

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2024108 JULY 16, 2024

IHCP identifies Sandata EVV system issue and fix

The Indiana Health Coverage Programs (IHCP) has worked with Sandata to identify and address an issue preventing some electronic visit verification (EVV) records from being accepted into the Sandata Aggregator.

Issue

The system was rejecting some client visit records for service codes that included multiple modifiers, with responses of "Error Client/Payer Segment data is incomplete or invalid" or "Error during retrieving service service_id entered." This issue has now been resolved for the following home-and community-based services (HCBS) waiver procedure code-modifier combinations:

- S5125 U7 UA – *Attendant care services (agency); per 15 minutes*
- S5130 U7 UA – *Homemaker service, not otherwise specified, (agency); per 15 minutes*
- S5150 U7 UA U9 – *Unskilled respite care; per 15 minutes; home health aide*



Required action

Vendors will need to resubmit impacted client visit data to Sandata if they received the errors presented above.

Timeframe

The Sandata Aggregator rejected records for these services submitted on June 19, 2024, through July 8, 2024.

Claim systems impacted

Due to EVV records being rejected from the Sandata Aggregator, both fee-for-service (FFS) and managed care claims may have inappropriately denied for no EVV activity.

Mass reprocessing

FFS claims impacted by this Sandata system issue will be mass reprocessed on Aug. 9, 2024, and providers should see them on remittance advices (RAs) beginning Aug. 14, 2024, with internal control numbers (ICNs)/Claim IDs that begin with 80 (reprocessed denied claims). Providers may resubmit their claims prior to Aug. 9, 2024, upon confirmation from their alternative vendors of EVV record submission into the Sandata Aggregator.

For affected managed care claims, providers should contact the member's managed care entity (MCE) for information about resubmission and reprocessing.

Providers can direct FFS questions to inxixevv@gainwelltechnologies.com.

QUESTIONS?

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

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