

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023145 OCTOBER 26, 2023

Date announced for full enforcement of electronic visit verification (EVV) for personal care services

Federal law requires personal care service and home health service providers to use an electronic visit verification (EVV) system to document services rendered and directs Medicaid programs to implement this requirement. See *Indiana Health Coverage Programs (IHCP) Bulletin [BT201855](#)* for more information. The requirement that personal care services providers use an EVV system has been in place since **Jan. 1, 2021**. The date for requiring use of an EVV system for home health services remains Jan. 1, 2024.



Update on EVV enforcement date

Beginning Nov. 15, 2023, and continuing through Dec. 15, 2023, the IHCP will temporarily turn on EVV system edits that activate claim denials for noncompliant EVV personal care services. For noncompliant EVV claim submissions, claims will be denied between Nov. 15, 2023, through Dec. 15, 2023. On Dec. 16, 2023, the Family and Social Services Administration (FSSA) will temporarily turn off edits for EVV claim denials to allow opportunity for providers of personal care services to identify errors in their agency EVV processes and system that occurred during the temporary activation and correct outstanding issues before turning on final edits. The final EVV edits will be activated in April 2024, consistent with federal requirements.

In the coming months, the FSSA will host multiple opportunities to answer questions related to EVV and support providers successfully integrating this technology into their practice.

Denial for noncompliant home health services requiring EVV will be announced later in 2024.

As a reminder, providers should review their remittance advice (RA) and look for the following explanation of benefits (EOB) codes related to EVV:

- 0951 – *Matching EVV data not found.*
- 0952 – *EVV Aggregator units less than units submitted on the claim, provider should verify EVV Aggregator information.*

EVV pre-check process

In preparing for the testing and eventual implementation of the EVV claims edit, providers are encouraged to use the EVV “pre-check” process. As previously announced in *IHCP Bulletin* [BT202248](#), the IHCP uses an optional “pre-check” process for providers to verify EVV compliance. This process will verify the following:

- The provider is recognized as actively participating with the Sandata Aggregator.
- The Sandata Aggregator is receiving recently verified EVV records.
- The provider’s recent claim activity subject to EVV is appropriately linking to verified EVV records.



This process will look at a sample of the most recent month’s claims to determine if there are any concerns with the provider’s EVV activity. This process will only look at a sample of claim activity and will not guarantee previous or ongoing compliance with the EVV requirement. Prior to using this process, providers are encouraged to review the following activity:

1. Providers should log in to the [Sandata Aggregator](#) at evv.sandata.com/VM/Login to review that the expected EVV data is appearing if they use an alternate EVV vendor.
2. For agencies using the state-sponsored EVV solution, Sandata, providers should ensure that EVV record exceptions are cleared and records are in a “Verified” status within the Sandata Portal prior to billing for services.
3. For agencies using an alternate EVV vendor, providers should ensure that all EVV record exceptions are cleared prior to moving the EVV data into the Sandata Aggregator.
4. Providers should confirm that they are only billing for services that have EVV records documented in the Sandata Aggregator.
5. Providers should regularly review their RAs for EVV EOB codes 0951 or 0952 showing the EVV data is missing or not matching the claim billed.

Providers that wish to participate in this process should submit an email to INXIEVV@gainwelltechnologies.com and include the following information:

- Provider name
- IHCP Provider ID
- Sandata Provider ID (known as the STX or agency ID)
 - If there is more than one IHCP location, please include all actively enrolled locations.
- Individual name and contact information

QUESTIONS?

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