
Electronic Visit Verification (EVV)

EVV for Home Health Care Services (HHCS)

September 13, 2023

Introduction of Highmark Wholecare EVV Project Team

- Jonathan Southerly, Lead Financial Analyst
- Ivana Pedre, Netsmart Program Manager
- Brandi Kershner, Solution Delivery Consultant

Agenda

- Highmark Wholecare EVV Program Update.
- HHCS Stage 1 Service Code Required 8/1/2023.
- HHCS Stage 2 Service Code Required 10/1/2023.
- Alternate EVV Vendor Integration Status.
- Completing the Alternate EVV Vendor survey.
- Registration How To for Provider Admins.
- Dashboard Basics
- Visit Completion in the mobile application.
- Remediate a visit.
- Releasing a visit (claims)
- Key Upcoming Dates.
- Q&A.

Highmark Wholecare's EVV Vendor

- Netsmart and Highmark Wholecare went live with PCS 12/21/2021.
- Netsmart is now implementing HHCS with Highmark Wholecare.
- Netsmart and Highmark Wholecare is rolling out the HHCS service codes in stages.
- Netsmart will be providing a demo and answering Q&A live during the next town halls.
- If using an Alternate EVV vendor, your EVV vendor will need to integrate with Netsmart.

HHCS Stage 1 Service Code Required 8/1/2023

➤ Providers are required to bill Stage 1 service codes through Netsmart for dates of service on or after 8/1/2023.

EVV Service Description (Used for reporting only in the MCO)	Procedure Code
Home Visit Prenatal (Non HBP) Assessment	99500
Aide In Home Care - Hr - UD	S9122
Home Health - Nursing (RN), Hr	S9123
Home Health - Nursing (RN), Hr - TT	S9123
Home Health - Nursing (LPN), Hr	S9124
Home Health - Nursing (LPN), Hr - TT	S9124
Private Duty/Independent Nursing	T1000
Private Duty/Independent Nursing - TT	T1000
Home Health - Nursing (RN), 15 Mins - SE	T1002
Home Health - Nursing (RN), 15 Mins	T1002
Home Health - Nursing (RN), 15 Mins - TT	T1002
Home Health - Nursing (LPN), 15 Mins	T1003
Home Health - Nursing (LPN), 15 Mins - TT	T1003
Home Health - Nursing (LPN), 15 Mins - SE	T1003

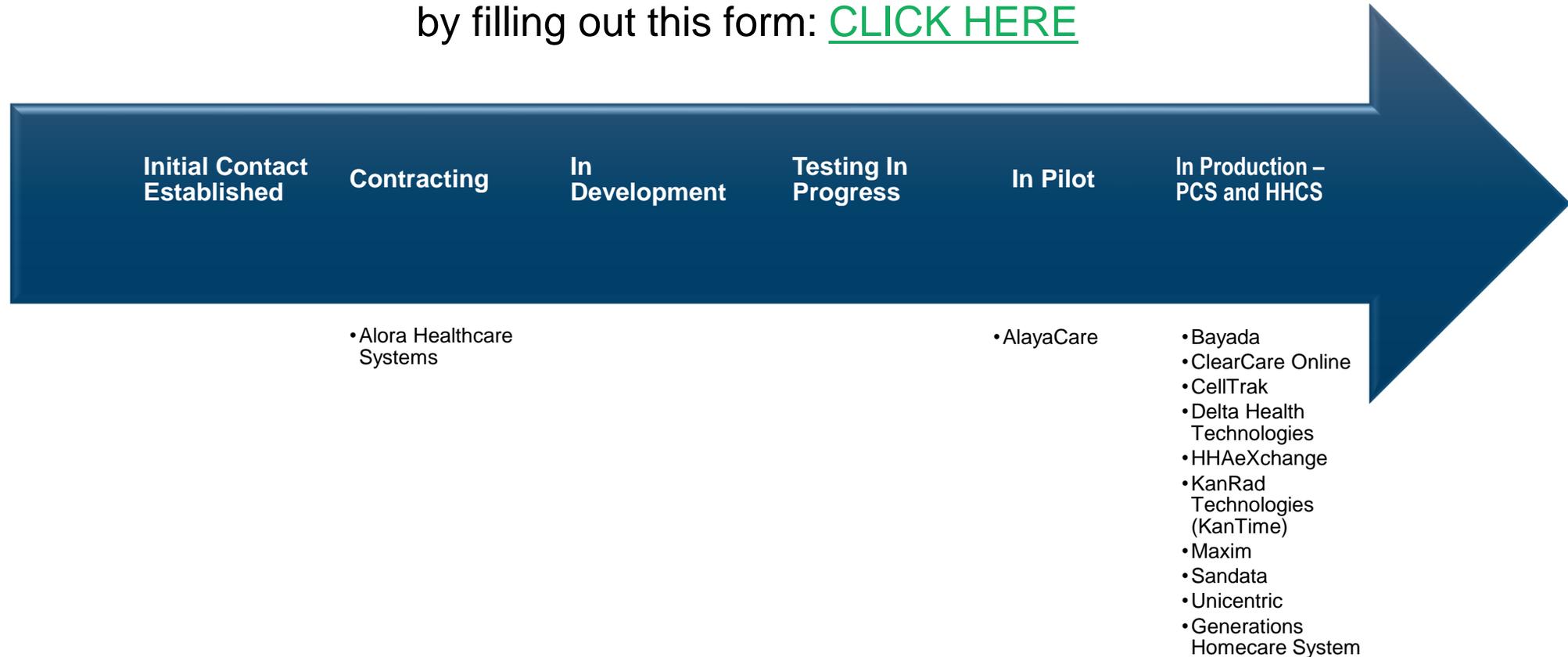
HHCS Stage 2 Service Code Required 10/1/2023

