

From: PW, EVVNotice

Sent: Thursday, December 24, 2020 11:33 AM

To: ELECTRONIC-VISIT-VERIFICATION@LISTSERV.DPW.STATE.PA.US

Subject: EVV Compliance Reminder, ESC Troubleshooting, and EVV Contacts

Greetings:

If providers have not already started implementing EVV, providers are at risk at being out of compliance on January 1, 2021.

All claims and encounters for personal care services subjected to EVV requirements for dates of service on or after January 1, 2021 must have a corresponding electronic visit or claims payment will be impacted. Manual editing compliance rates will also go into effect on January 1, 2021. Please reference the recently released bulletins [Electronic Visit Verification \(EVV\) for Personal Care Services \(PCS\) Bulletin, number 07-20-04, 54-20-04, 59-20-04, 00-20-03](#) and [Electronic Visit Verification for Personal Care Services Provided in Fee-for-Service Delivery System, number 05-20-03](#) for additional details.

DHS will continue to monitor EVV data. If any systemic issues occur, we will communicate the issue and resolution via the Listserv and the website as soon as we can.

Support volume is expected to increase now through the end of January. Please be aware that response time may be longer than normal during this time.

Do not forget you have available resources on the PA DHS EVV website link provided here: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

Including a FAQ's page: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV-FAQ.aspx>, which may answer a majority of your questions as well.

EVV ERROR STATUS CODES

Error Status Codes (ESCs) are actively setting for all claims with services subject to EVV that are submitted through PROMISE for fee-for-service programs. EVV ESCs are currently setting in a pay and list status, so while claims continue to pay, the ESC still sets to educate the provider. Providers should be actively reviewing these ESCs to determine if their claims and EVV data are matching appropriately. The [EVV ESC Guide](#) published on the DHS EVV website outlines the conditions when claims would deny beginning with dates of service January 1, 2021 and after.

ESC 927 sets when "Units Billed Exceed Units Verified in EVV". When the provider sees this ESC set, the claim detail line denied because the allowed units on the claim detail line are greater than the units found on the EVV record in the DHS Aggregator. This ESC could also set if the visit time was adjusted and the claim was submitted before the time adjustment was sent to the DHS Aggregator.

Providers should determine if the units on the claim detail line or the time found in the EVV record need to be corrected. PROMISe™ is not designed to cut back units on the claim for an EVV service if the allowed units on the claim are greater than the total calculated units found in the DHS Aggregator.

If **ESC 928, “Visit Not Found”**, is setting, providers should complete the following steps to determine the cause of the error:

- Step 1
 - Determine if claims are being submitted to PROMISe™ before the supporting EVV data was sent to the DHS Aggregator.
 - EVV data must be present in the DHS Aggregator **before** claim submission or the claim will be unable to identify the appropriate EVV data.
 - To resolve this issue, once you have confirmed that you verified matching visit(s) are in the DHS Aggregator, please resubmit your claim.
 - If during Step 1, you determined the matching visit(s) were not all in an “Verified” status (e.g., “Incomplete” or “In Progress” status), correct the EVV record, resubmit it to the DHS Aggregator, prior to resubmitting your claim.
- Step 2
 - If Step 1 did not resolve the issue, then review the EVV visit and corresponding claim to verify if the date(s) of service, procedure code, RID (10-digit Medicaid ID), Provider Account associated with Provider ID (9-digit MPI) etc. are matching.
 - If a mismatch is identified between the claim and associated EVV visit, the provider should make the appropriate corrections then resubmit the claim.
- Step 3
 - If Steps 1 or 2 did not resolve the issue, then confirm your EVV data is being loaded properly to the DHS Aggregator.
 - Confirm your matching visit(s) are found in the DHS Aggregator. If any are missing and you are using an Alternate EVV, determine whether your vendor received an error file.
 - If any visit(s) are missing, you may need to resubmit an Alternate EVV visit record. If matching visit(s) are missing from your EVV, you may need to manually enter the visit(s).
- Step 4
 - If Steps 1, 2, and 3 did not resolve the issue and data is still not reflecting properly in the DHS Aggregator, contact PAC immediately to begin resolving the issue. When reaching out to PAC, please be as specific as possible with the issue you are encountering. PAC can be reached via email at papac1@dxc.com or by phone at 1-800-248-2152.

EVV CONTACTS

Providers experiencing issues should reach out to the appropriate contacts included below based on the issues they are experiencing.

For technical issues such as DHS Sandata account assistance, Welcome Kit reissuance, account unlock issues either for DHS Aggregator or DHS Sandata EVV, issues with the DHS Aggregator accepting file submissions, please contact:

Provider Assistance Center (PAC) – papac1@dx.com or 1-800-248-2152

For billing issues such as why EVV ESCs are setting, what the EVV ESCs mean, questions about what is in the Aggregator, please contact the following program office claims :

ODP Claims Resolution Section	1-866-386-8880, RA-odpclaimsres@pa.gov Hours of operation: Monday-Friday, 8:30 a.m.-noon and 1-3:30 p.m.
OLTL Provider Call Center	1-800-932-0939 Hours of operation: Monday-Thursday, 9 a.m.-noon and 1-4 p.m.
OMAP Provider Inquiry Line	1-800-537-8862, choose option 2, then option 6, then option 1 Hours of operation: Monday-Friday, 8:00 a.m.-noon and 12:30 p.m.-4:30 p.m.

For issues related to HHAeXchange and CHC billing, please contact:

HHAeXchange at support@hhaexchange.com and/or the appropriate CHC-MCO

For general EVV program issues or requests to be added to the EVV Listserv, please contact:

EVV Resource Account at ra-pwevvnotice@pa.gov