

# HOME AND COMMUNITY BASED SERVICES

Good Morning,

The Division of Healthcare Financing wants to thank the providers of services requiring electronic visit verification (EVV) for their continued participation and partnership with using the new EVV system hosted by CareBridge. Based on recent communications, there are ongoing questions that require clarification.

Most commonly, questions revolve around the EVV claim submission process and how it fits with the existing Wyoming Medicaid claims process. Working together, the Wyoming Department of Health and CareBridge have created a reference document to explain the process. This document is available in the [HCBS Document Library](#), on the *Guidance documents tab*, as well as in the [CareBridge document library](#). This document is intended to clarify questions and outline some best practices for providers.

## **Claims Denial Notification:**

Effective March 31, 2022 all service claims for the below listed services required EVV data for successful claim processing. The Benefit Management System (BMS) will be updated to deny all claims that require EVV data that are not submitted through CareBridge. Providers that provide any of the below listed services and have active Prior Authorizations (PAs) should be registered within the CareBridge EVV system or follow the process for third-party EVV systems as outlined in the following "Third-party EVV Systems" section.

As a reminder, the 21st Century Cures Act requires that a federally-compliant EVV system is utilized to document visits and submit Medicaid claims to the Medicaid billing system for many home and community-based services (HCBS). All HCBS provider organizations that offer any of the listed services must utilize EVV to record their visits and submit valid claims:

## **Community Choices Waiver**

### **Service Code Description**

|       |                           |
|-------|---------------------------|
| S5125 | Personal Support Services |
| T1004 | Home Health Aide          |
| T1002 | Skilled Nursing (RN)      |
| T1003 | Skilled Nursing (LPN)     |
| S5150 | Respite (In-Home, CNA)    |

## **Comprehensive and Supports Waivers (DD Waivers)**

### **Service Code Description**

|          |                           |
|----------|---------------------------|
| T1019    | Personal Care             |
| T2027 HA | Child Habilitation 0-12   |
| T2027    | Child Habilitation 13-17  |
| S5135    | Companion Individual      |
| S5135 TT | Companion (Group up to 3) |
| T1005    | Respite (Individual)      |
| T1005 HQ | Respite (Group of 2)      |

|          |                            |
|----------|----------------------------|
| S5151    | Respite Daily (Individual) |
| S5151 U8 | Respite Daily (Group of 2) |
| T1002    | Skilled Nursing            |
| T1019    | Personal Care              |
| T2027 HA | Child Habilitation 0-12    |
| T2027    | Child Habilitation 13-17   |
| S5135    | Companion Individual       |
| S5135 TT | Companion (Group up to 3)  |
| T1005    | Respite (Individual)       |
| T1005 HQ | Respite (Group of 2)       |
| S5151    | Respite Daily (Individual) |
| S5151 U8 | Respite Daily (Group of 2) |
| T1002    | Skilled Nursing            |

### Third-Party EVV Systems:

If your provider organization currently uses a third-party EVV solution that is not hosted by CareBridge, the claims denial edits will still apply. Additional steps are required to ensure that your third-party system can communicate with the CareBridge EVV system for claims submission. The following form must be submitted by either the provider organization or the EVV vendor to start the process: <https://app.smartsheet.com/b/form/bbc8297bf564436e9c997b29c29178bc>. To allow enough time to complete this integration, we recommend starting this process as soon as possible.

### Scheduling Appointments:

The Division of Healthcare Financing would like to make provider organizations aware that CareBridge EVV has the ability to schedule participant appointments and assign caregivers, which help your organization keep track of caregivers and ensure participants are receiving the services they need at the time they need them. This functionality is offered as an additional value to provider organizations and is not part of the federal requirements. Use of the scheduling functionality is up to each provider organization but is useful in ensuring your business is using best practice and can support the organization's ability to verify that participants are being served as expected.

### Have Questions?

For additional information or support, contact CareBridge by email or phone:

Website: <https://carebridgehealth.zendesk.com/hc/en-us>

Email: [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com)

Phone: (855) 912-3301



**HOME AND  
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SERVICES**  
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