NEW JERSEY
DEPARTMENT
OF HUMAN SERVICES

Division of Medical Assistance and Health Services

EVV Home Health Care Services
Provider Workgroup

September 8, 2022
3:00 – 4:00 pm
Zoom Meeting
Agenda

- EVV Phase 1 Operations
- EVV Phase 2
  - Policy Updates
  - EVV Requirements For Phase 2 Services Covered By Medicare
  - Provider Requirements and MCO Reporting on Provider Status
  - HHAx Updates
  - MCO Updates
- Next Steps
EVV Phase 1 Operations
Division of Developmental Disabilities

**Exempt**
Currently 60 Exempt Providers.

**Disengaged**
As of October 1, SCA will be notified of disengaged providers for possible future transfer. Currently approximately 30%.

**Engaged**
Expectation is 100% engaged providers by September 30th. Currently approximately 70%.

**Operational**
100% Compliance for January 1, 2023. Currently working on separating Phase I and II for compliance percentage.
DMAHS EVV Updates MCO enrolled members

Phase I
Personal Care Services
Full Compliance
October 1 2021

- Track Provider Inquiries resolution by MCOS
- Reviewing Monthly Key Performance Indicators (KPI) reports (compliance measures reported to CMS)
EVV Phase 2 - HHCS Updates
EVV Policy Updates

Multifactor Authentication (MFA) Provider Newsletter is completing final vetting with DMAHS Leadership

- Rollout will be completed in three phases
  - July - COMPLETED
  - August - COMPLETED
  - September – Last group of providers received a systems notification on 9/5 communicating the 9/12/22 roll out.

If you do not receive a systems notification regarding MFA implementation AFTER 9/19/22 please email NJsupport@hhaexchange.com
EVV Requirements For Phase 2 Services Covered By Medicare

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

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

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

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

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

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

<table>
<thead>
<tr>
<th>Codes</th>
<th>Procedure Name</th>
<th>Unit of Measure</th>
<th>Service Requirements</th>
<th>Requirements for EVV Information for MLTSS Dual Eligible Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>92507</td>
<td>Speech, Language and Hearing Therapy Individual</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td>EVV Data to be captured if there is a Medicare authorization</td>
</tr>
<tr>
<td>97110</td>
<td>Physical Therapy, Therapeutic procedure, 1 or more areas; therapeutic exercises</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>to develop strength and endurance, range of motion and flexibility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>97129</td>
<td>Cognitive Therapy, Individual</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>97130</td>
<td>Therapeutic interventions that focus on cognitive function and compensatory</td>
<td>Each additional 15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>strategies to manage the performance of an activity, direct (one-on-one) patient</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>contact (List separately in addition to code for primary procedure)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>97535</td>
<td>Occupational Therapy, Individual - Self-care/home management training (e.g.,</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>activities of daily living (ADL) and compensatory training, meal preparation,</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>safety procedures, and instructions in use of assistive technology devices/adaptive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>equipment) direct one-on-one contact</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G0151</td>
<td>Services performed by a qualified physical therapist in the home health or hospice</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>setting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G0152</td>
<td>Services performed by a qualified physical therapist in the home health or hospice</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td></td>
<td>setting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S9128</td>
<td>Speech therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9129</td>
<td>Occupational therapy, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
<tr>
<td>S9131</td>
<td>Physical therapy; in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
<td></td>
</tr>
</tbody>
</table>
To access the EVV DMAHS Training entitled, “EVV Home Health Care Services Provider Newsletter Walkthrough,” please visit the DMAHS EVV web link at: https://www.state.nj.us/human services/dmahs/info/evv.html to watch the recorded presentation and/or review the presentation.
DMAHS EVV Updates:
MCO Enrolled Members  September – October 2022

