



Electronic Visit Verification

Home Health Overview

The *21st Century Cures Act* includes a requirement that the North Carolina Department of Health and Human Services (NC DHHS) use an Electronic Visit Verification (EVV) system for home health services.

WellCare is providing the EVV Home Health Checklist below to inform e providers of the requirements to ensure compliance with the *21st Century Cures Act* and meet the EVV requirements.

Home Health providers with a taxonomy code of 251E00000X providing Home Health Aide Services, Physical Therapy, Occupational Therapy, Speech Therapy, and Skilled Nursing Visits.

EVV will verify:

- Date of service
- Beneficiary receiving services
- Location of service
- Person providing service
- Type of service rendered
- Time the service begins and ends

Authorizations for Physical Therapy, Occupational Therapy, Speech Therapy are obtained from WellCare's vendor NIA. They complete all therapy reviews. While WellCare reviews requests of Home Health Aide Service and Skilled Nursing Service internally.

Home Health providers are reimbursed based on revenue codes. We urge providers to review WellCare's Home Health EVV Billing Guide that includes the HCPCS/CPT codes and corresponding with the reimbursable revenue codes.

WellCare partners with EVV vendor HHAeXchange to offer providers free EVV tools, along with a free provider portal to schedule visits, monitor EVV and submit billing. Providers also have the option of using their own third party EVV or EDI vendor. All WellCare claims must be generated by HHAeXchange. Providers can use HHAeXchange or export their EVV data from a third party EVV vendor of their choosing. The third party must be integrated with HHAeXchange.

Provider resources and additional information:

Registration for HHAeXchange:

To get started, the first step will be to complete the HHAeXchange Provider Enrollment Form listed below, which will provide you access to your HHA Provider Portal.

[Click here to complete the HHAeXchange Provider Enrollment Form](#)

To integrate with their own third party EVV system. Click [HERE](#) to access your Free EVV welcome packet. Other EDI file resources:

- [Click here for the HHAeXchange HomeCare Provider Integration Visit Import Guide v5](#)
- [Click here for the HHAeXchange EDI Export Interface Guide v5](#)
- [Click here for the HHAeXchange EDI Code Table Guide](#)

Ensure your email is up to date in HHAeXchange so you can receive training invite, updates, and other valuable information.

Do you have WellCare specific questions?

- Contact your WellCare Provider Engagement Administrator, email [WCNC EVVInquiries@WellCare.com](mailto:WCNC_EVVInquiries@WellCare.com) or call WellCare Provider Relations at **1-984-867-8637**.

Do you have HHAeXchange EVV-specific questions?

- Contact HHAeXchange by phone at **1-866-242-2465** or by email at [Contact | HHAeXchange](#). Or submit a Support ticket in the HHAeXchange portal <https://www.hhaexchange.com/supportrequest>

Need to reach WellCare's Authorization Team:

- Call **1-866-799-5318** and follow the prompts or fax requests to **1-866-319-2691**

Need assistance from NIA?

- Please contact their Provider Support Team at:
 - RadMDSupport@Evolent.com or call **1-800-327-0641**
- Submit new authorization or review previous submission via the [NIA Portal](#).