

November 7, 2022

Electronic Visit Verification (EVV) Reminder for Home Health Care Service (HHCS) Providers



Section 12006 of the Twenty First Century Cures Act (Cures Act) and the Centers for Medicare & Medicaid Services (“CMS”) requires the State of North Carolina (NC) to begin utilizing an Electronic Visit Verification System (“EVV”) for all **Home Health Care Services (“HHCS”) by January 1, 2023**. The Cures Act mandate requires all visits to be timestamped via an electronic verification method utilizing EVV tools to record the member, caregiver, time the service begins and ends, location of the service, date of the service and the type of service performed.

To assure that the provider community complies with the Cures Act HHCS mandate requirements, the North Carolina Department of Health and Human Services (NCDHHS) has set a soft launch date for **January 1, 2023**. This means that all HHCS providers are expected to show signs of readiness by the beginning of 2023. EVV claims payments will not begin until the hard launch date, **April 1, 2023**, where all HHCS in NC are to be fully integrated. You can review the [NCDHHS announcement](#) on their website.

We understand that some agencies may have an enterprise EVV solution already in place. Below are outlined several options to support collecting Visit Data for ACNC programs and provide choices for providers that support our members to make this process as easy as possible. As one of the options, HHAExchange will provide a free EVV solution to manage EVV compliance for the members you service.

Please see the action steps below that are required to ensure your path to success for the **January 1, 2023**, soft launch date.

Step #1: Choosing your EVV provider selection & the HHAExchange Platform

HHAExchange offers EVV solutions at no cost to providers and data integration options for providers who already have EVV software. Based on your provider set up, below are the options available with HHAExchange:

- Option 1 – Agencies currently without an EVV Solution: use the free EVV tools provided by HHAExchange & AmeriHealth Caritas North Carolina

- 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 ACNC
- Option 3 – Existing providers that currently utilize the HHAExchange provider platform will be linked with the new service codes in scope

Step #2: Complete HHAExchange Portal Configuration Questionnaire

We ask that you complete the HHAExchange EVV Questionnaire **no later than Wednesday, November 9, 2023**, for HHAExchange to understand which EVV option you are selecting and how visit data will ultimately be aggregated for ACNC. **We will continue to follow up until the survey is complete.** Please note, the questionnaire only needs to be completed once - [questionnaire link](#).

After Step #2 is complete, a link to Information Session registration will be provided to the contact who completes the HHAExchange Portal Configuration Questionnaire. Once the questions have been completed, please be sure to use the link to sign up for one of the following Provider Information Sessions listed below.

Step #3: Register & attend an Information Session

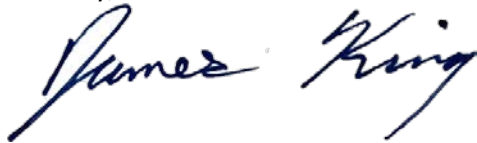
HHAExchange will hold Information Sessions at the dates listed below and will post the session recording to the HHAExchange website by late November. You are only required to attend one session as both will provide the same information.

- **Thursday, November 10th at 10-11:30 am**
- **Tuesday, November 15th at 1-2:30 pm**

Have Questions?

If you have questions or need help, please feel free to contact ACNC Provider Services at 1-888-738-0004. For questions or help with HHAX, please email HHAExchange at Support@HHAExchange.com or visit us at <https://hhaexchange.com/nc-home-health/>.

Sincerely,



James King
Interim Director, Provider Network Management

Visit the [Provider section](#) of the AmeriHealth Caritas North Carolina website for more information, news and resources for providers. If you need assistance regarding this email or other issues, please [contact your Account Executive](#) or AmeriHealth Caritas North Carolina's Provider Network Management leadership.