TO: All Providers Billing for Personal Care Assistance (PCA) Services, including Division of Developmental Disabilities Programs – For Action
All Managed Care Organizations – For Action

SUBJECT: Provider Payment: Electronic Visit Verification (EVV) Claims Payment for all Medicaid/NJ FamilyCare Fee-for-Service (FFS) and Managed Care Organization (MCO) Providers Billing for PCA Services subject to the EVV mandate of the Federal 21st Century Cures Act

EFFECTIVE: July 1, 2021

PURPOSE: To supply additional guidance to providers and MCOs concerning compliance and payment with EVV requirements as of July 1, 2021.

BACKGROUND: In accordance with the 21st Century Cures Act, New Jersey requires providers of personal care services to use its EVV system for specified home health and PCA services, effective January 1, 2021. The Department has previously issued Newsletters in January 2021 (Volume 31-01) and April 2021 (Volume 31-09) regarding EVV.

ACTIONS: Agency providers of personal care services must meet requirements described herein to ensure compliance with the federal mandate, ongoing participation as a Medicaid/NJ FamilyCare provider, and payment for services appropriately provided through the Medicaid/NJ FamilyCare program.

Agency providers that do not demonstrate EVV compliance outlined in DMAHS Newsletters in January 2021 (Volume 31-01) and April 2021 (Volume 31-09), and herein will be at risk of not receiving new referrals for PCA services. To prevent unnecessary disruption of care relationships between members and providers, provisional status is being granted to providers for a limited time. MCOs will ensure a smooth transition so that all members are being served by Operational providers by October 1, 2021.


Definition of Provider Status

Operational: Operational providers are fully compliant with the requirements of the 21st Century Cures Act as stated in the January 2021 (Volume 31-01) newsletter. These providers are confirming all visits with EVV using HHAeXchange (HHAX), CareBridge or an integrated third party EDI solution. In addition, these providers are able to bill using HHAX or CareBridge billing process as outlined by the payer. Operational status for providers will be payer specific.

Provisional: There are two kinds of Provisional providers described below. Provisional providers will be able to continue serving Medicaid/NJ FamilyCare members in the short term, but are required to move to Operational status no later than September 30, 2021.

a) Engaged: Engaged providers are using an EVV data solution to support visits but have not completed integration with HHAX and/or CareBridge. As a result, the provider’s EVV data cannot be used to support claims processing by one or more payers. Engaged status for Providers is payer specific.

Division of Medical Assistance and Health Services (DMAHS)

- Effective September 1, 2021, providers that have not moved to Operational status will not be assigned new cases.
- Effective October 1, 2021, MCOs will ensure that all members are being served by Operational providers. Providers remaining in Engaged status will have existing cases moved to Operational providers.

Division of Developmental Disabilities (DDD)

- Effective September 1, 2021, providers that have not moved to Operational status will not be assigned new cases through Support Coordination.
- Effective September 1, 2021, Support Coordination Agencies (SCA) will begin transitioning all members to operational providers with a completion date of October 31, 2021; or
- Providers may elect to continue rendering services with the understanding they cannot bill for services delivered after September 30, 2021 until they complete all EVV requirements.

b) Disengaged: Disengaged providers have not identified an EVV solution and/or are not utilizing an EVV solution to be compliant with the Federal mandate. These providers must immediately address EVV requirements and move into Engaged status with all applicable payers.

DMAHS

- Effective July 15, 2021, providers remaining in Disengaged status will not be assigned new cases.
- Effective August 1, 2021, MCOs will ensure that all members are being served by Operational providers. Providers remaining in Disengaged status will have existing cases moved to Operational providers.

DDD
Effective August 1, 2021, providers remaining in Disengaged status will not be assigned new cases though Support Coordination.

Effective September 1, 2021, Support Coordination Agencies (SCA) will begin transitioning all members to operational providers with a completion date of October 31, 2021; or

Providers may elect to continue rendering services with the understanding they cannot bill for services delivered after September 30, 2021 until they complete all EVV requirements.