Phase 2
Home Health Care Services
Full Compliance
January 1 2023

• Individual MCO Provider Trainings to be conducted. Each training includes a comprehensive overview of plan specific processes for the following:
  • MCO Prior Authorization/ Retro authorization process
  • Billing processes consistent with DMAHS Coordination of Benefits Guidelines for Dual Eligible members
## Phase 2: (Skilled Care/Therapies)
### EVV Implementation Milestones

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Activities</th>
<th>End of Period Goal</th>
<th>Timeframe</th>
</tr>
</thead>
</table>
| **Onboarding**      | • Select Your EVV Vendor  
                      • Complete the HHA Survey Questionnaire  
                      • Complete Integration  
                      • Secure HHA or CareBridge Portal Log on ID and password.  
                      • Complete EVV Training  
                      • Complete MCO Provider Training | Active communication of EVV visit Data to either the CareBridge or HHA Portal, obtain Provisionally Engaged Status | May 1, 2022 to July 18, 2022      |
| **Provisional**     | • Maximize visits reported with EVV Data.  
                      • Gain experience in managing internal staff and Care Givers  
                      • Learn to identify and resolve error code rejections.  
                      • Billing activities are not impacted | 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. | July 19, 2022 to September 30, 2022 |
| **Provisional**     | • No participation in onboarding activities  
                      • No identified EVV solution and/or are not utilizing an EVV solution  
                      • There are no integration activities | These providers must immediately address EVV requirements and move into Engaged status with all applicable payers. | July 19, 2022 to September 30, 2022 |
| **Operational**     | • Resolve any gaps in information exchange which result in less than a 100% Compliance Rate  
                      • Begin billing activities  
                      • Assure CHHA/License numbers are included on claims | Operational status must be achieved, MCOs may begin to limit referrals or transition existing members to providers who have achieved Operational Status. | October 1, 2022 to December 31, 2022 |
| **Full Compliance** | Ongoing maintenance to ensure 100% compliance | All claims submitted must have supporting EVV data and license/certification numbers included on applicable claims | January 1, 2023 and thereafter     |
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 2 Status:**
  - Provisionally Engaged
  - Provisionally Disengaged
  - Operational
  - Fully Complaint

- **Risk Category:**
  - High
  - Medium
  - Low
Provider Onboarding Milestones

- **April**
  - MCOs send out provider letter and questionnaire
  - Providers sign up for Information Sessions
    - EDI providers sign up for additional information sessions specific to their next steps

- **May**
  - 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

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

- **July**
  - Providers should be scheduling and confirming visits using EVV.
  - All EVV mandated services are being collected and reported to NJ DMAHS
  - EDI providers should be sending all visit data via API

- **August**
  - Providers continue to ensure EVV compliance
  - All EVV mandated services are being collected and reported to NJ DMAHS

- **September**
  - Providers ensure EVV compliance
  - All EVV mandated services are being collected and reported to NJ DMAHS

- **October**
  - Providers should begin billing through the payers preferred billing method.
  - Complete EDI integration and send production visit data
  - October 1: Provider should begin billing through the payers preferred billing method.
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 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

System User Training: (optional for existing providers)
LMS Training: Should be completed by providers using the LMS Portal Access sent from HHAX at your own pace

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

EVV Aggregator Partnership

Aetna Leads

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

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

Provider Actions

- Choose your EVV provider selection and the HHAeXchange Platform
- Complete your HHAeXchange Portal Configuration Questionnaire at hhaexchange.com/njhhsurvey
- Register and attend a HHAeXchange Information Session & System User Training
- Attend Aetna Better Health of New Jersey EVV Phase 2 Provider Training

✓ When – September 16, 2022 at 11:00 am

✓ Who - All participating Providers who are currently billing for Personal Care Services (PCS) and Home HealthCare Services (HHCS)

✓ Where - Microsoft Teams meeting
   Join on your computer or mobile app
   Click here to join the meeting
   Meeting ID: 289 789 097 272
   Passcode: ddUdqU
   Join with a video conferencing device
   heartbeat@m.webex.com
   Video Conference ID: 118 259 521 2
   Or call in (audio only)
   +1 860-785-4641, 821312712# United States, Hartford
   Phone Conference ID: 821 312 712#

*Please note this training does not include FIDE SNP as information is pending state review.

