



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Department of Community Health

Electronic Visit Verification (EVV)



Presented to: Medicaid Attendees

Presented by: Policy and Provider Services Division of Medicaid

YouTube Live Recording: https://youtu.be/PBuoat_CVZs

For access to this presentation, please visit: www.mmis.georgia.gov > Provider Information > Provider Notices > "Presentation - Georgia Medicaid Fall Fair 2022 - Electronic Visit Verification"



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)



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>

Electronic Visit Verification



**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.

DCH has submitted a Good Faith Exemption request to extend the implementation deadline to January 1, 2024. The request is currently pending with the Centers for Medicare and Medicaid Services.

The EVV implementation for HHCS will consist of four phases:

- Registration Period
- Training Period
- Soft Launch Period, and
- Mandatory Go-Live

Electronic Visit Verification



**Third-Party EVV
Vendor Updates**

Compliant Alternate EVV Vendors

Vendors compliant with the 21st Century Cures Act in Georgia (35 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)	Webauthor
Generations Homecare Systems (Integrated Database Systems)	



Electronic Visit Verification



**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