**Requirement for Providers to Notify All Payers of Operational Status for July 1 2021**

Providers are required to complete a one-time attestation of their status with respect to EVV compliance on July 1, 2021. Providers who are not fully operational with any payer will document the reasons why they are not able to fully operationalize EVV. The attestation will provide notification to individual payers. Managed Care Organizations and their EVV vendors will work directly with providers to support adoption of EVV and integration of data.

**Link to attestation:**
[https://www.cognitoforms.com/HHAeXchange1/njevvproviderattestationform](https://www.cognitoforms.com/HHAeXchange1/njevvproviderattestationform)

**EVV Specific Contact Information and Billing after July 1, 2021**

Each provider should ensure coordination between their EVV solution and payer. Contact information is detailed below.

<table>
<thead>
<tr>
<th>Payer</th>
<th>Payer Contact information for EVV Questions</th>
<th>EVV Solution for Data Submission and Technical Support</th>
<th>Claims Submission Portal for Operational Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFS Medicaid</td>
<td><a href="mailto:DDDEVV@dhs.nj.gov">DDDEVV@dhs.nj.gov</a> <a href="mailto:mahs.evv@dhs.nj.gov">mahs.evv@dhs.nj.gov</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>EVV mandated services will be submitted and billed through HHAeXchange</td>
</tr>
<tr>
<td>Aetna</td>
<td>Joseph Manger <a href="mailto:MangerJ@aetna.com">MangerJ@aetna.com</a> Namrata Sood: <a href="mailto:SoodN@aetna.com">SoodN@aetna.com</a> Constance Offer: <a href="mailto:OfferC@aetna.com">OfferC@aetna.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange</td>
</tr>
<tr>
<td>Amerigroup</td>
<td>Eyreny Mekhail: <a href="mailto:eyreny.mekhail@amerigroup.com">eyreny.mekhail@amerigroup.com</a> Lynelle Steele: <a href="mailto:fannie.steele@amerigroup.com">fannie.steele@amerigroup.com</a> Keisha J Woodson: <a href="mailto:keisha.woodson@amerigroup.com">keisha.woodson@amerigroup.com</a></td>
<td>CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a></td>
<td>All EVV mandated services will be submitted and billed through CareBridge</td>
</tr>
<tr>
<td>Horizon</td>
<td>Shagun Malik: <a href="mailto:Shagun_Malik@horizonblue.com">Shagun_Malik@horizonblue.com</a> Denaire Johnson: <a href="mailto:Denaire_Johnson@horizonblue.com">Denaire_Johnson@horizonblue.com</a> Stephen Fitch: <a href="mailto:Stephen_Fitch@horizonblue.com">Stephen_Fitch@horizonblue.com</a></td>
<td>CareBridge: <a href="mailto:njevv@carebridgehealth.com">njevv@carebridgehealth.com</a></td>
<td>All EVV mandated services to be billed directly to Horizon. No Change to claims submission - Refer to Section 9.3 – Electronic Billing Guide in the Provider Manual</td>
</tr>
<tr>
<td>United HealthCare</td>
<td><a href="mailto:Hcbs_northeast_pr@uhc.com">Hcbs_northeast_pr@uhc.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange</td>
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<tr>
<td>WellCare</td>
<td>Consuelo Taveras: <a href="mailto:Consuelo.Taveras@wellcare.com">Consuelo.Taveras@wellcare.com</a> Damaris Camilo: <a href="mailto:Damaris.Camilo@wellcare.com">Damaris.Camilo@wellcare.com</a> Joan Cosme: <a href="mailto:Joan.Cosme@wellcare.com">Joan.Cosme@wellcare.com</a> Elaine Aguirre: <a href="mailto:Elaine.Aguirre@wellcare.com">Elaine.Aguirre@wellcare.com</a></td>
<td>HHAeXchange: <a href="mailto:Njsupport@hhaexchange.com">Njsupport@hhaexchange.com</a> 866-245-8337</td>
<td>All EVV mandated services will be submitted and billed through HHAeXchange</td>
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</table>

If you have any questions concerning this Newsletter, please complete the Provider Inquiry form accessible at the link below and it will be send directly to the DMAHS EVV Resource account

https://www.cognitoforms.com/HHAeXchange1/NJEVVProviderAssistance