➤ Providers are required to bill Stage 2 service codes through Netsmart for dates of service on or after 10/1/2023.

EVV Service Description (Used for reporting only in the MCO)	Procedure Code
Social Work Visit, In the Home, Per Diem	S9127
Speech Therapy, In the Home	S9128
Occupational Therapy, In the Home	S9129
Physical Therapy, In the Home	S9131
Physical Therapy (Day 1-28) by a PT	G0151
Physical Therapy (Day 29 and beyond) by a PT	G0151
HHCP-SERV OF PT, EA 15 Mins	G0151
Occupational Therapy (Day 1-28) by a OT	G0152
Occupational Therapy (Day 29 and beyond) by a OT	G0152
HHCP-SERV OF OT, EA 15 Mins	G0152
Speech Therapy (Day 1-28) by a ST	G0153
Speech Therapy (Day 29 and beyond) by a ST	G0153
HHCP - Svs of RN, EA 15 Mins	G0154
Speech/Language Therapy-15 Mins	T2025
Occupational Therapy-15 Mins	T2025
Home Health - Occupational Therapy Assist.	T2025
Physical Therapy-15 Mins	T2025
Physical Therapy Assistant -15 Mins	T2025
Home Visit Postnatal (Non HBP) Follow-up Care	99501
Home Visit Postnatal (Non HBP) Follow-up Care Audio/Video Social Worker	99501 G0155
HHA visit to patient's home (Day 1-28) by a HH Aide	G0156
HHA visit to patient's home (Day 29 and beyond) by a HH Aide	G0156
Aide in Home Health or Hospice - 15 Mins	G0156
Aide in Home Health or Hospice - 15 Mins - AT	G0156
Aide in Home Health or Hospice - 15 Mins - TT	G0156
Aide in Home Health or Hospice - 15 Mins - U9	G0156
Aide in Home Health or Hospice - 15 Mins - UD	G0156
Dir SNS RN HH/Hospice Set	G0299
Dir SNS RN HH/Hospice Set - UB	G0299
HHA visit to a patient's home (Day 1-28) by a RN	G0299
HHA visit to patient's home (Day 29 and beyond) by a RN	G0299
Postpartum Home Nursing Care	G0299
HHA visit to a patient's home (Day 1-28) by a LPN	G0300
HHA visit to patient's home (Day 29 and beyond) by a LPN	G0300
Dir SNS LPN HH/Hospice Set	G0300
Dir SNS LPN HH/Hospice Set - UB	G0300

Alternate EVV Vendor Update

If your vendor is NOT on this list, please contact Netsmart Integrations by filling out this form: [CLICK HERE](#)



Live Demo

Registering to Use an Alternate EVV Vendor

Live Demo

Self-Registration How To for Provider Admins

Self-Registration: Help with Errors Received

Potential Error Message #1:

Cannot find a provider with the given values. Please try again or call to speak with a representative.

How To Resolve This Issue:

- This error message most often occurs when a provider is attempting to self-register a provider agency or service location that has not been sent to Netsmart by the payer. Please contact your payer directly to further discuss. Your payer will need to send your provider service location to Netsmart in the provider feed in order for you to begin the Self-Registration process.

