



Rhode Island Executive Office of Health and Human Services

3 West Road | Virks Building | Cranston, RI 02920

Date: May 20, 2022

To: Rhode Island Home Care Providers

From: Kristin Sousa, Medicaid Program Director, EOHHS

Cc: Nicole Nelson, Chief of Applications, Technology & Program Integrity, Medicaid
Mark Kraics, Acting Deputy Medicaid Director, Managed Care & Oversight
Sally McGrath, Interdepartmental Project Manager, Medicaid
Matt Kiehnle, Administrator for Medical Services, Medicaid
Lissa DiMauro, Associate Director, Medicaid
Meg Carpinelli, Interdepartmental Project Manager, Medicaid

Re: Medicaid Fee-For-Service (FFS) EVV Automated Claims Validation

Dear Rhode Island Home Care Providers,

The 21st Century CURES Act requires that electronic visit verification (EVV) systems must capture six (6) data points to comply with the requirements from CMS. The following must be validated on each claim:

- Service type;
- Individual receiving the service;
- Date of service;
- Location of service delivery (should be place of service = HOME);
- Individual providing the services;
- Begin and end times of service (Log in and log out time matches what is being billed. (For example, when two (2) hours of service are billed, there should be a log in and log out to match the two (2) hours of billing).

Note: At this time, services may be auto verified or manually verified by the EVV system of record – either method is acceptable for claims matching. CMS is looking for continuous improvement month-over-month for auto verified visits without manual intervention, so going forward agencies must be continuously focusing on auto verification.

In May 2020, Home Care Providers received initial communication from the Executive Office of Health and Human Services (EOHHS) informing them that Program Integrity audits on EVV paid claims would be commencing six (6) months after the federal EVV implementation date. EOHHS provided further communications to the agencies in October 2020, December 2020 and March 2021 informing providers that they may be subject to Program Integrity reviews on EVV claims and that a provider will be notified no later than thirty (30) business days in advance of an audit taking place.

To ensure compliance with The 21st Century CURES Act, as of June 30, 2022, EOHHS will begin performing automated claims validation on FFS billing to identify if the six data elements required by EVV are present. Once EVV edits are active a provider's claim will suspend if:

- There is no EVV record on file;
- All six data points required for an EVV record are not present; or
- The EVV records Service type – CPT/HCPCS code does not match the claim submitted;
 - Modifiers TV, UH, and UJ shall not be included as validation criteria until or unless otherwise determined by the Medicaid program.

If the automated claims validation process determines that there is not a match for the six (6) required data elements for EVV and your claim suspends, your remittance will show one (1) of three (3) error codes:

- ESC 994 - EVV Fields Not Yet Found.
- ESC 995 - Missing All EVV Fields.
- ESC 996 - One or More EVV Fields Missing.

These codes will suspend the claim for thirty (30) days to validate if EVV data is received, is corrected, or continues to be incorrect or missing. **It is the providers responsibility to review these error codes and make necessary corrections. If EVV data continues to be incorrect or missing after thirty (30) days, the claim will deny.**

Currently only claims that are submitted, adjusted, reprocessed or pending as of June 30, 2022, will be subject to automated claims validation. EOHHS still reserves the right to perform Program Integrity audits on EVV claims prior to June 30, 2022, and providers will be notified no later than thirty (30) business days in advance of an audit taking place, this notification will outline the purpose of the audit, the required documentation and the process that will be followed.

EOHHS encourages providers to proactively reach out to EOHHS if you have operational questions or issues with Sandata, EVV data elements, or the upcoming Gainwell claims validation. To ensure a smooth transition, once claims validation edits go-live as of June 30, 2022, please e-mail any questions you may have to EOHHS at OHHS.EVVEscalation@ohhs.ri.gov.

If you need EVV technical assistance and use the Sandata application, please e-mail RIcustomercare@sandata.com. If you use a third party application please e-mail RIaltev@sandata.com or refer to the [Alt EVV Addendum](#).

We appreciate your cooperation with this effort.

Sincerely,



Kristin Sousa, Medicaid Program Director, Rhode Island Executive Office of Health and Human Services