

Electronic Visit Verification (EVV) Error Status Codes (ESCs) to Become Active November 1, 2019

ODP Announcement 19-143

AUDIENCE:

Agency with Choice (AWC) Financial Management Services (FMS), Vendor Fiscal/Employer Agents (VF/EA) FMS, Providers, and Provider Agencies who provide personal care services (PCS) including Specialized Skill Development Community Support, Unlicensed Respite, Homemaker, Companion and/or In-Home and Community Support services for the Base program, Consolidated, Person/Family-Directed Services (P/FDS), Community Living, and the Adult Autism Waiver (AAW)

PURPOSE:

This Office of Developmental Program (ODP) communication is intended to inform providers that EVV error status codes (ESCs) will become active November 1, 2019 for informational purposes and WILL NOT impact claims payment.

DISCUSSION:

Effective November 1, 2019 through December 31, 2019, ESCs associated with EVV will be turned on for ODP providers. The ESCs will set/display for informational purposes and will not impact claims payment.

During this period, when PROMISe™ identifies a PCS on a claim (specific services listed in the AUDIENCE section of this communication), claims validation will be initiated against the DHS EVV aggregator. Claim error status codes (ESCs), also referred to as edits or audits, will trigger and be visible to billers to inform them if the claim will pass or fail EVV validation against the DHS EVV aggregator in the future.

Although EVV edits will set during this period, the claim will successfully pass DHS EVV validation and continue to process through the normal claim's adjudication process. During this period, the expectation is that provider, provider agency, AWC and Vendor Fiscal/EA's billing staff will take the initiative to note why the EVV edit(s) set and actively

make corrections either to the data stored in the DHS EVV aggregator or the claim itself, before future PCS claims are submitted to ensure errors are addressed and do not repeat. Review Appendix A: EVV Error Status Codes (ESCs), found in the ODP EVV Technical Guidance, to understand the reason each edit is setting and recommended resolution activities.

ODP recognizes that providers using an alternate EVV vendor solution have not been able to submit records to the EVV aggregator at this time. For these providers, when claims are submitted and a PCS service is found on the claim, ESC 928 (Visit Not Found) will set because no records are currently in the EVV aggregator. At this time, this ESC is informational in nature and will not impact claims processing or payment.

ODP will be monitoring which EVV edits set and how often those edits are identified on a claim. ODP will perform outreach and/or provide technical assistance based on results and as applicable. Please visit DHS EVV website to view the ODP EVV Technical Guidance, public meeting notices, training resources and Frequently Asked Questions (FAQs): <http://www.dhs.pa.gov/provider/billinginformation/electronicvisitverification/>