

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202422 FEBRUARY 27, 2024

IHCP announces final EVV implementation timeline and other updates

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 requirement that home health service providers use an EVV system has been in place since Jan. 1, 2024.

Update on EVV enforcement date

Beginning April 1, 2024, the IHCP will turn on EVV system edits that activate claim denials for noncompliant EVV personal care services. For noncompliant EVV claim submissions, claims submitted on or after April 1, 2024, will be denied.

Claims for noncompliant EVV home health services will remain in post and pay. The final enforcement date is tentatively scheduled for summer 2024.

Provider assistance efforts

The IHCP is performing the following activities to further assist personal care service providers with EVV compliance:

- On Feb. 26, 2024, the IHCP hosted a town hall webinar from 10 a.m. to 11 a.m. Eastern Time to provide reminders and best practices ahead of the EVV hard edit enforcement for personal care service providers. Providers had the opportunity to ask additional questions at that time. A copy of the recorded presentation will be available on the [IHCP Live](#) page at in.gov/medicaid/providers.
- Beginning with claims processed on Feb. 28, 2024, noncompliant EVV claims will be suspended for an additional seven calendar days before a final claim adjudication is made. Noncompliant claims are those that would deny for Edit 0951 – *Matching EVV Data Not Found* or Edit 0952 – *EVV Aggregator Units Less Than Units Submitted On the Claim*. The explanation of benefits (EOB) codes for claims that will suspend are:
 - ⇒ 0958 – *Suspend 7 days-matching EVV data not found*
 - ⇒ 0959 – *Suspend 7 days - EVV less than claim units*



Providers will be able to log in to the [IHCP Provider Healthcare Portal](#) and identify claims that fail to have corresponding verified EVV data. These claims will appear as *Claims in Process* on the provider's weekly remittance advice (RA). Providers should use this time to confirm that they have verified EVV activity visible within the Sandata Aggregator for the claims submitted. After seven calendar days, claims that continue to be EVV noncompliant will be processed according to existing claim edit disposition criteria.

- In March 2024, all personal care service providers subject to the EVV requirement will be sent a direct notification to the email address listed on their IHCP provider profile. This will include a final reminder of the EVV requirement and the April 1, 2024, enforcement date.

For additional technical assistance, providers are encouraged to reach out to

INXIXEVV@gainwelltechnologies.com.



QUESTIONS?

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