



To: TennCare MCOs and TennCare Home Health Care Service Providers  
 From: Johnny Lai, Director of Managed Care Operations  
 Date: December 26, 2023  
 Subject: Guidance for 2024 Intermittent Services EVV Implementation

As a follow-up to the [TennCare memo](#) issued on May 25, 2023, concerning electronic visit verification (EVV) for home-health care services, TennCare confirms that Phase 1 of Tennessee’s EVV implementation has been completed. Phase 1 included implementing EVV for home health care services involving private duty nursing, hourly home health nursing, and hourly home health aide services:

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

EVV system functionality for Phase 1 went live during January 2023 with a target date of July 1, 2023, for denying non-EVV compliant claims for private duty nursing, hourly home health nursing, and hourly home health aide services. Following July 1, 2023, TennCare and its MCOs allowed a grace period where claims were not denied allowing more time for home health agencies to complete the EVV implementation between their third-party EVV vendor and the MCOs’ EVV vendors. TennCare can confirm that as of November 2023, all TennCare’s MCOs are denying non-compliant EVV claims for private duty nursing, hourly home health nursing, and hourly home health aide services. Similarly, for Phase 2 of Tennessee’s EVV implementation which includes intermittent only services, EVV system functionality for Phase 2 went live starting on July 1, 2023, with a target date of January 1, 2024, for denying non-EVV compliant claims for intermittent services only.

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
Intermittent Home Health RN Visit	G0493
Intermittent Home Health LPN Visit	G0494
Intermittent Home Health RN Visit	G0495
Intermittent Home Health LPN Visit	G0496

**TennCare and its MCOs are again extending a grace period for home health agencies providing intermittent services to become EVV compliant by March 31, 2024. Effective April 1, 2024, TennCare’s MCO will deny non-EVV compliant claims for intermittent services.**

<p><a href="https://bluecare.bcbst.com/providers/tools-resources/general/home-health">Resources for Home Health Providers   Providers   BlueCare Tennessee (bcbst.com)</a>  <a href="https://bluecare.bcbst.com/providers/tools-resources/general/home-health">https://bluecare.bcbst.com/providers/tools-resources/general/home-health</a></p> <p>MCO's Vendor — SanData</p> <p>Customer Support email:  <a href="mailto:TNAItEVV@Sandata.com">TNAItEVV@Sandata.com</a></p> <p>Customer Support: (833) 540-0093  Caregiver IVR: <i>varies by agency</i></p>	<p><a href="https://www.carebridgehealth.com/tnevv">Tennessee EVV — CareBridge (carebridgehealth.com)</a>  <a href="https://www.carebridgehealth.com/tnevv">https://www.carebridgehealth.com/tnevv</a></p> <p>MCO's Vendor — CareBridge</p> <p>Customer Support email:  <a href="mailto:tnevv@carebridgehealth.com">tnevv@carebridgehealth.com</a></p> <p>Customer Support: (844) 482-0256  Caregiver IVR: (844) 383-1678</p>
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**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 (Wellpoint), 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.

TennCare has partnered with the Tennessee Hospital Association (THA) and Tennessee Association for Home Care (TAHC) to assess the impact of the Phase 2 EVV implementation involving intermittent services. The following items have been identified and TennCare's solution is provided:

- ❖ Home health agencies are required to look up the Medicaid ID# of each patient to enter it into the CareBridge EVV platform; THA and TAHC reports that this is creating an administrative burden.
  - **TennCare is partnering with its MCOs and their EVV vendors to ensure that a solution to the Medicaid ID# look up is identified and implemented by August 1, 2024, to eliminate this requirement.**
- ❖ TennCare's MCOs require home health agencies to provide prior authorization for intermittent services. During April 2023, BlueCare of Tennessee and TennCare Select removed this requirement for its home health care service providers, while this prior authorization requirement for intermittent services remained for UnitedHealthcare and Amerigroup (Wellpoint). BlueCare will now realign with the other two MCOs to resume the requirement that home health agencies provide prior authorization for intermittent services.
  - TennCare recognizes that requiring prior authorization may create an administrative burden. However, the prior authorization process for intermittent services is auto-approved. The home health agencies are responsible for notifying the MCO via phone, fax, or web that the home health agency has received an order for home health services to initiate the auto-approval process.

TennCare appreciates the ongoing partnership between its MCOs, THA, and TAHC as Tennessee successfully fulfills the requirements of the 21<sup>st</sup> Century Cures Act for electronic visit verification of home health care services.