

Electronic Visit Verification Office Hours

The information in this presentation is provided as a reference tool for our EVV Providers. If you have questions or need additional support, please contact our EVV Support Team – AMHC_EVVSupportTeam@amerihealthcaritasnc.com.



Delivering the Next
Generation
of Health Care

Weekly Office Hours



ACNC is hosting weekly one hour Q & A sessions to discuss questions/issues previously submitted with your registration.

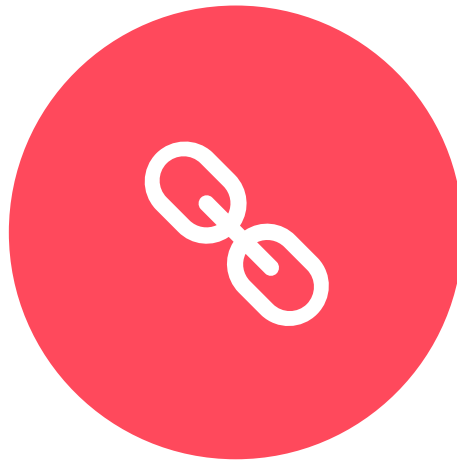


Between meetings, our team will be working towards finding answers/resolutions to your questions or issues.



Review using the Home Health Crosswalk together.

How to Register



REGISTRATION
LINK:

[HTTPS://AMERIHEALTHCARITAS.ZOOM.US/WEBINAR/REGISTE
R/WN_OKWB2EKJSFUWX_9PAANBWA](https://amerihealthcaritas.zoom.us/webinar/register/WN_OKWB2EKJSFUWX_9PAANBWA)



TO HELP US ADDRESS YOUR SPECIFIC CONCERNS, WE INVITE YOU TO REGISTER FOR THE WEBINAR AND COMPLETE THE ACCOMPANYING BRIEF SURVEY 5 BUSINESS DAYS IN ADVANCE. THE SURVEY WILL ALLOW OUR TEAM TO BE PREPARED TO ASSIST IN RESOLUTION DURING THE SESSION.

EVV Crosswalk

The following slides are an example of the crosswalk ACNC created to simplify the verification and billing process for HCPCS and revenue codes.

| Service Code | Description | Service Type | Export Code (Code to be used on 837) | Revenue Code (Only needed for 837i) |
|--------------------|---|--------------|--------------------------------------|--|
| 97161 | PHYSICAL THERAPY EVALUATION LOW COMPLEX 20 MINS | PT | 97161 | 424 |
| G0151 | Physical Therapy | PT | G0151 | 420 |
| G0157 | PT assistant | PT | G0157 | 420 |
| G0159 RC420 | PT establish or deliver safe and effective PT maintenance program | PT | G0159 | 420 |
| 97165 | OCCUPATIONAL THERAPY EVAL LOW COMPLEX 30 MINS | OT | 97165 | 434 |
| G0152 | SRVC OT HOM HLTH/HOSPICE EA 15 MIN | OT | G0152 | 430 |
| G0158 | SRVC OT ASSIST HH/HOSPICE EA 15 MIN | OT | G0158 | 430 |
| G0160 RC430 | SRVC OT HH EST/DEL OT MP EA 15 MIN | OT | G0160 | 430 |
| G0160 RC434 | SRVC OT HH EST/DEL OT MP EA 15 MIN | OT | G0160 | 434 |
| G0299 | Bundled 'DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | <i>must choose appropriate revenue code, see below</i> |
| G0299 RC551 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 551 |
| G0299 RC559 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 559 |
| G0299 RC580 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 580 |
| G0299 RC581 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 581 |

