Electronic Visit Verification

Phase 2: Provider Workgroup Meeting #10

Thursday July 7, 2022
3:00 pm – 4:00 pm
Zoom Meeting
Today’s Agenda

• Welcome and Introductions
• EVV Phase 2
  • Policy Updates
  • Current Metrics for Reporting (for MCOs)
  • Managed Care Communication Updates
• Open Discussion
• Next Steps
EVV Phase 2
EVV Policy Updates

- EVV Provider Newsletter (Volume 32/Number 20) is now posted in *NJMMIS: [https://www.njmmis.com/downloadDocuments/32-20.pdf](https://www.njmmis.com/downloadDocuments/32-20.pdf)

- Multifactor Authentication (MFA) Provider Newsletter is completing final vetting with DMAHS Leadership.
  - Rollout will be completed in three phases beginning in July and completing in September
  - Providers will receive a communication from HHAx regarding their transition to MFA along with a Job Aide for successful implementation

*Note – EVV Newsletters are accessible at [https://www.njmmis.com](https://www.njmmis.com)*
DMAHS EVV Provider Webinar

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 note that while there are two session times offered providers only need to attend one, the presentation material is the same for both sessions.

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**Session I**

Dates/Time: Tuesday, July 12, 2022 2:00 – 3:00 pm

Register in advance for this webinar: https://us02web.zoom.us/webinar/register/WN_QbtLVuv8TV2aBE9IM4BAPg

After registering, you will receive a confirmation email containing information about joining the webinar.

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**Session II**

Dates/Time: Thursday, July 14 2022 11:00 – 12:00 pm

Register in advance for this webinar: https://us02web.zoom.us/webinar/register/WN_pQAXYfhLR_KIJNEfN84-qw

After registering, you will receive a confirmation email containing information about joining the webinar.
EvV Phase 2 – What’s NEW?

June of 2022

Cohort 3 - Applied Behavioral Analysis (ABA) Benefit implementation has been placed on hold

HHAeXchange and MCOs

Assure all ABA related communications are no longer on the HHAx website

DMAHS

Review ABA EVV implementation strategy for next steps
Implementation Update

• HHAX Implementation is broken into the following two stages/groups:
  – Group 1 with Go Live Onboard of 7/18:
    • Cohort 1 Skilled Nursing Services
    • Cohort 2 Therapies
  – Group 2 with Go Live Onboard of 8/19: ON HOLD
    • Cohort 3 ABA Therapies
DMAHS EVV Updates
MCO enrolled members
July-August 2022

Phase II
Home Health Care Services
Full Compliance
January 1 2023

- Provider Training the week of July 11th – review EVV Newsletter Volume 32-20
- Review individual MCO Provider Trainings to confirm that each includes a comprehensive overview of plan specific processes for the following:
  - Review individual MCO Prior Authorization/Retro authorization process
  - Establish Coordination of Benefits Guidelines for Dual Eligible as well as members with coverage other than Medicare (Third Party Liability) Billing
EVV Coordination of Benefit Elements

How will providers bill and report EVV required services that are paid in part by Medicaid and Medicare?

DMAHS will prepare reference document for Providers outlining requirements by service for Phase 2 services

Document will specify the following:
- PA Requirements – EVV Requirements for Medicaid Only
- PA Requirements – EVV Requirements for Medicaid/Medicare
- PA Requirements – EVV Requirements for Medicaid/TPL
- PA Requirements – EVV Requirements for Medicaid/Medicare/TPL
DMAHS Monitoring of MCO Reports

- MCOs will submit reports beginning Sept. 1st 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 II Status:**
  - Provisionally Engaged
  - Provisionally Disengaged
  - Operational
  - Fully Complaint

- **Risk Category:**
  - High
  - Medium
  - Low
HHAeXchange (EVV vendor)
## Provider Onboarding Milestones

<table>
<thead>
<tr>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
</tr>
</thead>
</table>
| - MCOs send out provider letter and questionnaire  
- Providers complete the questionnaire and choose the best option which applies to their agency | - Providers sign up for Information Sessions  
- EDI providers sign up for additional information sessions specific to their next steps | - Providers receive their welcome packet  
- Providers attend Information Sessions to understand the next steps and timeline for their options  
- Providers receive communication for HHAeXchange for their specified training  
- Providers work on completing the training via LMS  
- Providers work on EDI integration  
- Providers receive their HHAX portal credentials/access to the system by logging in  
- Providers build their internal workflows and prepare for go-live | - COHORT 1 & 2 Go-Live  
- Providers ensure EVV compliance  
- All EVV mandated services are being collected and reported to NJ DMAHS | - Providers continue to ensure EVV compliance  
- All EVV mandated services are being collected and reported to NJ DMAHS |
## Current Metrics for Reporting

