CCH EVV Home Health Office Hours

Updated 2.19.2025

CCH EVV Home Health Office Hours

Goals:

- **Intended for Home Health Therapy, Skilled Nursing, Aide providers (251E00000X)**
  - These sessions <u>are not</u> intended for Personal Care Services (PCS) providers
- 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!

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.
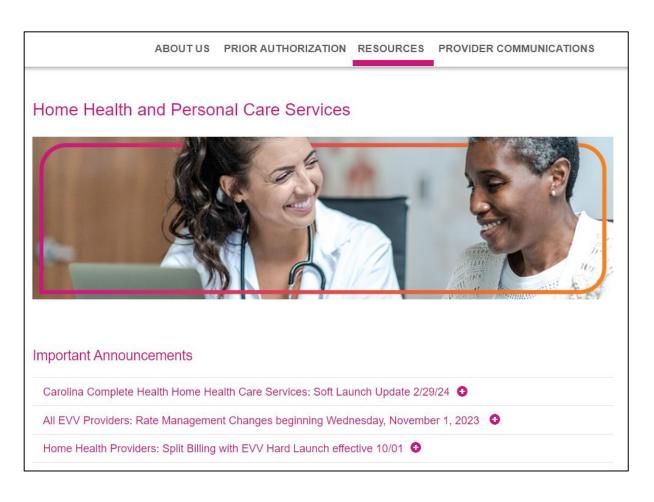
   1st step – Complete Provider Enrollment Form

Provider Resources

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

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

ABOUT US   PRIOR AUTHORIZATION   RESOURCES   PROVIDER COMMUNICATIONS

Home Health and Personal Care Services

Important Announcements

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 ⊕

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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

- [Home Health Provider Guide](#)

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

Support from HHAeXchange

- [Client Support Portal](#)

- [Client Support Portal Job Aid](#)

- Training/general questions --> submit a ticket via HHAX support at this link - https://hhaxsupport.atlassian.net/servicedesk/customer/portal/3 - select "Training Request"

- If you would like a meeting with your 3rd party EVV vendor present, please email Jillian Lipson at jlipson@hhaexchange.com

HHAeXchange Resources

Visit the new HHAeXchange Knowledge Base:

- No login required

- Access training videos, FAQs, job aids, and more

    Providers using HHAX as your EVV vendor -

    https://knowledge.hhaexchange.com/provider/Content/Home/Home-C.htm

    3rd party vendor (EDI) providers - NEW!

    https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm

3rd party vendor/EDI Resources:
- Visit Import Guide v5
- EDI Export Interface Guide v5
- EDI Code Table Guide
- CCH Service Code Crosswalk

Guidance for Soft Launch Period

Carolina Complete Health encourages providers to <u>submit some visit data every week</u> to HHAX during soft launch, <u>and monitor</u> if visits successfully import or reject at HHAX.

This ensures we can:

- Identify any HHAX configuration that may need further review
- Identify if your 3rd party EVV vendor configurations are working as intended
  - **Please ensure your vendor has the current file specifications in the previous slide. Your vendor should be aligned or working to align with these specs and code crosswalk ahead of a new hard launch date.**

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

New hard launch date TBD by NC DHHS

Providers using 3rd Party EVV Vendors
Tips for Successful HHAX Visit Imports

Service Code Crosswalk

› Service Code sent in Visit Files to HHAX must match the EXACT value in the CCH code crosswalk or HHAX EDI Code Table Guide (ie, spacing, no hyphens, etc)

CCH Code Crosswalk

› CPT/HCPCS code sent to HHAX should align with your prior authorization (if applicable)

› CPT/HCPCS and Revenue Code used on your claim should align with the data sent to HHAX.

Example – Skilled Nursing G0299 revenue code 551

Program	CCH Auth Code	Service Code *Provider Visit File to HHAX must align with these codes*	Description	HHAX Service Type	Claim - CPT Code	Claim - Revenue Code
Skilled Nursing	G0299	G0299 RC551	DIR SNS RN HH/ HOSPICE SET EA 15	RN	G0299	551

Providers using 3ʳᵈ Party EVV Vendors
Tips for Successful HHAX Visit Imports

Your vendor must send visit data to HHAX using the **HHAX Payer ID** that corresponds to the member's plan eligibility.

You will receive a "Patient not found" rejection from HHAX if this is does not match the member's health plan.

Carolina Complete Health Home Health – 57535

Trillium Home Health – 57541

Partners Home Health – 57539

HHAX Tailored Plan EDI Code Table

https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Code+Table+Guides/EDI+Code+Table+Guide_NC.pdf

HHAX Standard Plan EDI Code Table

https://hhaxsupport.s3.amazonaws.com/SupportDocs/EDI+Guides/EDI+Code+Table+Guides/EDI+Code+Table+Guide_NC-PHP.pdf

Direct Billing

CCH will support a "Direct Billing" solution for Home Health Providers

- Allows claims to be submitted to CCH via any of our accepted claims submission paths.

- Visit data must still be sent **<u>AND</u>** successfully imported to HHAX
  - In soft launch, visit data is not required for claims adjudication but strongly recommended
  - In hard launch, visit data will be required for claims adjudication
    - › Visit data, claims data, and authorization data (where applicable) must match

- More provider outreach and education coming soon!

- This does <u>not</u> apply to Personal Care Services (PCS) providers

Thank you for your time today!

Questions?