

# Implementation of Electronic Visit Verification for Home Health and Private Duty Nursing Agencies

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# 21<sup>st</sup> Century Cures Act

- The 21<sup>st</sup> Century Cures Act requires Home Health Services (HHS) providers to use Electronic Visit Verification by January 1, 2023.
- Electronic Visit Verification (EVV) is a tracking system that requires electronic verification of when a person receives Medicaid-funded personal care or home health services.
- The purpose of EVV is to ensure home healthcare is delivered as planned so that patients are not neglected and to cut down on fraudulently documented/billed home visits.

The Cures Act requires that EVV systems must be able to electronically verify the following:

- 1) the type of service performed;
- 2) the individual receiving the service;
- 3) the date of the service;
- 4) the location of service delivery;
- 5) the individual providing the service; and
- 6) the time the service begins and ends

Through a competitive bid process, HHAEExchange (HHAX) was awarded the Electronic Visit Verification contract on October 21, 2020.

## HHAX Customer Service:

- Phone: 866-983-4627
- Email: [Wvsupport@hhaeXchange.com](mailto:Wvsupport@hhaeXchange.com)

- West Virginia chose to have an “*open EVV model*” which allows providers to use their existing EVV system, or to choose one that best meets their individual needs. Providers have the option of using HHA’s system at no charge.
- Providers that choose to use their own EVV system will be required to submit EVV data to HHAX.
- Regardless of which system providers choose, HHAX will be responsible for generating claims for Home Health and Private Duty Nursing services.

# EVV Implementation

HHAX offers three options for verifying visits:

- **Mobile Application:** The mobile app is downloaded to the worker's smartphone and uses GPS technology to verify the worker's location when clocking in and out.
- **Member's Landline:** Each agency will be assigned an 866-number that workers can call from the member's landline when clocking in/out
- **Fixed Object Device (FOB):** The FOB is a small electronic device that is secured in the member's home. It generates a unique 8-digit number each time the worker clocks in and out. The worker may use any phone to call the 866 number to record the visit.

## FOB Decision Tree

1. Does the agency utilize HHAX for EVV?
  - If Yes, Question 2
  - If No, not a candidate for FOB
  
2. Does the member have an active landline they allow the caregiver to use?
  - If Yes, not a candidate for FOB
  - If No, Question 3
  
3. Does the member's home have cell coverage?
  - If Yes, Question 4
  - If No, Question 4
  
4. Does the caregiver have access to a smartphone or tablet?
  - If Yes, use mobile app (either online or offline mode), not a candidate for FOB
  - If No, FOB is appropriate option

# Implementation Timeline *(tentative)*

<b>March</b>	Provider agencies begin obtaining National Provider Indicator (NPI) numbers for workers and have them sign enrollment document(s)
<b>May</b>	Provider agencies begin enrolling workers in Gainwell's portal.
<b>Aug</b>	Provider agencies will receive a welcome letter from HHAX and be requested to complete a questionnaire/survey. This will allow HHAX to create the agency profile and initial user account in their system.
<b>Sept</b>	HHAX will send providers a welcome packet containing information for participating in information sessions
<b>Oct/ Nov</b>	HHAX will conduct provider training sessions.
<b>Dec</b>	Go Live



# Service Codes In Scope for EVV

- T1000 Private Duty Nursing**
- 0551 Skilled Nursing Visit**
- 0571 Home Health Aide Services**
- 0441 Speech-Language Pathology Therapy Services**
- 0421 Physical Therapy Services**
- 0431 Occupational Therapy Services**

# NPI Taxonomy Codes

Individual NPI numbers are obtained National Plan and Provider Enumeration System (NPPES) website at:

<https://nppes.cms.hhs.gov/#/>

*Note: If the provider has previously received an NPI number they may only need to add the taxonomy code to their existing NPI.*

## NPI Taxonomy Codes

- Registered Nurse 163W00000X
- Licensed Practical Nurse 164W00000X
- Physical Therapist 225100000X
- Occupational Therapist 225X00000X
- Speech-Language Therapist 235Z00000X
- Home Health Aide 3747P1801X

# Contact Information

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