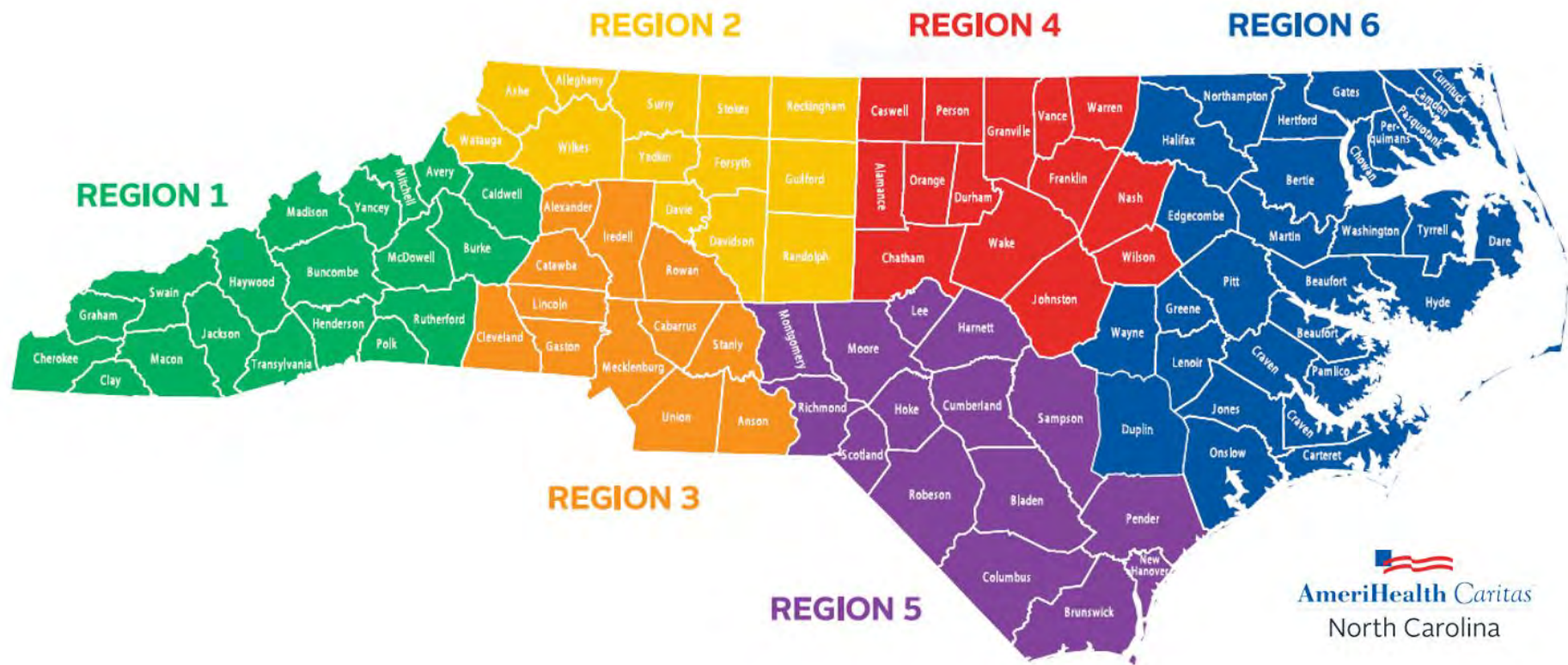
CITE: [Service codes crosswalk with HCPCS and revenue codes](#) (PDF)

| Service Code | Description | Service Type | Export Code (Code to be used on 837) | Revenue Code (Only needed for 837i) |
|--------------------|---|--------------|--------------------------------------|--|
| 97161 | PHYSICAL THERAPY EVALUATION LOW COMPLEX 20 MINS | PT | 97161 | 424 |
| G0151 | Physical Therapy | PT | G0151 | 420 |
| G0157 | PT assistant | PT | G0157 | 420 |
| G0159 RC420 | PT establish or deliver safe and effective PT maintenance program | PT | G0159 | 420 |
| 97165 | OCCUPATIONAL THERAPY EVAL LOW COMPLEX 30 MINS | OT | 97165 | 434 |
| G0152 | SRVC OT HOM HLTH/HOSPICE EA 15 MIN | OT | G0152 | 430 |
| G0158 | SRVC OT ASSIST HH/HOSPICE EA 15 MIN | OT | G0158 | 430 |
| G0160 RC430 | SRVC OT HH EST/DEL OT MP EA 15 MIN | OT | G0160 | 430 |
| G0160 RC434 | SRVC OT HH EST/DEL OT MP EA 15 MIN | OT | G0160 | 434 |
| G0299 | Bundled 'DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | <i>must choose appropriate revenue code, see below</i> |
| G0299 RC551 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 551 |
| G0299 RC559 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 559 |
| G0299 RC580 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 580 |
| G0299 RC581 | DIR SNS RN HH/HOSPICE SET EA 15 MIN | RN | G0299 | 581 |
| G0300 | Bundled 'DIR SNS LPN HH/HOSPICE SET EA 15 MIN | LPN | G0300 | <i>must choose appropriate revenue code, see below</i> |
| G0300 RC551 | DIR SNS LPN HH/HOSPICE SET EA 15 MIN | LPN | G0300 | 551 |
| G0300 RC559 | DIR SNS LPN HH/HOSPICE SET EA 15 MIN | LPN | G0300 | 559 |

