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# CCH EVV Home Health Office Hours



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## Goals:

- Collaborative dialogue with providers for systems/process enhancements
- Resource for tips and tricks/FAQs
- Share updates to systems/processes
- Opportunity for high level troubleshooting
  - **PLEASE do not share member specific information in this meeting**

Please share any topics of interest for the next meeting!

If you would like a 1:1 session with CCH, please contact your assigned [Provider Engagement Administrator](#).

For a 1:1 with HHAX, submit a ticket via HHAX support at this link - <https://hhaxsupport.atlassian.net/servicedesk/customer/portal/3> - select “Training Request”

# What is EVV?

- 21st Century Cures Act mandate for Home Health Care Services (HHCS) and Personal Care Services (PCS)
- Electronic Visit Verification is used to track and monitor timely service delivery
- EVV technology records the following:
  - Type of service performed
  - Person receiving the service
  - Date
  - Location
  - Person providing the services
  - Service begin and end times

**Carolina Complete Health partners with HHAeXchange as its EVV solution.**

# Not yet connected with HHAeXchange?

- **Option 1** – Agencies currently without an EVV Solution: use the free EVV tools provided by HHAeXchange & Carolina Complete Health
- **Option 2** – Agencies currently using another 3rd Party EVV Solution: use your existing EVV system and import visit data into HHAeXchange – HHA will route visit data to Carolina Complete Health

[The HHAeXchange Provider Info Center](#) outlines necessary requirements to set up access to the HHAeXchange system.

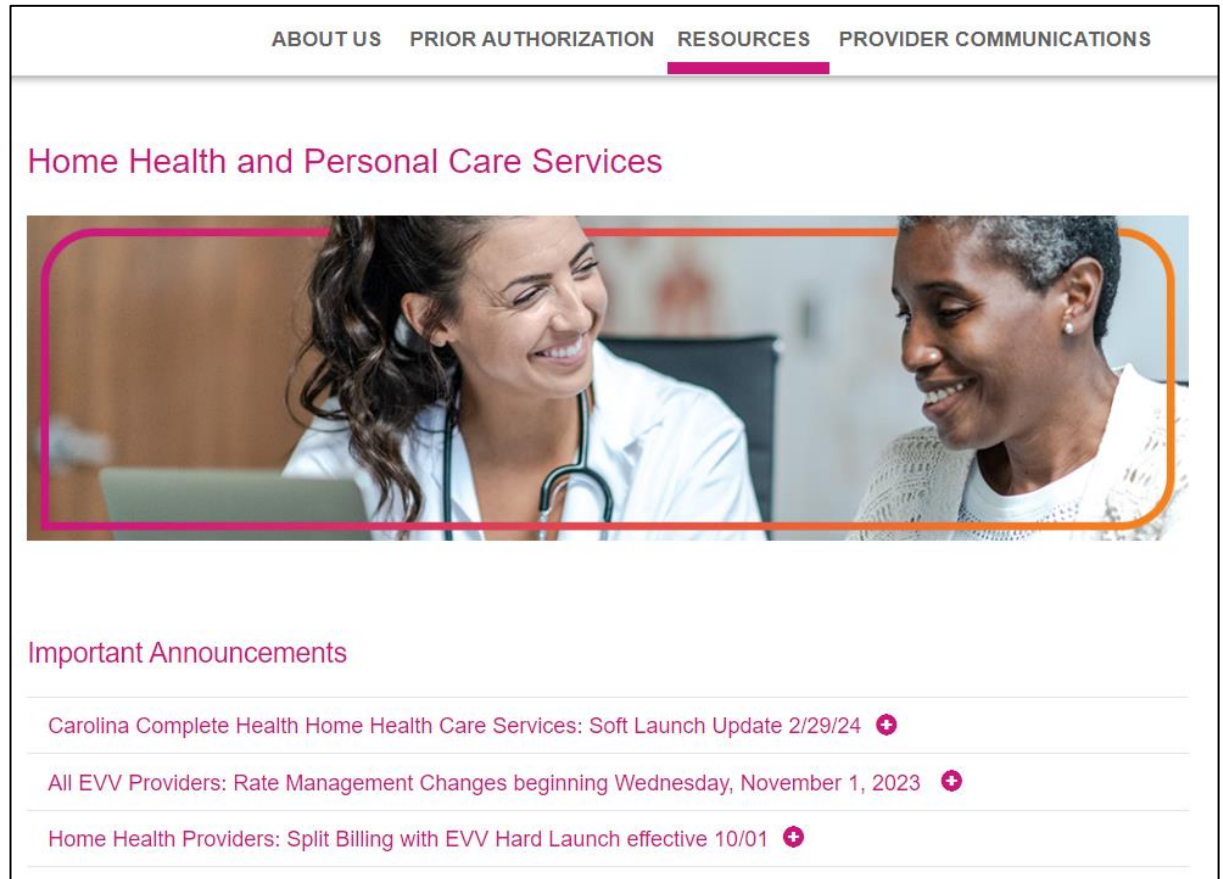
1<sup>st</sup> step – Complete [Provider Enrollment Form](#)