Need Help?

AetnaEVVCompliance@AETNA.com
EVV Aggregator: CareBridge

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

**September, 2022**
Friday, September 16th - 1:00 pm EST  
Tuesday, September 20th – 4:00 pm EST

**October, 2022**
Friday, October 14th – 12:00 Noon EST  
Tuesday, October 25th - 4:00 pm EST

**November, 2022**
Thursday, November 10th – 3:00 pm EST  
Monday, November 14th - 1:00 pm EST

All Live Sessions can be accessed at:
https://www.carebridgehealth.com/nj-evv-hh-provider
KEY CONTACTS

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

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

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

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

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

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

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

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

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

- EVV
  Training: http://carebridgehealth.com/trainingnjevv
KEY CONTACTS

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

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

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

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

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

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

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

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

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

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

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

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

- **MCO Leads**

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

- **EVV Aggregator:** HHA Exchange

- **Notification & Mailings**
  - Cohort 1 & 2
    - 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 5/30/2022
    - Ongoing outreaches being performed to those providers not engaged

- **UHC Training dates**
  - September 16th, September 30th, & November 4th @10AM
  - September 13th, October 6th, & December 8th @12PM
  - September 20th, September 28th, & October 18th @2PM
Key Contacts:

Wellcare General email box: njevv@centene.com

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

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

Our EVV Aggregator: HHAeXchange
For questions or help with HHAX, please email HHAeXchange at NJSupport@HHAeXchange.com or visit us at hhaexchange.com/nj-home-health.
**Date of Notifications/Mailings to Providers:**
Initial email blast: April 12, 2022, with a follow up email on April 20, 2022
Email Blast: May 25, 2022
Reminder Email Blast: June 1, 2022
Individual Email Reminder/Follow up: August 26, 2022

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

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

- Next Meeting: Thursday, September 22, 2022
- On site! Thursday, October 6, 2022 1:00 – 4:00 pm
  Life Station 2 Stahuber Avenue, Union NJ 07083

Resources

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

Contact Information

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

Support Emails

NJsupport@hhaexchange.com
Edisupport@hhaexchange.com

NJ Support Phone Number

(866) 245-8337
EVV RESOURCES

Contents:

• The Federal Mandate
• EVV Vision & North Star Principles
• NJ EVVMS – Provider Onboarding
• Provider Outreach to DMAHS EVV
• EVV Inquiry Form
• EVV Payer Contacts
• Options for EVV Compliance
• NJ EVVMS – Free HHAX tools
• NJ EVVMS – Alternate EVV or 3rd party Providers
• 2023 HHCS Codes
• Certification/Licensing Number Policy Details
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: \textit{to go live next week on 4/11/2022}
  - \url{www.hhaexchange.com} > Resources > Provider Information Center > NJ Home Health

**New Providers**

- \textbf{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 \textit{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
- \textbf{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

**Provider:** (email/phone number of individual making the inquiry):

<table>
<thead>
<tr>
<th>Service Information</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>

**MCO Contact:**

- Date of Contact:

- Summary of follow up with MCO:

- Specify if existing inquiry or email sent to HHAx and/or DMHAS

- Summary of follow up with HHAx:
- Specify Ticket Number:

- Member’s Impacted if Prior Authorization

**NOTES, as needed**

---

General Provider Inquiries mailbox: [mahs.provider-inquiries@dhs.nj.gov](mailto:mahs.provider-inquiries@dhs.nj.gov)
## 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>FFS Medicaid</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>FFS Medicaid DDD</td>
<td><a href="mailto:DDEVVV@dhs.nj.gov">DDEVVV@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>FFS Medicaid CSOC</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>Aetna</td>
<td>Joseph Manger <a href="mailto:Mangerf@aetna.com">Mangerf@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>Amerigroup</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>Horizon</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>United HealthCare</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>WellCare</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>
Options for EVV Compliance