*(Across all MCOs)*

<table>
<thead>
<tr>
<th>Metrics</th>
<th>Overall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Onboarding</td>
<td></td>
</tr>
<tr>
<td>Provider Count (provided by Health Plan)</td>
<td>2230</td>
</tr>
<tr>
<td>Existing Provider</td>
<td>272</td>
</tr>
<tr>
<td>New Provider</td>
<td>1986</td>
</tr>
<tr>
<td>Completed Cognito Survey</td>
<td>113</td>
</tr>
<tr>
<td>Registered for the Free EVV Information Session</td>
<td>57</td>
</tr>
<tr>
<td>Attended the Free EVV Information Session</td>
<td>38</td>
</tr>
<tr>
<td>Registered for the EDI Information Session</td>
<td>36</td>
</tr>
<tr>
<td>Attended the EDI Information Session</td>
<td>29</td>
</tr>
<tr>
<td>Registered for Training Sessions</td>
<td>25</td>
</tr>
</tbody>
</table>

### EVV Elections

| I currently have my own EVV system and would like to integrate with HHAX (EDI) | 49 |
| I currently use HHAX EVV system and would like to continue using HHAX (Free EVV) | 35 |
| I would like to use the HHAX EVV system (Free EVV) | 32 |
| **Total Count Elected EVV Options** | **116** |
MCO EVV Provider Information

• Aggregator Details

• MCO Provider Contacts

• Provider Orientation and Training Details - UPDATES
Aetna Better Health of New Jersey - Home Healthcare Services

EVV Aggregator Partnership

Aetna Leads

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

Constance Offer  
Lead Director, NJ FIDE SNP  
offerc@aetna.com

Provider Actions/Next Steps

1. Choose your EVV provider selection and the HHAeXchange Platform

2. Complete your HHAeXchange Portal Configuration Questionnaire at hhaexchange.com/njhhssurvey

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.
Cohort 3 Update

Cohort 3 (ABA Services) scheduled to begin August 19, 2022 has been postponed. Providers will be notified when the new implementation date and planning timeline is confirmed.
Fax Notifications sent to providers regarding state webinar on 7/5/2022.

**EVV Aggregator: CareBridge**

Next EVV Phase 2 Orientation Information Sessions

Friday, July 8, 2022-1:30pm - 2:45pm

*Registration is not required, zoom sessions can be accessed:*

https://www.carebridgehealth.com/nj-evv-hh-provider

**IMPORTANT CONTACTS**

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

- Four initial orientation sessions held between May 25, 2022 and June 20, 2022

- Bi-weekly update webinars beginning July 11, 2022. Update webinars will be on alternate Mondays from 9:30 am to 11:00 am (EST). You can join bi-weekly updates at: http://carebridgehealth.com/trainingnjevv and clicking 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></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>(888) 362-3368</td>
</tr>
<tr>
<td>• Therapy services (OT, PT, speech)</td>
<td>Optum Physical Health Contracted: Contact Provider Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>UnitedHealthcare Contracted: Email <a href="mailto:northeastprteam@uhc.com">northeastprteam@uhc.com</a></td>
<td></td>
</tr>
</tbody>
</table>

### EVV Aggregator: HHAeXchange

### Notification & Mailings

- Cohort 1 & 2
  - Email Blasts sent 4/28/2022 & 5/31/22 (PDN, Skilled Nursing, Home Care, and HCBS)
  - Mailing Therapy Providers (Optum) – Mailed 4/15/22 and 5/30/202

### Orientation & Training

- Tentative Training Dates – Invites will be forthcoming
  - 7/18, 7/19, 7/26 @ 10AM
  - 7/22, 7/28 @ 2PM
Provider Workgroup

MCO contacts:

✓ Anny Chevalier Provider Network Specialist I, 973-985-5283  Anny.Chevalier@wellcare.com
✓ Jennifer Huang  Account Manager (813) 220-5844  Jennifer.huang1@wellcare.com
✓ Joan Cosme, Manager, Program Coordination, Joan.Cosme@wellcare.com

EVV Aggregator:

✓ Wellcare continues its partnership with HHAeXchange

Date of Notifications/Mailings to Providers:

✓ Initial email blast  April 12, 2022, with follow up email  April 20th 2022
✓ Email blast May 25th 2022
✓ Reminder email blast June 1st 2022
## Provider Workgroup/Provider Trainings:

