

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 Operations Updates**
 - *CMS Certification Approval*
 - *Key Statistics*
 - *PSS & CLS Timeline RECAP*
 - *Current Billing Exceptions*
- **Ops Common Issues & FAQs**
- **HHCS EVV Implementation**
- **Third-Party EVV Vendor Updates**
- **Contacting the Call Center**
- **Question and Answer (Q&A)**

Electronic Visit Verification



EVV Operations Updates

- *CMS Certification Approval*
- *Key Statistics*
- *PSS & CLS Timeline RECAP*
- *Current Billing Exceptions*

CMS Certification Approval

On February 9th, 2022, Georgia's EVV solution was granted the Centers for Medicare and Medicaid Services (CMS) certification approval. **The CMS certification is a huge achievement!**

CMS aims to ensure that systems receiving federal financial participation (FFP) are meeting the needs of the states and of CMS. The certification of the EVV solution is structured around the following elements:

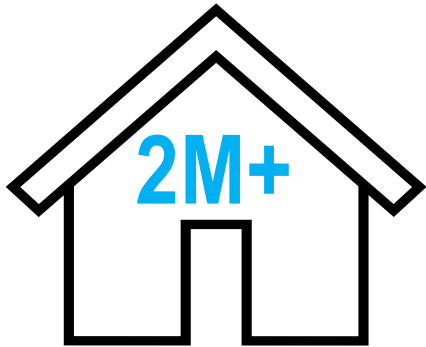
- Outcome statements
- Evaluation criteria and required
- Key performance indicators (KPIs)



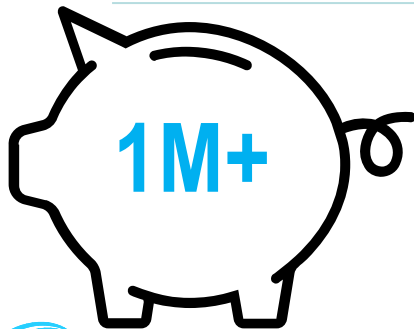
Key Statistics

86%

Percentage of PSS and CLS claims submitted through EVV in December 2021.



Completed visits in Georgia using EVV for required PSS and CLS Services



Submitted claims in Georgia using EVV for required PSS and CLS Services

One provider has successfully submitted over 50,000 claims through the State EVV solution!

PSS and CLS Timeline Recap

April 1, 2021

PSS and CLS EVV is operational.

November 1, 2021

PSS and CLS providers required by policy to submit EVV-required claims through the State EVV solution.

January 1, 2022

All claims for EVV-applicable services with a date of service on or after January 1, 2022, must be submitted through the State EVV solution, Netsmart Mobile Caregiver+.

Current Billing Exceptions

There is one (1) remaining exception to the January 1, 2022, EVV mandatory claims deadline. Providers that have claims that fall within the following exception should submit those claims directly to GAMMIS until upgrades to the Netsmart solution are completed. The remaining claim exception is as follows:

1. A claim type tied to an open “Tier 2” ticket with Netsmart.

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

PLEASE NOTE: The exception for EVV claims related to Patient Liability / Cost Share has been resolved. Applicable Patient Liability / Cost Share claims should now be billed through the State EVV solution, Netsmart Mobile Caregiver+.

If you have questions or concerns about whether the remaining exception applies to one of your claims, please reach out to evv.medicaid@dch.ga.gov.

Current Billing Exceptions

The exceptions require manual claims intervention to override the edit for PSS / CLS providers. As a matter of process, these exceptions will deny when submitted directly to GAMMIS. Once the claim has been submitted to GAMMIS and denied, please follow the process below for these exceptions.

To submit claims tied to an open “Tier 2” ticket with Netsmart, providers should submit the ICN for the associated denied claim. DCH will validate and match against the open “Tier 2” ticket and manually override GAMMIS once all information is verified.



Helpdesk Support

Electronic Visit Verification



EVV Operations Common Issues & FAQs

Common Issues & FAQs

Rounding Rules:

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.



