



To: TennCare MCOs and TennCare Home Health Care Service Providers
 From: Johnny Lai, Director of Managed Care Operations
 Date: May 25, 2023
 Subject: Reminder – Home Health Claims Denials Related to Electronic Visit Verification Take Effect July 1, 2023

Beginning July 1, 2023, TennCare’s Managed Care Organizations (MCOs) will begin denying claims for private duty nursing, hourly home health nursing, and hourly home health aide services where the home health agency treating the TennCare member is not using an Electronic Visit Verification (EVV) system. This includes the following services and procedure codes:

Service	Procedure Code
Private Duty Nursing	T1000
Hourly Home Health Nurse	S9123/S9124
Hourly Home Health Aide	S9122

The home health agency is required to either use the EVV solution provided by the TennCare member’s MCO or assure that the home health agency’s third-party EVV vendor is participating in the member’s MCO’s EVV data aggregator. Additionally, EVV systems at minimum are required to track the following data elements per the federal 21st Century Cures Act requirements:

- Type of service performed
- Individual receiving services
- Date of service
- Location of service
- Individual providing the service
- Time the service begins and ends

Additional reminder – the above July 1, 2023, deadline does not apply to claims involving intermittent services (intermittent skilled nursing/nursing services; intermittent skilled therapy services). Effective July 1, 2023, the MCOs’ EVV systems and data aggregators will be able to process the following procedure codes for intermittent services:

Service	Procedure Code
Intermittent Home Health Social Work Visit	S9127
Intermittent Home Health Occupational Therapy	S9129
Intermittent Home Health Physical Therapy Visit	S9131
Home Health Enterostomal Therapy Visit By A Registered Nurse Certified In Enterostomal Therapy	S9474
Intermittent Home Health Skilled Nursing Visit	G0299/G0300
Intermittent Home Health Aide Visit	G0156
Intermittent Home Health Physical Therapy Visit	G0151
Intermittent Home Health Occupational Therapy Visit	G0152
Intermittent Home Health Speech Therapy Visit	G0153
Intermittent Home Health Social Worker Visit	G0155
Intermittent Home Health Physical Therapy Assistant Visit	G0157
Intermittent Home Health Occupational Therapy Assistant Visit	G0158
Intermittent Home Health Physical Therapy Visit	G0159
Intermittent Home Health Occupational Therapy Visit	G0160
Intermittent Home Health RN Visit	G0162
Intermittent Home Health RN Visit	G0299
Intermittent Home Health LPN Visit	G0300

Service (continued)	Procedure Code
Intermittent Home Health RN Visit	G0493
Intermittent Home Health LPN Visit	G0494
Intermittent Home Health RN Visit	G0495
Intermittent Home Health LPN Visit	G0496

By December 31, 2023, home health agencies are required to deliver intermittent services either using the EVV solution provided by the TennCare member’s MCO or using the home health agency’s third-party EVV vendor that is participating in the member’s MCO’s EVV data aggregator. The EVV system capturing the intermittent services must at minimum track the same data elements per the federal 21st Century Cures Act requirements:

- Type of service performed
- Individual receiving services
- Date of service
- Location of service
- Individual providing the service
- Time the service begins and ends

Beginning January 1, 2024, TennCare’s MCOs will begin denying claims for *intermittent services* where the home health agency treating the TennCare member is not using an Electronic Visit Verification (EVV) system as described above.

BlueCare	Amerigroup and UnitedHealthcare
Resources for Home Health Providers Providers BlueCare Tennessee (bcbst.com) https://bluecare.bcbst.com/providers/tools-resources/general/home-health	Tennessee EVV — CareBridge (carebridgehealth.com) https://www.carebridgehealth.com/tnev
MCO’s Vendor — SanData	MCO’s Vendor — CareBridge
Customer Support email: TNAItEVV@Sandata.com	Customer Support email: tnev@carebridgehealth.com
Customer Support: (833) 540-0093	Customer Support: (844) 482-0256
Caregiver IVR: <i>varies by agency</i>	Caregiver IVR: (844) 383-1678

To successfully be reimbursed for members’ claims, each Home Health Agency must successfully participate in either the EVV system or the EVV data aggregator of the member’s MCO. As a result of home health care service providers having members from Amerigroup, BlueCare, and/or UnitedHealthcare, this means that the Home Health Agency would be expected to participate in both SanData’s and CareBridge’s EVV system or EVV data aggregator, as appropriate. If you are unsure if your third party EVV vendor has successfully integrated with SanData’s and/or CareBridge’s EVV data aggregator, please contact SanData and/or CareBridge using the customer support contact information above.