

Technical Housekeeping

Audio Issues:

- If you can see the display but cannot hear, a dial-in number for audio via a phone is available in the calendar invitation.

Technical Issues:

- If you get disconnected or “bumped” from this Zoom meeting, please try to log back in.
- If logging back in does not work, there is a dial-in number in the calendar invitation.
- If the above options are not working, all townhalls are recorded and will be available on the EVV website within one week following the townhall.

Questions:

- Please submit questions in the chat function and submit to “everyone”.
- There is not a Q&A section in this Zoom format, versus the previous WebEx format.



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Department of Community Health

Electronic Visit Verification (EVV)



Presented to: EVV Public Forum Attendees

Presented by: Policy and Provider Services

Division of Medicaid



Mission

The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.

Presentation Points



- EVV Project Updates
- Common Issues or Questions
- Provider Spotlight
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

Electronic Visit Verification



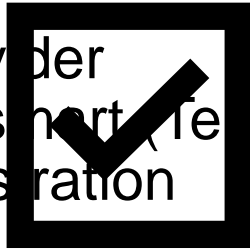
EVV Project Updates

Status Updates and Timeline

July 23rd, 2021

Required:

Provider
Netsmart (Ferus)
registration



August 31st, 2021

Required:

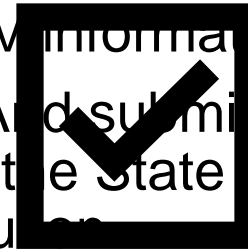
1. Employees input into chosen EVV solution
2. One claim successfully submitted per Medicaid ID



November 1st, 2021

Required:

1. All EVV-related claims to include EVV information
2. And submitted via the state EVV solution



Date
Change

To successfully submit a claim, aides and caregivers will have to use and capture visit data using EVV.

Providers who are non-compliant at any of these dates will be placed on pre-payment review.



Status Updates and Timeline

There are three (3) exceptions to the November 1, 2021 EVV mandatory claims deadline. Providers that have claims that fall within one or more of the following exceptions should submit those claims directly to GAMMIS until upgrades to the Netsmart solution are completed. The claim exceptions are as follows:

1. A claim pertaining to a member with a Patient Liability / Cost Share,
2. A claim pertaining to a Shared Service Code (codes detailed on next slide), or
3. A claim type tied to an open “Tier 2” ticket with Netsmart.

Only providers submitting claims that meet any of the above exception criteria may submit those claim types directly to GAMMIS.

If you have questions or concerns about whether these exceptions apply to one of your claims, please reach out to evv.medicaid@dch.ga.gov.

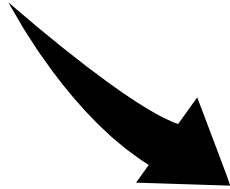
Exception: Shared Service Codes

	Service Group Code	Auth Service Class	CPT Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4
Community Living Support Services	42101	CL1	T2025	U4	UN		
	42101	CL1	T2025	U5	UN		
	42101	CL1	T2025	U4	UP		
	42101	CL1	T2025	U5	UP		
Community Living Support Services – Co-Employer	42102	CL2	T2025	U4	UN	UA	
	42102	CL2	T2025	U5	UN	UA	
	42102	CL2	T2025	U5	UP	UA	
	42102	CL2	T2025	U4	UP	UA	
Community Living Support Services – Self-Directed	42103	CL3	T2025	U4	UN	UC	
	42103	CL3	T2025	U5	UN	UC	
	42103	CL3	T2025	U5	UP	UC	
	42103	CL3	T2025	U4	UP	UC	

Case Management Update

Case Management EVV functionality is available starting November 11th, 2021!

- Communications will go out shortly. The [EVV listserv](#) is voluntary, please sign up for updates related to case management.
- There is a [checklist](#) on the EVV providers' page. The checklist includes information for administrators and case managers / support coordinators. It includes guides and training.



Case management administrators should complete the steps listed below.

To register and log in:

- Visit the [DCH EVV website](#) to familiarize yourself with available materials and resources.
- Sign up for DCH EVV email updates [here](#).
- [Register](#) to access the [Netsmart Mobile Caregiver+ Administrative Portal](#).
- Successfully [log in](#) to the [Netsmart Mobile Caregiver+ Administrative Portal](#).

To complete training and input employees:

- Visit the [Netsmart Mobile Caregiver+ Training website](#) to familiarize yourself with training options.

Electronic Visit Verification



Common Issues and Questions

Common Issues or Questions

Adjusted Rates:

The NOW and COMP waivers that have temporary rate adjustments in accordance with Appendix K related to Community Living Services have been adjusted in the EVV system.

If you have an applicable “unmatched” visit, you can manually “re-match” to receive an immediate update. If you have an applicable “matched” visit, the rate adjustment will only occur after you re-match the claim. All new visits should reflect the adjusted rate. If you notice any errors with rates, please report them to the Georgia EVV call center at <https://www.gaevv.com/>.

Missing Members or Prior Authorizations:

If you have a missing member or prior authorization, report it to the Georgia EVV Call Center. If you are assigned a new member, please allow a few days for the member to be present in the Netsmart system.

Common Issues or Questions

Billing-related Issues:

Use GAMMIS to monitor your service unit usage. Some providers have not closely monitored their service usage and can run out of approved units before the end of a period. Review your claims to ensure the correct number of units are being billed. If a claim has already been paid and you note an error, an adjustment may need to be made. Adjustments to “paid” or “partially paid” claims are made within the EVV solution. If your claim is denied, you will need to create a new claim in the EVV solution with edits to address the denial reason code.