Self-Registration: Help with Errors Received

Potential Error Message #2:

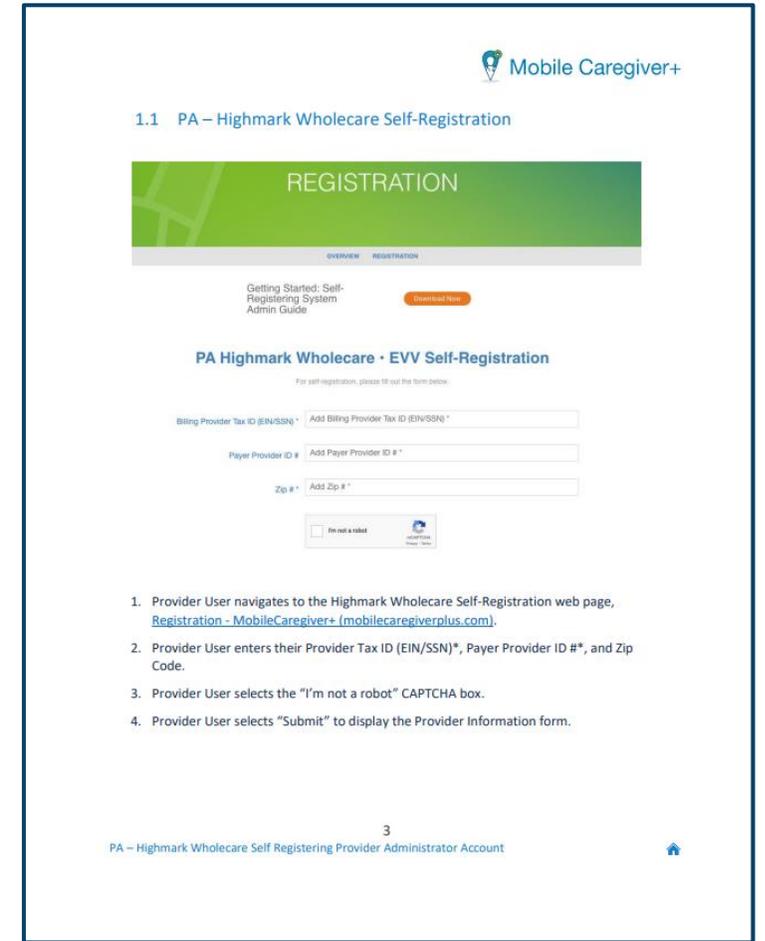
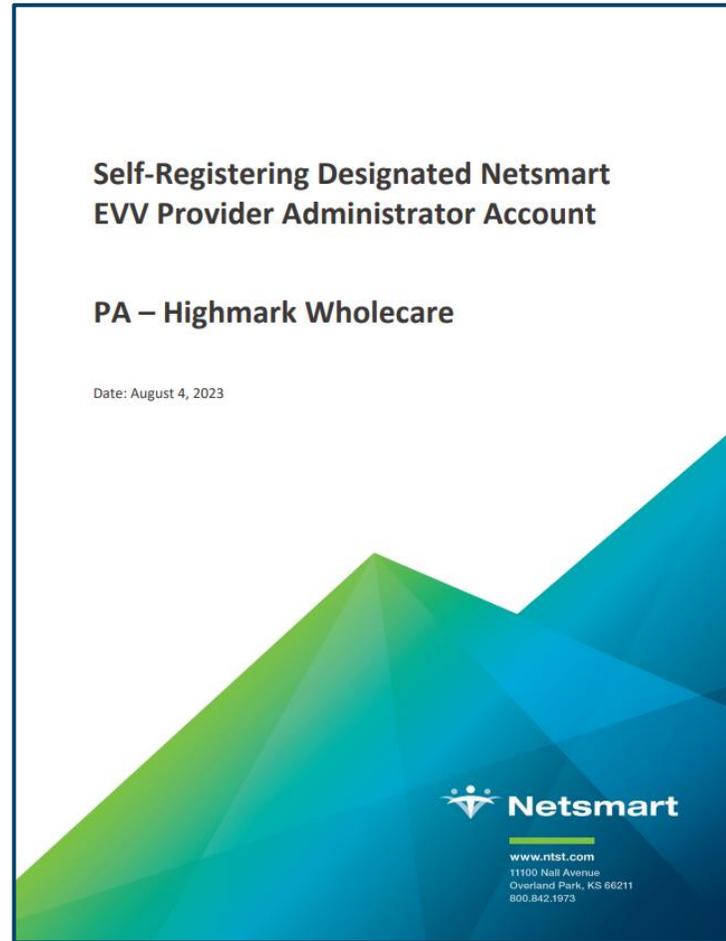
A provider administrator can not be created due to the information provided or because another provider administrator has already been created for your agency. Please contact Netsmart EVV Client Support at (833) 483-5587 with additional questions.