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

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

**Option 3** – Use the Free EVV tools provided by DMAHS (HHAeXchange) to collect, and report visit data for all members
## NJ EVVMS – Free HHAX tools

Facilitates Scheduling, Confirming, and Billing EVV compliant visits

<table>
<thead>
<tr>
<th>EVV</th>
<th>Member Management for NJ Medicaid and MCOs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Clock-In / Clock-Out Exception Dashboard</td>
</tr>
<tr>
<td></td>
<td>Submission / Aggregation of EVV Data to NJ Medicaid &amp; MCOs</td>
</tr>
<tr>
<td></td>
<td>Quick Visit Timesheet Entry</td>
</tr>
<tr>
<td></td>
<td>Caregiver Mobile Application in Multiple Languages</td>
</tr>
<tr>
<td></td>
<td>Telephony Lines in English and Spanish</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scheduling</th>
<th>Clock-In / Clock-Out Exception Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Submission / Aggregation of EVV Data to NJ Medicaid &amp; MCOs</td>
</tr>
</tbody>
</table>

| Communication| Real-Time Two-Way Messaging with NJ Medicaid, Aetna, United, and WellCare |

<table>
<thead>
<tr>
<th>Billing</th>
<th>Pre-billing Claims Scrubbing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>eBilling (837) / eRemittance (835) for NJ Medicaid, Aetna, United, and WellCare</td>
</tr>
<tr>
<td></td>
<td>Visit submission to Horizon &amp; Amerigroup aggregator for billing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Compliance</th>
<th>Automatic Authorization Receipt from NJ Medicaid, Aetna, United, and WellCare</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Manual Authorization Input for Amerigroup and Horizon</td>
</tr>
<tr>
<td></td>
<td>Plan of Care Adherence</td>
</tr>
<tr>
<td></td>
<td>Visit Confirmation Compliance</td>
</tr>
</tbody>
</table>

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

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

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

Providers contracted with Horizon and Amerigroup will need to integrate their 3rd Party EVV solution with CareBridge.
Contact HHAX Provider Integration team to begin onboarding process:
  - edisupport@hhaexchange.com
  - Provide following information:
    - Provider legal name
    - Provider Medicaid ID
    - Provider Tax ID
    - Provider NPI
    - Provider primary point of contact (name, email, phone number) for integration efforts with HHAX
    - Provider mailing address
    - Vendor legal name
    - Vendor primary point of contact (name, email, phone number) for integration efforts with HHAX
## 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</td>
<td>Per visit</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>and instruction(s) for ongoing care, total wound(s) surface area; first 20</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>sq cm or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>99601</td>
<td>Infusion- Skilled nursing</td>
<td>Up to 2 hours</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>99602</td>
<td>Infusion- Skilled nursing-additional hour(s)</td>
<td>Each additional</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>G0299</td>
<td>Direct skilled nursing services of a registered nurse (run) in the home</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td></td>
<td>health or hospice setting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S9122</td>
<td>Home Health Aide/Certified Nurse Assistant</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9123</td>
<td>Nursing care, in the home; by registered nurse,</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9124</td>
<td>Nursing care, in the home; by licensed practical nurse</td>
<td>Per hour</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>S9127</td>
<td>Social work visit, in the home</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1000</td>
<td>Private duty / independent nursing service(s)</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1002</td>
<td>Private duty / independent nursing service(s) / RN</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1003</td>
<td>LPN/LVN SERVICES</td>
<td>15 mins</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1030</td>
<td>Nursing care, in the home, by registered nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
<tr>
<td>T1031</td>
<td>Nursing care, in the home, by licensed practical nurse</td>
<td>Per diem</td>
<td>PA - REQUIRED POS 12</td>
</tr>
</tbody>
</table>
## EVV Cohort 2

### COHORT 2 Therapies

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

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

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

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

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