Mobile App Issues:

A cell phone may need to be calibrated if you are having GPS issues. Also, as a reminder, caregivers and aides should be sure to check in and out whether or not they are connected to Wi-Fi with the mobile app.

Common Issues or Questions

Claims Submission Deadline:

Claims submission deadline is now Thursday at midnight to be in the Friday payment cycle. Providers can no longer wait until Friday noon to submit EVV-applicable claims. This submission will occur via the Netsmart solution.

Provider agencies can submit claims daily via the State EVV solution, Netsmart. As a best practice and a strong recommendation, claims should be submitted at least weekly.

Common Issues or Questions

Rounding Rules:

As a quick Electronic Visit Verification (EVV) update, rounding rules are being implemented within the State EVV solution, Netsmart, to match the Center for Medicare and Medicaid Services (CMS) standard Medicaid rounding rules. Up to seven (7) minutes of completed services will be rounded down. Eight (8) minutes of completed services will be rounded up to a 15-minute unit. For those Personal Support Services (PSS) billed hourly, less than 30 minutes rounds down to the next whole unit. Thirty (30) minutes will round up to the next whole unit.

For example, checking in at 6pm and checking out at 6:37pm will result in two (2) 15-minute units or one (1) 60-minute unit depending on the applied services. Checking in at 6pm and checking out at 6:38pm will result in three (3) 15-minute units or one (1) 60-minute unit depending on the applied services.

Common Issues or Questions

Duplicate Claims Editing:

There is an “overlapping error” providers may receive when submitting claims through the Netsmart solution. When receiving this notification, the corresponding claim will be suspended. This occurs most often when an aide / caregiver has an open claim for another Medicaid member at a different provider agency for same date and same time. This is not an issue related to servicing two members in the same household or location at the same time.

If this occurs to your agency, the issue needs to be reported to DCH at the EVV mailbox evv.medicaid@dch.ga.gov . When reporting be sure to include who the aide / caregiver is, who the Medicaid member is who was receiving service associated with that claim, the claim number, and the ICN number.

Beware of roster billing!!

Electronic Visit Verification



**Provider Spotlight:
Omega Home Care
Services, LLC**

Provider Implementation: Omega Home Care Services, LLC

Tell us about your implementation process:

- Utilized Third-Party EVV vendor, Matrixcare
- Kicked off implementation 2 months prior to the first claims submission dateline for EVV
- Conducted weekly online meeting with Matrixcare to help support with implementation
- Created caregiver schedules and managed clock-in/clock-out activities through Matrixcare
- Created invoices and submitted claims weekly through Matrixcare for uploading automatically to Netsmart for processing
- Reviewed claims and resolved issues via emails/phone calls with Netsmart and/or Matrixcare

Provider Implementation: Omega Home Care Services, LLC

Tips and tricks you would recommend to other providers:

- Train caregivers in groups of 5 to 10
- Retrain caregivers as many times as necessary

Lessons learned/challenges:

- Had issues with "PA Not found" and "PA Missing", and others but were able to get them resolved through Netsmart support team
- Had push back/complaints from some of our caregivers also working for other agencies that delayed EVV onboarding

Successes:

- Full EVV adoption and claims submission/edit through Netsmart since October 1

Electronic Visit Verification



**Third-Party EVV
Vendor Update**

Compliant Alternate EVV Vendors

Vendors who were compliant with the 21st Century Cures Act compliant in Georgia by November 1, 2021

AlayaCare USA	GeoH Software
Alora Healthcare Systems	HomeNurse, Inc
Ankota	Information Age Technologies (Copilot Pro 21)
Aveanna Healthcare	Integrated Database Systems (Generations)
AxisCare	Kaleida Systems (eRSP)
Axxess	MatrixCare
Billiyo Health	Maxim
BrightSpring Health Services (formerly ResCare)	MedFlyt
BrightStar Care	MedSide Healthcare
Carecenta	MEDsys
CareSmartz	My EVV
CareTime	Netsmart
Caryfy	Rosemark / Shoshana
CellTrak Technologies	SMARTcare
ClearCare	SwyftOps
CubHub Systems/CellTrak	Therap Services
Direct Care Innovations (DCI)	Webauthor



Non-Compliant Alternate EVV Vendors

Vendors who will be in the process of integrating beyond November 1, 2021	
Home Care IT (eCaring)	Qualifacts / Carelogic
MatrixCare (Home Health)	SETWorks
MCM Solutions (Stopwatch Technology)	Treasures Docs
myEZcare	Ujatcare.com Inc.
Neurosoftware (Adacare)	

Non-Compliant Alternate EVV Vendors

Vendors who are NOT integrating and will NOT be 21st Century Cures Act compliant in Georgia

Aymira Healthcare Technologies	PointClickCare
Bayada	Residex
First Visit Software	Sestra Solutions
King David Community Center of Atlanta, Inc	Total Systems Design
Nemicare	Vypersoft
PCG Public Partnerships (PPPL)	

Vendors who do not have clients providing services required through the 21st Century Cures Act

Assuricare (August Systems)	Kanrad Technologies (KanTime)
CareVoyant	MITC Software
Complia Health (ContinuLink)	Sandata
Greenline Business Solution	Spectrum TeleTrack Voice Technologies
HHaEXchange	Vertex Systems
InMyTeam Corp.	



Question and Answer (Q&A)

Please type your questions in the chat box!

Our moderators will read your question aloud.

If you have specific or technical questions, please reach out to the Georgia EVV Call Center

at:

(833) 701-0012

GAEVVsupport@conduent.com

