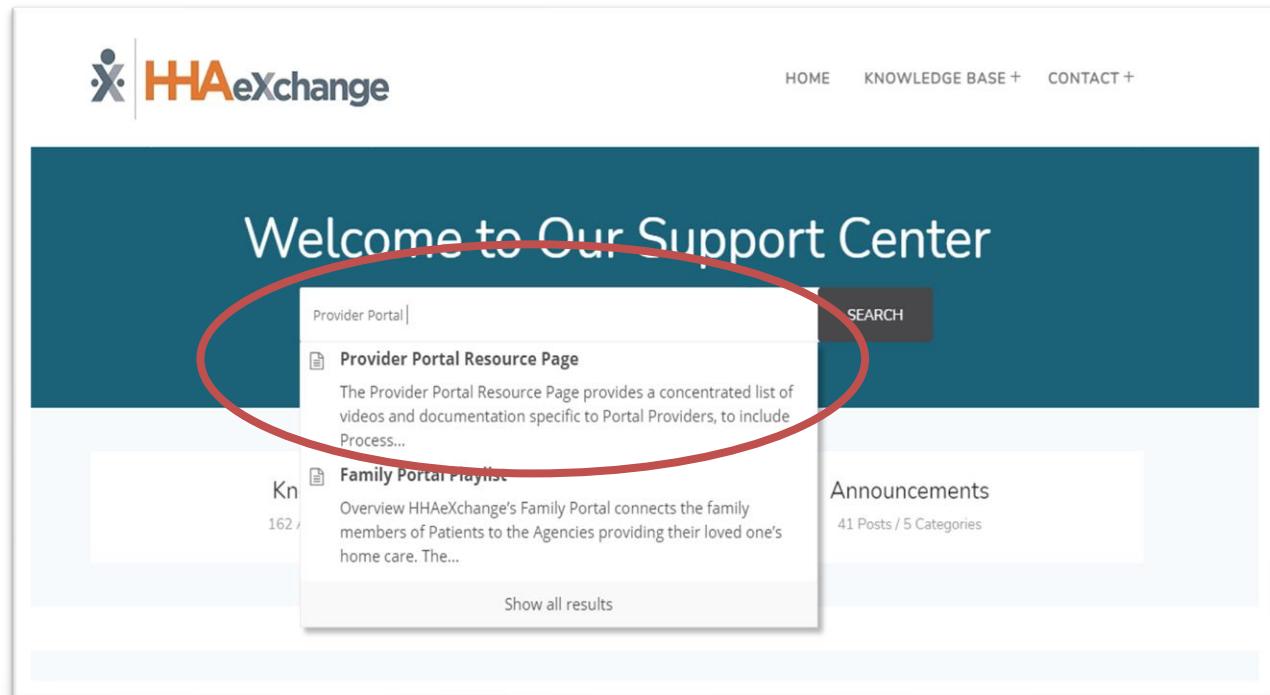
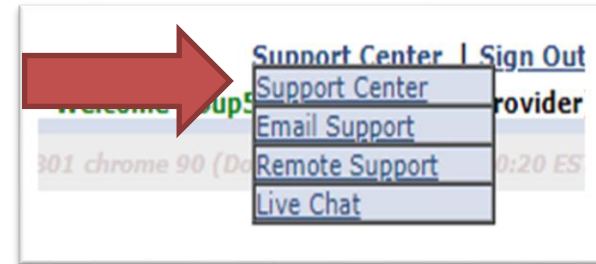
*Any time you reach out to Support via email, phone or chat a support ticket will be generated. Please make sure out support emails are not blocked by your SPAM filters.



Support Center in HHAeXchange

Once in the Support Center search: “Provider Resource”

- Select “Provider Portal Resource Page”





Provider Portal Resources in HHAeXchange

Within the Provider Portal Resource Page, you can access:

- **Process Guides:** Provide full details and instructions of a particular system function
- **Job Aides:** Concentrated instructions of a specific function
- **Training Videos:** Video playlists providing step-by-step system function instructions

Process Guides –

- [System Introduction](#)
- [Patient Placement & Management](#)*
- [Communications \(Linked Contracts\)](#)
- [Caregiver Management](#)
- [Scheduling Visits](#)*
- [Visit Confirmation](#)*
- [Quick Visit Entry](#)
- [Evv Management](#)*
- [Mobile App \(Agency\)](#)
- [Mobile App \(Caregiver\)](#)
- [Reporting](#)
- [Prebilling](#)*
- [Billing](#)*
- [Admin Functions](#)*

Job Aids –

- [Evv Provider Resources](#) (Includes links to EVV documentation and videos for Caregivers)*
- [Evv Phone Instructions](#)
- [Evv Phone Instructions \(Spanish\)](#)
- [Call Dashboard Resolutions](#)*
- [Mobile App Clock In/Out – Linked and Mutual Patients](#)
- [Mobile App Consecutive Shifts](#)
- [Mobile App Language Options](#)
- [Creating a New Patient and TEMP Authorization](#)*

