



STATE OF WEST VIRGINIA  
DEPARTMENT OF HUMAN SERVICES  
BUREAU FOR MEDICAL SERVICES

Cynthia A. Persily, Ph.D.  
Cabinet Secretary

Cynthia Beane  
Commissioner

To: Aged & Disabled Waiver (ADW), Traumatic Brain Injury Waiver (TBIW),  
Intellectual/Developmental Disabilities Waiver (IDDW), and Personal Care  
Provider Agencies

From: Randall Hill, HCBS Director *RH*

Date: September 12, 2024

RE: Gainwell edit requiring EVV services to be billed through HHAX

It was announced during the July 11 and July 12, 2024, Provider Zoom Meetings that effective November 1, an edit in Gainwell's system will require claims for services that use Electronic Visit Verification (EVV) to be submitted through HHAX. **This memo is to inform provider agencies that this edit will not go into effect on November 1, 2024.**

There remain some issues with service authorizations, assigning caregivers under correct offices, and integration with third-party billing vendors that must be resolved before the edit will be implemented. In the meantime, agencies are requested to bill EVV services through HHAX whenever possible, but if these or other issues occur, the agency may submit claims directly to Gainwell.

Thank you.

