



## Electronic Visit Verification Implementation – Frequently Asked Questions

# PLEASE READ THE ENTIRE DOCUMENT

### When is Electronic Visit Verification (EVV) going live?

The EVV system is going live for all personal care services provider agencies June 1, 2016. Although EVV goes live on June 1, there are some key dates and options you need to be aware of for differing circumstances:

**Option #1: Member's landline, home phone, or cell phone** – June 1, 2016: If allowed by the member, caregivers will use their member's landline, home phone, or cell phone to call into the AuthentiCare® system. If a member refuses to allow the caregiver to use their home phone/landline, the caregiver may use their own personal mobile device (smartphone or tablet) as described in option #2 below; or

**Option #2: Caregiver's Mobile Device (smartphone or tablet) with Stipend** – Effective June 1, 2016, each MCO will provide a stipend to the provider agency to create an incentive for caregivers to utilize their personal mobile device (smartphone or tablet) and existing data plan when using the AuthentiCare mobile application for data transfer. The entire stipend must be paid to the caregiver and the agency may not retain any of it. All stipend payments made by the MCOs are inclusive of gross receipts tax (GRT); or

**Option #3: Tablets** – The option to order a Wi-Fi enabled tablet will become available August 1, 2016, for those caregivers that do not have access to a personal mobile device (smartphone or tablet) or a member's landline, home phone, or cell phone. Provider agencies will receive a communication from each MCO with the date the tablets will be available and how to place an order. Between June 1 and the time the tablet is received, providers will be able to submit paper claims and timesheets.

All caregivers must be using a landline/cell phone, the AuthentiCare mobile device (smartphone or tablet) application, or a tablet by **September 1, 2016.**

### What if I was granted an exemption or a delay from previous go-live dates?

If your agency was granted exemption or was delayed for any reason from implementing the EVV program, the exemption and/or delay will be rescinded effective June 1, 2016. All providers will have a new go-live date of June 1, 2016.

**What if the member does not have a landline, cell, or home phone?**

If the member does not have a landline, home phone, or cell phone, caregivers may use their personal mobile device (smartphone or tablet). Effective June 1, 2016, each MCO will provide a stipend to the provider agency to encourage caregivers to utilize their personal mobile device and existing data plans.

**How much is the mobile device (smartphone or tablet) stipend and who is eligible to receive it?**

The mobile device stipend amount is at the discretion of each MCO. Caregivers who use their mobile device (smartphone or tablet) for those members without a landline, home, or cell phone option are eligible for a stipend.

**What if I do not have access to a mobile device (smartphone or tablet) or a member's landline, home phone, or cell phone?**

The option to order a Wi-Fi enabled tablet will become available August 1, 2016, for those caregivers that do not have access to a member's landline, home phone, or cell phone. Caregivers can also use the tablet as an option if they do not have, or choose not to use, a personal mobile device (smartphone or tablet). Provider agencies will receive a communication from each MCO with the date the tablets will be available and how to place an order. Between June 1 and the time the tablet is received, providers will be able to submit paper claims and timesheets.

**How do I bill for the mobile device stipend?**

For mobile device (smartphone or tablet) utilization in June 2016, provider agencies may begin billing the MCOs for the month on July 1, 2016. Agencies may not bill an MCO more than one stipend per caregiver, per month. All stipend payments made by the MCOs are inclusive of gross receipts tax (GRT).

For a reference on how to bill for the stipend, please review the stipend billing information below:

- G9006 U1 – caregiver will receive the full stipend amount set by the MCO.
- G9006 U2 – caregiver will receive 50 percent of the stipend amount from each MCO. In unique circumstances there may be caregivers that provide services to members enrolled with three or more MCOs. In these circumstances, you may submit 50 percent reimbursement from each MCO.

**What if I do not have reliable cellular service?**

Caregivers in areas with limited/no cellular service and no Wi-Fi availability must travel to a location with reliable cellular service or Wi-Fi connectivity at least once every seven calendar days. This will ensure that the visits logged into the mobile device or tablet application will be electronically uploaded to the AuthentiCare system.

**How do I submit visit data?**

All visit data must be electronically submitted, which will occur whenever the caregiver is in a location with reliable cellular service or Wi-Fi connectivity. The provider may only manually enter visit data due

in unique circumstances that are approved by the MCO authorizing personal care services to the member. Examples of unique circumstances include:

- Temporary hazardous driving conditions due to weather to an area with Wi-Fi or cellular availability.
- If the caregiver has a documented illness, injury, or personal emergency that prohibits travel.

### **Can I still submit paper claims even though I'm using the EVV system?**

No. Effective September 1, 2016, paper claims will no longer be accepted. All claims that are not submitted using EVV will be denied by all MCOs.

### **How do I get more information?**

If you have any questions or concerns regarding this notification, please reach out to your provider representative from any of the MCOs you are contracted with.

- **Blue Cross Blue Shield:** Taia D'Coda (505)816-2428 or [taia\\_j\\_dcoda@bcbsnm.com](mailto:taia_j_dcoda@bcbsnm.com)
- **Molina Healthcare:** Leeann Kaminski (505) 348-0352 or [Leeann.Kaminski@MolinaHealthCare.Com](mailto:Leeann.Kaminski@MolinaHealthCare.Com)
- **Presbyterian Health Plan:** Orlando Gonzalez (505) 923-6205 [ogonzalez3@phs.org](mailto:ogonzalez3@phs.org)
- **United Healthcare:**  
Cynthia Cordova (505)293-0437 or [cynthia\\_a\\_cordova-rivera@uhc.com](mailto:cynthia_a_cordova-rivera@uhc.com); Counties: Bernalillo, Taos, Rio Arriba, Los Alamos, Santa Fe, Valencia, Torraine, Socorro  
Jacque Daniels (505) 632-4282 or [jdani33@uhc.com](mailto:jdani33@uhc.com); Counties: Bernalillo, San Juan, Sandoval, McKinley, Cibola, Catron (North of Reserve)  
Christina Salgado (575) 589-1984 or [christina\\_a\\_salgado@uhc.com](mailto:christina_a_salgado@uhc.com); Counties: Catron Chavez (South of Reserve), Grant, Hidalgo, Luna, Dona Ana, Chavez, Eddy, Lea, Lincoln, Otero, Sierra  
Jason Sweeney (505)449-4324 or [jason\\_m\\_sweeney@uhc.com](mailto:jason_m_sweeney@uhc.com); Counties: Curry, Roosevelt, San Miguel, Colfax, Mora, Quay, Guadalupe, Union, Harding, DeBaca