Videos

- [HHAX System Overview](#)*
- [HHAeXchange Management Playlist](#)
- [Scheduling and Visit Management Playlist](#)*
- [Billing Processes Playlist](#)*
- [EDI Integration Playlist](#)*
- [HHAX Administration](#)

* Most frequently used resources

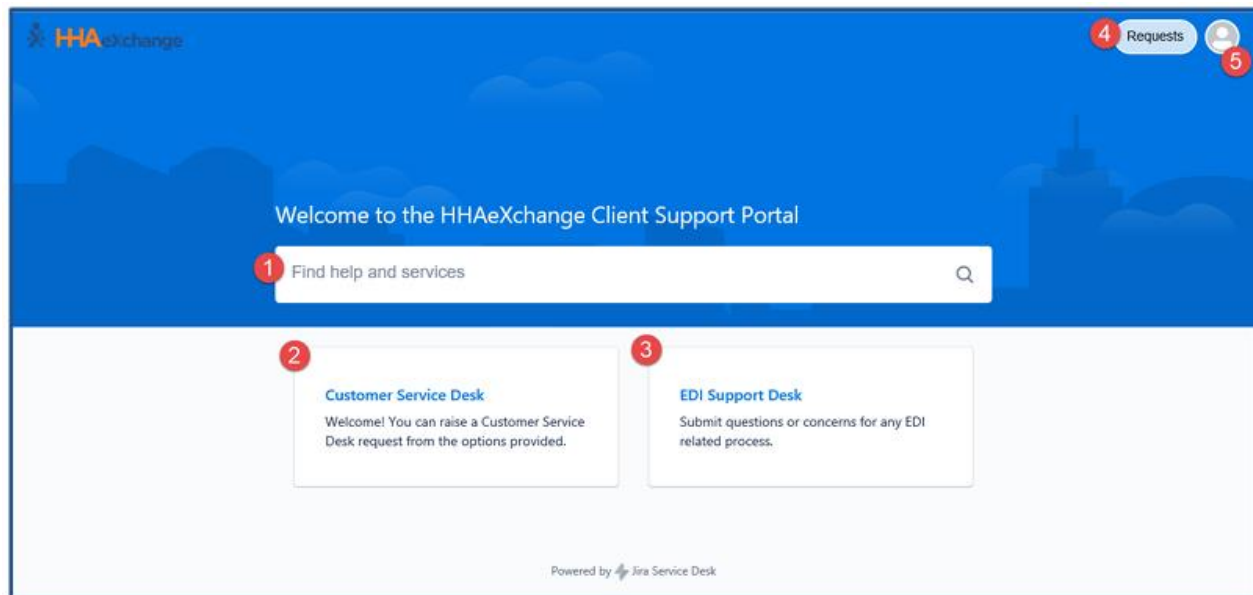


Client Support Portal in HHAeXchange

The Client Support Portal is designed to allow clients to submit and track all questions and system issues submitted by the user to the Client Support Team.

The link below provide instructions on how to set up access to your own Client Support Portal:

[Client Support Portal Job Aide](#)



EVV Rounding Rules

DMAHS Newsletter Volume 28 No. 1 Rounding of Service Units – **Home Care:** Home care has explicit time requirements listed in N.J.A.C. 10:60. If a unit of service is defined as a 15 minute interval of face-to-face service, the provider must provide the required 15 minutes and rounding up is not allowed. For example, one unit of service shall be billed for services provided from the first minute through 29 minutes. The second unit of service shall be billed for services provided from 30 minutes through 44 minutes. The third unit of service shall be billed for services provided from 45 minutes to 59 minutes, etc.’

<https://www.njmmis.com/downloadDocuments/28-01.pdf>

EVV Rounding Rules

DMAHS Newsletter Volume 29 No. 19 PCA Rounding and EVV - **This policy speaks to PCS and ABA services** 'Beyond the initial unit, service times less than half of the unit shall be rounded down while service time equal to or greater than half shall be rounded up. For example, with a 15 minute unit of billing, 53 minutes would consist of 3 full fifteen minute units and a partial unit of 8 minutes. Eight minutes is greater than half. This total may be rounded up to 4 full units. A total of 52 minutes would consist of 3 full fifteen minute units and a partial unit of 7 minutes. Seven minutes is less than half of the unit. This total would be rounded down to 3 full units. The total used for rounding may only include services provided that calendar day. The same process applies for an hourly unit. If 85 minutes are provided, the provider can bill for the first full 60 minute unit but the second 25 minutes would be less than half and would be rounded down. If 100 minutes is provided, the first full 60 minutes is payable as a full unit and the remaining 40 minutes, which is greater than half, would be billable as a second unit.'

<https://www.njmmis.com/downloadDocuments/29-19.pdf>

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