| | | | | |
|--------------------|--|-----|-------|--|
| G0300 RC580 | DIR SNS LPN HH/HOSPICE SET EA 15 MIN | LPN | G0300 | 580 |
| G0300 RC581 | DIR SNS LPN HH/HOSPICE SET EA 15 MIN | LPN | G0300 | 581 |
| G0495 | Bundled 'RN CARE TRAIN/EDU IN HH/HOSPICE | RN | G0495 | <i>must choose appropriate revenue code, see below</i> |
| G0495 RC551 | RN CARE TRAIN/EDU IN HH/HOSPICE | RN | G0495 | 551 |
| G0495 RC559 | RN CARE TRAIN/EDU IN HH/HOSPICE | RN | G0495 | 559 |
| S9123 | Bundled 'NRS CARE HOM REGISTERED NURSE-HOUR | RN | S9123 | <i>must choose appropriate revenue code, see below</i> |
| S9123 RC551 | NRS CARE HOM REGISTERED NURSE-HOUR | RN | S9123 | 551 |
| S9123 RC559 | NRS CARE HOM REGISTERED NURSE-HOUR | RN | S9123 | 559 |
| T1002 | Bundled 'RN SERVICES UP TO 15 MINUTES | RN | T1002 | <i>must choose appropriate revenue code, see below</i> |
| T1002 RC551 | RN SERVICES UP TO 15 MINUTES | RN | T1002 | 551 |
| T1002 RC559 | RN SERVICES UP TO 15 MINUTES | RN | T1002 | 559 |
| 92521 | EVALUATION OF SPEECH FLUENCY | ST | 92521 | 444 |
| 92522 | EVALUATE SPEECH PRODUCTION | ST | 92522 | 444 |
| 92523 | SPEECH SOUND LANG COMPREHEN | ST | 92523 | 444 |
| 97162 | PHYSICAL THERAPY EVALUATION MOD COMPLEX 30 MINS | PT | 97162 | 424 |
| 97163 | PHYSICAL THERAPY EVALUATION HIGH COMPLEX 45 MINS | PT | 97163 | 424 |

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|--------------|--|-----|-------|-----|
| 97164 | PHYSICAL THERAPY RE-EVAL EST PLAN CARE 20 MINS | PT | 97164 | 424 |
| 97166 | OCCUPATIONAL THERAPY EVAL MOD COMPLEX 45 MINS | OT | 97166 | 434 |
| 97167 | OCCUPATIONAL THERAPY EVAL HIGH COMPLEX 60 MINS | OT | 97167 | 434 |
| 97168 | OCCUPATIONAL THER RE-EVAL EST PLAN CARE 30 MINS | OT | 97168 | 434 |
| G0153 | SRVC SPCHANDLANG PATH HH/HOSPICE EA 15 | ST | G0153 | 440 |
| G0156 | SRVC HH/HOSPICE AIDE EA 15 MIN | HHA | G0156 | 570 |
| G0161 | SRVC SLP HH EST/DEL SLP TX MP 15 MN | ST | G0161 | 440 |
| G0162 | SKILLED SRVC RN MANDE POC EA 15 MINS | RN | G0162 | 550 |
| G0283 | E-STIM 1/>NOT WND CARE PART TX PLAN | PT | G0283 | 420 |
| G0493 | RN CARE EA 15 MIN HH/HOSPICE | RN | G0493 | 550 |
| G0494 | LPN CARE EA 15MIN HH/HOSPICE | LPN | G0494 | 550 |
| G2168 | Services performed by minutes | PT | G2168 | 420 |
| G2169 | SERVICES PRFRM BY OT ASST HH SETTING EA 15 MIN | OT | G2169 | 430 |
| S9122 | HOM HLTH AIDE/CNA PROV CARE HOM HR | HHA | S9122 | 570 |
| S9128 | SPEECH THERAPY IN THE HOME PER DIEM | ST | S9128 | 440 |
| S9129 | OCCUPATIONAL THERAPY HOME PER DIEM | OT | S9129 | 430 |
| S9131 | PHYSICAL THERAPY HOME PER DIEM | PT | S9131 | 420 |
| T1021 | Home health aide or certified nurse assistant, per visit | HHA | T1021 | 570 |

North Carolina Medicaid Regions



Provider Network Ancillary Account Executives

Regions 1 and 2

Nicole Davis-Lynch

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336-202-3156

Regions 3 and 5

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Regions 4 and 6

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984-245-3597

HHA eXchange Helpful Links

Home Health Portal Presentation

https://hhaxsupport.s3.amazonaws.com/SupportDocs/ENTF/NC-PHP/NC+HHCS+PHP+EVV+Webinar+12.12.23.pdf?utm_campaign=Payer%20Implementation&utm_medium=email&hsmi=287922827&hsenc=p2ANqtz-

HHA Client Support Portal

<https://hhaxsupport.atlassian.net/servicedesk/customer/user/login?destination=portals>

Caregiver Mobile App Demo

https://hhaxsupport.s3.amazonaws.com/SupportDocs/PROEDocs/Professional/NPP/Videos/NPP_Mobile_App%28Final%29.mp4

Additional Questions email AMHC_EVVSupportTeam@amerihealthcaritasnc.com



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North Carolina