Common Issues & FAQs

Rounding Rules Example:

- Aide #1 clocks in at 12:58 pm for a 1 pm shift and clocks out at 3:10 pm.
- This is a total of 2 hours and 12 minutes
- This equals 9 15-minute units.



- Aide #2 clocks in at 12:58 pm for a 1 pm shift and clocks out at 3:05 pm.
- This is a total of 2 hours and 7 minutes
- This equals 8 15-minute units.

The manual adjustment of schedules option in the Netsmart EVV solution is intended for mistakes, such as, when an aide forgets to clock in or out. It should not be used to reduce the number of units billed if work was completed for the recorded time.

Common Issues & FAQs

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 & FAQs

Missing Members / Missing Prior Authorizations:

EVV receives members and Prior Authorizations (PA) directly from GAMMIS. EVV cannot add members that are not in GAMMIS with an updated PA and proper eligibility aid category. QMB/SLMB/QI1 only members cannot be added to GAMMIS until they have a waiver or other full Medicaid aid category.

If you have a missing member or a needed PA update, please contact the EVV Call Center for assistance. You must have the GAMMIS PA information available to provide to the Call Center representative when you contact them.

Common Issues & FAQs

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.

Rate Increases

A Mass Adjustment for EDWP and ICWP is in process. Draft submission for DCH review for release should be available this month.

Common Issues & FAQs - **GAMMIS**

DCH receives several EVV-related questions regarding basic GAMMIS functionality.

As a reminder, GAMMIS functionality includes:

- Remittance Advice (RA) review
- Claims status review – including denial of claims
- Voiding claims
- Adjusting claims
- Service Unit(s) or Prior Authorization Unit(s) review

To contact GAMMIS with questions, you can access their website here:

<https://www.mmis.georgia.gov/portal/PubAccess.Contact%20Information/Contact%20Us/tabId/10/Default.aspx>

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**Home Health Care Service
(HHCS)
EVV Implementation**

HHCS Implementation

The Congress-enacted [21st Century Cures Act](#) requires states to implement EVV for Medicaid-financed Home Health Care Services (HHCS) by January 1, 2023, to avoid a reduction in federal Medicaid funding. Now that Netsmart's EVV solution is up and fully functional for use by PCS providers, DCH will move forward with implementation activities for HHCS providers in Georgia.

The EVV implementation for HHCS will consist of four phases:

- Registration Period
- Training Period
- Soft Launch Period, and
- Mandatory Go-Live by January 1, 2023

More details regarding timelines & deadlines are forthcoming. Please continue to check the EVV website or communications from DCH for updates.

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**Third-Party EVV
Vendor Updates**

Third-Party Integration Deadlines

March 31, 2022

The deadline for **initiating** the integration process with Netsmart is March 31st, 2022.

PLEASE NOTE: *Third-party vendors need a signed contract with Netsmart and an active user in Georgia by March 31st, 2022, to integrate.*

June 30th, 2022

The deadline to **fully complete** the integration process with Netsmart is June 30th, 2022.

PLEASE NOTE: *All third-party vendors that currently have a signed contract with Netsmart and an active user in Georgia must complete integration and be in production by June 30th, 2022.*



Compliant Alternate EVV Vendors

Vendors compliant with the 21st Century Cures Act in Georgia (36 total)

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

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**Contacting the
EVV Call Center**

Contacting the EVV Call Center

Contact the Georgia EVV Call Center for technical issues or questions, via phone, email, or website for chat.

To receive faster service, you will need the following information to create your support ticket:

- Your agency name
- Your agency Medicaid ID
- Your agency National Provider Identification (NPI) number
- Your agency Employee Identification Number (EIN) or tax identification number
- Contact email address
- Call back number

Primary Number: [\(833\) 701-0012](tel:8337010012)

Email: GAEVVSUPPORT@CONDUENT.COM

Website for Chat: WWW.GAEVV.COM

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

www.gaevv.com