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Time</th>
<th>Call information</th>
</tr>
</thead>
</table>
| **Tuesday July 19th 2022** | EVV Phase 2 Implementation | 1:00 pm to 2:00 pm | Join by phone  
US: +1 646 931 3860 or +1 669 444 9171  
Meeting ID: 935 3345 0201  
Password: 176330  
Meeting URL:  
| **Tuesday August 16th 2022** | EVV Phase 2 Implementation | 1:00 pm to 2:00 pm | Join by phone  
US: +1 646 931 3860 or +1 669 444 9171  
Meeting ID: 988 4853 1978  
Password: 875385  
Meeting URL:  
[https://centene.zoom.us/j/98848531978?pwd=ZjNwQnVYcEh6Rk40bm1ucG5uMHhJQT09](https://centene.zoom.us/j/98848531978?pwd=ZjNwQnVYcEh6Rk40bm1ucG5uMHhJQT09) |
| **Friday September 20th 2022** | EVV Phase 2 Implementation | 1:00 pm to 2:00 pm | Join by phone  
US: +1 646 931 3860 or +1 669 444 9171  
Meeting ID: 956 8480 3461  
Password: 268968  
Meeting URL:  
[https://centene.zoom.us/j/95684803461?pwd=cmFmQ2NhSHFXSnBGZlEZ3hoUDVkZz09](https://centene.zoom.us/j/95684803461?pwd=cmFmQ2NhSHFXSnBGZlEZ3hoUDVkZz09) |
| **Tuesday October 4th 2022** | EVV Phase 2 Implementation | 1:00 pm to 2:00 pm | Join by phone  
US: +1 646 931 3860 or +1 669 444 9171  
Meeting ID: 927 8790 1673  
Password: 939756  
Meeting URL:  
[https://centene.zoom.us/j/92787901673?pwd=ZkJxNnFyRmhrQWZjaVZXNU1IZGN2UT09](https://centene.zoom.us/j/92787901673?pwd=ZkJxNnFyRmhrQWZjaVZXNU1IZGN2UT09) |
Open Discussion & Next Steps

• Open Discussion
  • **Next Meeting:** *July 21, 2022 2- 4pm*
    *EVV Provider Work Group in person meeting / Zoom will be available*
  • **Resources:**
    DMAHS: [https://www.state.nj.us/humanservices/dmahs/info/evv.html](https://www.state.nj.us/humanservices/dmahs/info/evv.html)
    DDD: [https://www.nj.gov/humanservices/ddd/providers/federalrequirements/verification](https://www.nj.gov/humanservices/ddd/providers/federalrequirements/verification)

• Contact Information:
  General EVV e-mailbox: Mahs.Evv@dhs.nj.gov
  General Provider Claim Inquiries mailbox: mahs.provider-inquiries@dhs.nj.gov
  DDD EVV mailbox: DDDEVV@dhs.nj.gov
  CSOC EVV mailbox: dcf.evvcsoc@dhs.nj.gov
  Becky Thomas: Rebecca.Thomas@dhs.nj.gov
  Geralyn Molinari: Geralyn.Molinari@dhs.nj.gov
  Kathy Moses: kmoses@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 HHCS Codes
- How to Get Started - New Providers
- How to Get Started – Existing Providers
- System Requirement for EVV Providers - Multifactor Authentication (MFA)  *NEW*
- Implementation Milestones  *NEW*
- HHCS Provider EVV Compliance Path for Phase 2 Providers using HHAeXchange as the EVV Solution  *NEW*
- HHCS Provider EVV Compliance Path for Phase 2 Providers using Third Party /EDI Provider as the EVV Solution  *NEW*
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>We will serve people the best way possible.</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>We will keep communication clear and simple.</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>We will support accurate and efficient data exchange.</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>We will use data to solve real-life problems</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>We will support our community through this change.</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>Provider:</th>
<th>MCO/Health Plan if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Type of Inquiry</td>
</tr>
<tr>
<td></td>
<td>EVV Implementation/Operations</td>
</tr>
<tr>
<td></td>
<td>Service Provider</td>
</tr>
<tr>
<td></td>
<td>Service</td>
</tr>
</tbody>
</table>

**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**

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[Logo: NJ Family Care]

**Affordable health coverage. Quality care.**
## 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 *10/8/2021</td>
</tr>
<tr>
<td><strong>Aetna</strong></td>
<td>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></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>Amerigroup</strong></td>
<td>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></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><strong>Horizon</strong></td>
<td>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></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><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> 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></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>
</tbody>
</table>
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/](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.
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
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.’

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.’

