

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT201951    SEPTEMBER 19, 2019

## IHCP announces policy updates for the implementation of electronic visit verification

The *21st Century Cures Act* directs state Medicaid programs to require personal care service and home health service providers to use an electronic visit verification (EVV) system to document the services rendered. See *Indiana Health Coverage Programs (IHCP) Bulletin* [BT201855](#) for more information.



### Good faith exemption

After receiving input from our provider community, the Indiana Family and Social Services Administration (FSSA) will be submitting a good faith exemption request to the Centers for Medicare & Medicaid Services (CMS) regarding EVV. This exemption will allow FSSA additional time to work collaboratively with the provider community and individuals impacted to ensure a successful implementation of the EVV requirement for personal care services by January 1, 2021 (rather than January 1, 2020). This request will also extend the soft launch period for EVV implementation **from September 1, 2019 through December 31, 2020**. There will not be a delay in overall implementation; during this extended soft launch period, providers will have the opportunity to become more familiar with EVV requirements as well as train staff on the system of their choice. Providers will see no disruption in payment for their personal care services, regardless of the presence of an EVV record, until January 1, 2021. However, effective January 1, 2021, providers that have not begun to use an EVV system when submitting claims for personal care services will see disruption in payment.

While the State is pursuing extra time for providers to prepare for the federal EVV requirement, providers are still strongly encouraged to continue taking steps now to be ready for January 1, 2021. Providers need to make a determination as to whether they would like to use the State's EVV solution, Sandata, or an alternate EVV solution:

- Providers that would like to use Sandata's system are strongly encouraged to pursue one of the training opportunities scheduled between September and December 2019. For a complete list of all train-the-trainer sessions that are scheduled throughout the state, see *IHCP Bulletin* [BT201945](#). For a complete checklist and timeline of activities for providers using the Sandata EVV system, see *IHCP Bulletin* [BT201942](#).
- Providers that would like to use an alternate EVV system need to begin the process of integrating their EVV system with Sandata's. The process of testing an alternate EVV vendor for each provider can take several weeks to complete, so it is critical for providers to begin this process as soon as possible. For a complete checklist and timeline of activities for providers using an alternate EVV system, see *IHCP Bulletin* [BT201946](#).

### Annual and vendor setup fee

Announced in *IHCP Bulletin* [BT201937](#), providers of the Sandata EVV system would be required to pay a \$450 fee annually. The IHCP has decided to **remove** this requirement. Providers will **not** be subject to an annual fee to use the Sandata EVV system.

Alternate EVV vendors that have not integrated with Sandata's system are still subject to a one-time vendor setup fee of \$3,360. Questions regarding whether this fee applies to a vendor may be directed to [EVV@fssa.in.gov](mailto:EVV@fssa.in.gov).

**Explanation of benefits**

Beginning September 1, 2019, providers will begin seeing explanation of benefits (EOBs) posted to Remittance Advices (RAs) to reinforce the federal EVV requirements. To reiterate, providers *will not* see a disruption in payment through the soft launch period. However, effective **January 1, 2021**, the EVV requirement will be enforced for the submission of personal care service claims. Table 1 provides all the EOBs that providers will see regarding EVV.

*Table 1 – EOBs for claims submitted using the EVV system*

EOB	Description on Remittance Advice	Explanation
950	Matching EVV Data Not Found	The provider does not have a matching visit in the Sandata Aggregator.
951	Matching EVV Data Not Found – Provider EVV Training	The provider does not have a matching visit in the Sandata Aggregator, and they also do not have a training record.
952	EVV Units Less than Claim Units	The billed number of units is greater than what is calculated in the Sandata Aggregator.
954	Missing Parameters for EVV Web Call	One or more values is missing from the claim that is required by the Sandata Aggregator to match information.

If the EVV system connection between CoreMMIS, the IHCP claim-processing system, and the Sandata Aggregator is not working properly, an edit in Table 2 will notify the provider.

*Table 2 – Notification of connection error*

Edit	Description	More information
953	EVV Web Call Failed – Recycle	The call failed to connect to the Sandata Aggregator. Try again.
955	EVV Web Call Unsuccessful	If the call fails a second time, it will suspend, generating an alert for the Production Support team to investigate the system error.

**QUESTIONS?**

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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