# Provider Resources

[network.carolinacompletehealth.com/EVV](https://network.carolinacompletehealth.com/EVV)

- Important Announcements
- Soft and Hard Launch Information
- HHAX Job Aids
- Provider Guides



The screenshot shows a website navigation bar with the following links: ABOUT US, PRIOR AUTHORIZATION, RESOURCES (highlighted with a pink underline), and PROVIDER COMMUNICATIONS. Below the navigation bar is a section titled "Home Health and Personal Care Services" in pink text. Underneath this title is a photograph of a female doctor in a white lab coat with a stethoscope around her neck, smiling and looking at a laptop. To her right, an elderly Black woman is also smiling. Below the photo is a section titled "Important Announcements" in pink text. This section contains three items, each with a pink plus icon to its right:

- Carolina Complete Health Home Health Care Services: Soft Launch Update 2/29/24
- All EVV Providers: Rate Management Changes beginning Wednesday, November 1, 2023
- Home Health Providers: Split Billing with EVV Hard Launch effective 10/01

# Provider Support

## Provider Experience Teams with Carolina Complete Health Network

- County-based assigned Provider Engagement Administrator: [Meet the Team!](#)
- Network Support Team: [NetworkRelations@cch-network.com](mailto:NetworkRelations@cch-network.com)
- [Home Health Provider Guide](#)

## Support from HHAeXchange

- [North Carolina PHP Info Hub](#)
- [Client Support Portal](#)
- [Client Support Portal Job Aid](#)

# Guidance for Soft Launch Period

Carolina Complete Health encourages providers to submit at least some visits to HHAX every week during soft launch. This ensures we can:

- Test recent HHAX configuration updates
- Identify any HHAX configuration that may need further review
- Identify if your 3<sup>rd</sup> party EVV vendor configurations are working as intended

You may still bill CCH directly during soft launch if your visits do not flow successfully through HHAX.

New hard launch date TBD

# Recent Enhancements

CCH implemented the following HHAX configuration updates on 5/20/2024:

- Procedure Code Set Expansion
  - › Added additional in-scope codes
  - › Allow procedure code + revenue code
- Auto-placement and Authorization in HHAX
  - › Authorizations no longer sent to HHAX
  - › Placement generated by provider visit data
- Discharge Date
  - › Align with member eligibility end date
- Allow Overlapping Shifts
- Service Types
  - › HHAX automatically reprocessing all “Service code inconsistency” rejections

Please review our 5/15/2024 Provider Communication and our new Home Health Crosswalk:

<https://mailchi.mp/cch-network/hhcs-crosswalk>

<https://network.carolinacompletehealth.com/resources/home-health-and-personal-care-services.html>



# Pending Enhancements

## Start of Care Date

- Work in progress to address Start of Care date visit rejections
- Please work with our Provider Experience team to resolve any rejections you are currently receiving for Start of Care date

# 3<sup>rd</sup> Party EVV Vendors

Please work with your EVV vendor on the following:

- Code crosswalk alignment
  - › Some vendors not aligned with the Service Code column of our crosswalk
  - › Resulting in “Invalid Proc Code” rejections at our clearinghouse due to missing revenue code on visit file sent to HHAX
- 3<sup>rd</sup> party invoice number
  - › Some vendors not sending 3<sup>rd</sup> party invoice number on visit files
  - › Visits will not export to a claim from HHAX if this is missing
- HHAX Reports
  - › Submit a ticket to HHAX EDI support to have reports enabled
  - › Reports will be sent via sftp connection to your EVV vendor
  - › You must work with your EVV vendor to access the report data  
[https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Guides\\_v5/Homecare+EDI+Export+Interface+Guide\\_v5.pdf](https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Guides_v5/Homecare+EDI+Export+Interface+Guide_v5.pdf)

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Thank you for your time today!

Questions?

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