



OPTIMA HEALTH-CENTIPEDE AND EVV

Background

The 21st Century Cures Act is a federal requirement that entails all states to use Electronic Visit Verification (EVV) for Medicaid personal care services (PCS) and home health services.

Implementation

- In-home personal care services (PCS) is required by January 1, 2020
- Home health services by January 1, 2023

What Is Electronic Visit Verification (EVV)?

Technology which allows you to electronically capture caregiver hours, using real time GPS Services.

Why do we need to use EVV?

It is a federal mandate. Using EVV is one way to be sure that our members, your patients, get the care they need.

Paper Claims Eliminated

As part of the new Electronic Visit Verification mandate effective October 1, 2019, DMAS and Optima Health will not accept paper or direct data (DDE) claims for Agency Directed personal care services, respite care, and companion services for aide and attendant services, Providers must submit 837P EDI transactions for all reimbursement claims for these services.

Open Model Choice

Virginia is a provider choice state for Agency-Directed services. Providers may choose an EVV vendor as long as the vendor services meets DMAS requirements.

Consumer Directed (CD) Services

Optima-Centipede Consumer Directed providers will utilize Public Partnerships LLC as the fiscal agent for CD services. PPL utilizes the **Time4Care App**. More information can be found at: <https://fms.publicpartnerships.com>

Data Capture Requirements

- a. Type of the service performed
- b. Patient name
- c. Date of the service, including month, day and year
- d. Service start and end times
- e. Location of service delivery

f. Service provider name

Optima-Centipede Steps for Preparation for EVV

- **Step 1:** EVV system testing/evaluations with a small group of users from agency and consumer directed respite, personal and companion services. Evidenced based evaluations will be used to document and improve changes to EVV systems and processes necessary to meet program requirements.
- **Step 2:** Implement system and process changes, including those identified by the evaluations. Evaluation groups will also provide feedback on training needs for the various populations using EVV.
- **Step 3:** Develop a comprehensive training plan based on the feedback from the evaluation group
- **Step 4:** Train and onboard impacted populations

Notify Optima or Centipede by email at joincentipede@heops.com if you would like to test and include EVV Testing in the subject line or call Centipede at 855-359-5391.

Which Claims Payment Systems Will Support EVV?

- Avality
- AllScripts
- Any other clearinghouse that a provider is utilizing must confirm with the provider and respective MCO, readiness to ingest EVV claims for Virginia providers by October 1
- PCH Portal

Lifeline Telephone Support

Lifeline is a program to assist eligible consumers with purchasing landline telephone or cellphone service at a reduced cost. If the member, aide, or attendant qualifies for the Lifeline program, the phones may be used to support the EVV initiative. Several telephone or wireless companies participate in Lifeline. If you are covered by a Virginia Medicaid Managed Care Organization, contact them directly. If not, you may select your own.

- Access Wireless (888-900-5899)
- Assurance Wireless (888-321-5880)
- Safelink Wireless (800-378-1684)

Important Contact Information

Centipede Provider Services – 855-359-5391 or reach out to: joincentipede@heops.com

Optima Provider Services- Medical - 800-229-8822 or Behavioral Health - 800-648-8420