# 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>
</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>
</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 hour</td>
<td>PA - REQUIRED POS 12</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>
</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>
### EVV Cohort 3

**COHORT 3 Applied Behavioral Analysis (ABA) Services**

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

Visit the New Jersey Home Health Information Center:
- Phase 2: Home Health [https://hhaexchange.com/nj-home-health/](https://hhaexchange.com/nj-home-health/)
- Phase 1: PCS [https://hhaexchange.com/nj-dmahs/](https://hhaexchange.com/nj-dmahs/)

New Providers
- Welcome Letters sent By your MCOs for Phase 2: Week of 4/11/2022
- Complete the Provider Portal Survey – under the “Overview” tab in the NJ Home Health Info Center
  - Link to Phase 2 Survey for Home Health: [HHAX Home Health Survey Link](https://hhaexchange.com/nj-home-health/)
- Sign up for the Provider Information Sessions and attend one of the 3 sessions offered.
  - (6/6/22, 6/10/22, 6/14/22)
- Sign up for the LMS Webinars on System Training and attend daily sessions.
  - (Week of 6/27/22)
- For 3rd Party / EDI Providers ONLY:
  - Review the BRD and API specifications on the Info Center under the EDI Process Tab
  - Complete the attestation
  - Contact HHAX Provider Integration team to begin onboarding process [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com)
  - Register for EDI Training Session – link will be sent via email
    - (6/15/22, 6/21/22, 6/23/22)
How to Get Started – Existing Providers

Visit the New Jersey Home Health Information Center:

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

Existing Providers
• Welcome Letters sent By your MCOs for Phase 2: Week of 4/11/2022
• Complete the Provider Portal Survey – under the “Overview” tab in the NJ Home Health Info Center
  - Link to Phase 2 Survey for Home Health: [HHAX Home Health Survey Link](https://hhaexchange.com/nj-home-health/)
• Ensure you are training any staff that handle home health services for Phase 2 on the EVV tools you selected and have users not familiar sign up for the above listed LMS Trainings.
• 3rd Party / EDI Providers ONLY:
  - Consult with your EVV vendor to ensure the solution you have implemented can support EVV for the additional service
  - Keep your vendor informed of any implementation timelines communicated
  - Reach out to edisupport@hhaexchange.com with any questions regarding your integration.
System Requirement for EVV Providers - Multifactor Authentication (MFA)

- Multi-factored Authentication (MFA) will be enabled for NJ users starting in July 2022
- Rollout will be in phases from July - September
- MFA requires users to enter their Username and Password in addition to a unique and random system-generated code
- Each provider will receive a system notification when MFA will be enabled
- HHAX’s Job Aide for Providers is included in the Newsletter
- Identified as a CMS Best Practice
## Cohorts 1 & 2 (Skilled Care/Therapies) EVV Implementation Milestones

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Activities</th>
<th>End of Period Goal</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Onboarding</strong></td>
<td>• Select Your EVV Vendor&lt;br&gt;• Complete the HHA Survey Questionnaire&lt;br&gt;• Complete Integration&lt;br&gt;• Secure HHA or CareBridge Portal Log on ID and password.&lt;br&gt;• Complete EVV Training&lt;br&gt;• Complete MCO Provider Training</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><strong>Provisional - Engaged</strong></td>
<td>• Maximize visits reported with EVV Data.&lt;br&gt;• Gain experience in managing internal staff and Care Givers&lt;br&gt;• Learn to identify and resolve error code rejections&lt;br&gt;• Billing activities are not impacted</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><strong>Provisional - Disengaged</strong></td>
<td>• No participation in onboarding activities&lt;br&gt;• No identified EVV solution and/or are not utilizing an EVV solution&lt;br&gt;• There are no integration 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><strong>Operational</strong></td>
<td>• Resolve any gaps in information exchange which result in less than a 100% Compliance Rate&lt;br&gt;• Begin billing activities&lt;br&gt;• Assure CHHA/License numbers are included on claims</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><strong>Full Compliance</strong></td>
<td>Ongoing maintenance to ensure 100% compliance</td>
<td>All claims submitted must have supporting EVV data and license/certification numbers included on applicable claims</td>
<td>January 1, 2023 and thereafter</td>
</tr>
</tbody>
</table>
HHCS Provider EVV Compliance Path for Phase 2 Providers using HHAeXchange as the EVV Solution

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

Attend individual Provider Training for contracted MCOs
Submit EVV data to MCO aggregator (HHAx or CareBridge) and bill as outlined by the MCO

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

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

Providers using **Third Party / EDI Provider as the EVV Solution**

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

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

**Attend individual Provider Training for contracted MCOs**

**Submit EVV data to MCO aggregator (HHAx or CareBridge) and bill as outlined by the MCO**

**Attend individual Provider Training for contracted MCOs**

**Submit EVV data to MCO aggregator (HHAx or CareBridge) and bill as outlined by the MCO**