How To Resolve this Issue:

- This error message most often occurs when a provider is attempting to self-register a provider agency or service location that has already been registered. Please contact the Netsmart Customer Support team for further assistance. Netsmart support can be reached at 833-483-5587.

Self-Registration for Provider Admins

- Highmark Wholecare Self-Registration:
<https://mobilecaregiverplus.com/pa-highmark-wholecare/pa-highmark-wholecare-registration/>
- Self-Registering Solution Admin Guide:
https://mobilecaregiverplus.com/wp-content/uploads/2022/12/Self-Registering-System-Administrator-Account_PA-Highmark-Wholecare-2022_12_07.pdf



Town Hall Demo Review

➤ Today's Demonstration

- Dashboard basics.
- Visit completion in the mobile application.
- Remediate a visit.
- Release a visit (claims).

Live Demo

Dashboard basics & visit completion in the mobile application

Live Demo

Short demo of how to remediate and release a visit (claims)

Key Dates

Event	Date
HHCS Stage 1 Service Code Required	August 1, 2023
HHCS Stage 2 Service Code Required	October 1, 2023
Required HHCS Go-Live	October 1, 2023

Highmark Wholecare HHCS Engagement Calendar

Event	Date	Time (ET)
EVV Stakeholder Meeting	September 13, 2023	2:30 PM to 3:30 PM

Event	Date	Time (ET)
Provider Training	September 14, 2023	2 PM to 3:45 PM
Caregiver Training	September 26, 2023	9:15 AM to 10:30 AM
Provider Training	September 28, 2023	9:30 AM to 11:15 AM



QUESTION AND ANSWER

APPENDIX

Learn More about EVV and Contact Us

<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

<https://highmarkwholecare.com/Provider/Provider-Resources/Electronic-Visit-Verification>

[https://mobilecaregiverplus.com/resources/21st Century Cures Act](https://mobilecaregiverplus.com/resources/21st-Century-Cures-Act)

<https://www.medicaid.gov/medicaid/home-community-based-services/guidance/electronic-visit-verification-evv/index.html>

DHS EVV Required Codes – Stage 1

EVV Service Description (Used for reporting only in the MCO)	Procedure Code
Home Visit Prenatal (Non HBP) Assessment	99500
Aide In Home Care - Hr - UD	S9122
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Home Health - Nursing (RN), 15 Mins - TT	T1002
Home Health - Nursing (LPN), 15 Mins	T1003
Home Health - Nursing (LPN), 15 Mins - TT	T1003
Home Health - Nursing (LPN), 15 Mins - SE	T1003

DHS EVV Required Codes – Stage 2

EVV Service Description (Used for reporting only in the MCO)	Procedure Code	EVV Service Description (Used for reporting only in the MCO)	Procedure Code
Social Work Visit, In the Home, Per Diem	S9127	Social Worker	G0155
Speech Therapy, In the Home	S9128	HHA visit to patient's home (Day 1-28) by a HH Aide	G0156
Occupational Therapy, In the Home	S9129	HHA visit to patient's home (Day 29 and beyond) by a HH Aide	G0156
Physical Therapy, In the Home	S9131	Aide in Home Health or Hospice - 15 Mins	G0156
Physical Therapy (Day 1-28) by a PT	G0151	Aide in Home Health or Hospice - 15 Mins - AT	G0156
Physical Therapy (Day 29 and beyond) by a PT	G0151	Aide in Home Health or Hospice - 15 Mins - TT	G0156
HHCP-SERV OF PT, EA 15 Mins	G0151	Aide in Home Health or Hospice - 15 Mins - U9	G0156
Occupational Therapy (Day 1-28) by a OT	G0152	Aide in Home Health or Hospice - 15 Mins - UD	G0156
Occupational Therapy (Day 29 and beyond) by a OT	G0152	Dir SNS RN HH/Hospice Set	G0299
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HHCP - Svs of RN, EA 15 Mins	G0154	Postpartum Home Nursing Care	G0299
Speech/Language Therapy-15 Mins	T2025	HHA visit to a patient's home (Day 1-28) by a LPN	G0300
Occupational Therapy-15 Mins	T2025	HHA visit to patient's home (Day 29 and beyond) by a LPN	G0300
Home Health - Occupational Therapy Assist.	T2025	Dir SNS LPN HH/Hospice Set	G0300
Physical Therapy-15 Mins	T2025	Dir SNS LPN HH/Hospice Set - UB	G0300
Physical Therapy Assistant -15 Mins	T2025		
Home Visit Postnatal (Non HBP) Follow-up Care	99501		
Home Visit Postnatal (Non HBP) Follow-up Care Audio/Video	99501		