



Aetna Better Health® of Pennsylvania Electronic Visit Verification FAQ

Answers to Commonly Asked Questions Regarding EVV

QUESTION	ANSWER	
1	Who is ABH's EVV Vendor?	Sandata
2	For what plans will this apply?	HealthChoices Only
3	What requirements, expectations and/or deliverables is ABHPA establishing for providers, so that offices may be ready come that time?	This is a DHS requirement. ABH is just making sure each group has the information and is ready to go Oct 1. We will not be providing anything more than the information we have from DHS.
4	Is ABH requiring EVV for only Home Health Agencies (HHA) service S9122 or also for Skilled Nursing services S9123 and S9124?	ONLY for HHA service S9122
5	Will the Aetna member ID be the correlating field for Aetna to match the claim to the EVV data?	<p>Following is DHS's visit match criteria that ABH will be using:</p> <ul style="list-style-type: none"> • Billing Provider ID (9-digit MPI) • Recipient Medicaid ID (10-digit MAID) • Procedure Code • Date of Service • Units Billed
6	Is the EVV requirement for Home Health or ONLY Non-Medical Home Care	Personal Care Service Only
7	What is the billing code of services that require the EVV under Pediatrics	<p>Code S9122 - HOM HLTH AIDE/CNA PROV CARE HOM; HR:</p> <ul style="list-style-type: none"> • Units Based on Clock in and Clock Out- <ul style="list-style-type: none"> - 0 to 52 minutes = 0 units - 53 to 112 minutes = 1 unit - 113 to 172 minutes = 2 units - 173 to 232 minutes = 3 units - 233 to 292 minutes = 4 units - 293 to 352 minutes = 5 units <p>DHS and the PH-MCOs will also use the AddUnitRule: Calculate Units for Each Given Visit (Check-In to Check-Out) during a given service date. Then Add up the units for the DOS.</p>



8	Will the Pediatric Authorizations begin to come into our HHA Exchange environment? If so, when will this begin?	You should continue to request your authorizations the same way you do now. See #10 below for more information.
9	Will the way providers bill change? I thought Home Health had until 2023 to be setup for HHA.	There will be no billing changes.
10	The HHA Exchange hotline (1-855-400-4429) is advising offices that ABH must contact HHA Exchange directly to upload member authorizations to their portal. Is this true and something ABH will do?	ABH will create an auth file and send to the State. The State will then verify the visit has an auth. Providers still need to call in to ABH to get an auth.
12	Sandata PA EVV Contact Information	PA Alt EVV: Phone: 855-705-2407 Email: PAAltEVV@sandata.com
13	Program Code for where services are provided	43 Southeast 50 New East 53 Lehigh-Capitol 56 New West 59 Southwest