

To: All Providers
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VP of Network Management
Date: August 31, 2021
Subject: Electronic Visit Verification Soft Launch Update for PHPs and LME/MCOs

ELECTRONIC VISIT VERIFICATION SOFT LAUNCH UPDATE FOR PHPS AND LME/MCOS

SOFT LAUNCH EXTENSION FOR PHPS THROUGH SEPTEMBER 30, 2021

The Electronic Visit Verification (EVV) soft launch for providers authorized to render personal care services subject to EVV through the prepaid health plan (PHP) payer type has been extended through Sept. 30, 2021. Claims submitted from July 1 through Sept. 30, 2021, will be processed without financial penalty if all other billing requirements are met.

During the soft launch extension, providers should complete their credentialing to ensure account setup, begin testing integration by capturing and reporting the minimal EVV data, and submitting claims to troubleshoot issues to mitigate payment lapses after Oct. 1, 2021. On and after Oct. 1, 2021, all encounters submitted will require the EVV evidence to assist with adjudicating the claim. Beginning Nov. 1, 2021, ALL encounters for personal care claims must contain EVV data, regardless of the date of service.

From Aug. 25 through Sept. 30, 2021, HHAeXchange, Carebridge and PHPs will provide training opportunities and technical support assistance to ensure all health plan providers have an account to capture EVV visits and have tested their integration and encounter submission by Sept. 23, 2021.

The soft launch period for providers rendering services subject to EVV through the LME/MCOs will end on Aug. 31, 2021, at 11:59 p.m. On and after Sept. 1, 2021, all encounters submitted for services subject to EVV will require the EVV evidence to assist with adjudicating the claim.

Technical support can be requested using the contact information listed below.

- ♻️ HHAeXchange 866-242-2465 or NCsupport@hhaexchange.com and EDISupport@hhaexchange.com
- ♻️ Carebridge 855-782-5976 or evintegration@carebridgehealth.com and evintegrationsupport@carebridgehealth.com

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.