



Home Health EVV Office Hours



A large, solid orange shape on the left side of the image, which is a segment of a circle or a thick curved line, curving from the top left towards the bottom right.

**Welcome Home
Health Providers
of North Carolina**

Introductions

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- **Provider Engagement Account Manager
for Home Health and PCS**

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- **Manager, Provider Engagement**

Agenda

- 1. EVV to HHAx & Direct Billing**
- 2. Late EVV Submission**
- 3. Common Rejections**
- 4. HHAx Rejection Rules**
- 5. HHAx Support Resources**
- 6. EVV Code Crosswalk**
- 7. Contact Information**
- 8. Q&A**

EVV Highlights



10/1/2023 was the original hard launch for EVV for Home Health providers who use the **251E00000X** taxonomy.



To improve the EVV and billing process for providers the state pulled back hard launch to allow direct billing



10/1/25 New relaunch for EVV and direct bill



EVV Data to HHAx & Direct Billing



EVV Data Submission to HHAx

- Agency must Turn off Ebilling *with HHAx*
 - *Have vendor to stop sending invoice number on file*
 - Submit an HHAX ticket to disable ebilling
 - Agency sends **EVV data only to HHAx**
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- Providers who **direct bill are still responsible** for successfully submitting their EVV data through HHAx
 - Any Visit Import Rejections (EDI Tool) within HHAx will need to be corrected for them to transmit to WellCare for processing



Electronic Visit Verification

Direct Billing

Agency **bills WellCare directly.**



Claims must be **clean** when they are submitted to WellCare, or they will deny/reject.



WellCare's system will search for **matching EVV data for 14 days.**



If no matching EVV is found the **claim will deny for no EVV.**



Agency is responsible for **resubmitting their rejected claim with matching EVV.**



Late EVV Submission



Late EVV Submission

EVV data received
after the 14-day
hold period:

- Remains with WellCare awaiting a matching claim.

When to resubmit
EVV:

- EVV data was incorrect and will not match claim.
- EVV was rejected in HHAx.



Common Rejections



Common EDI Rejections

Patient not found in HHAX

- Medicaid ID is missing or in incorrect field
- Office NPI is missing from visit file
- Patient is not a WellCare member

Payer is not configured for EDI Billing Rates

- Submit an HHAX Support Ticket to update configuration to allow EDI Rates

Cannot send placement as Office NPI belongs to multiple Offices.

- Validate the correct NPI for the member.
- If NPI is incorrect on file, update and resend visits
- If NPI is correct on file, move member to matching office in HHAX and then resend visits the following day (patient office moves process overnight)

[HHAX Patient Office Move Resource](#)



HHAx Rejection Rules



Visit Import Rejections Rules

- HHAx Visit import rejections still apply after hard launch.
- If EVV data is not submitted correctly the visits will reject.
- Rejected EVV will not transmit to the payer.
- If rejected the agency must:
 1. Review
 2. Correct
 3. Resubmit EVV data



Rejections in HHAx must be corrected for EVV data to be sent to WellCare for claims processing.



HHAx Support Resources



HHAx Support Resources for EDI Providers

Support Resources:

[HHAeXchange Knowledge Base Home](#)

[EDI Provider Knowledge Base](#)

[HHAeXchange University](#)

[Client Support Portal - Open a Ticket](#)

Job Aids:

[Common EDI Import Failures](#)



EVV Crosswalk



EVV Code Crosswalk Resource

Link to crosswalk:

[EVV Home Health SP Code Crosswalk \(xlsx\)](#)

Program	Service Type	Revenue Code	Service Description	Prior Auth Required?	Use These Codes for PA requests and claims	Do NOT use these Codes	Code Combos for EVV Visit Data	Box 42 (Rev Code):	Box 44 (HCPCS/CPT):
Home Health	Therapies	RC420	Physical Therapy	Yes	G0151 G0157 G0159 G2168 S9131		G0151 RC420 G0157 RC420 G0159 RC420 G2168 RC420 S9131 RC420	420	G0151 G0157 G0159 G2168 S9131 G0283
Home Health	Therapies	RC424	Physical Therapy EVALUATION	No	97161 97162 97163 97164		97161 RC424 97162 RC424 97163 RC424 97164 RC424	424	97161 97162 97163 97164
Home Health	Therapies	RC430	Occupational Therapy	Yes	G0152 G0158 G0160 G2169 S9129		G0152 RC430 G0158 RC430 G0160 RC430 G2169 RC430 S9129 RC430	430	G0152 G0160 G2169 S9129
Home Health	Therapies	RC434	Occupational Therapy EVALUATION	No	97165 97166 97167 97168		97165 RC434 97166 RC434 97167 RC434 97168 RC434	434	97165 97166 97167 97168

Use this file to:

- Ensure correct service code mapping
- Avoid EVV rejections due to code mismatches



Contact Information



Home Health EVV Contacts



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General Provider Engagement Information



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Q & A

Thank you for your time and partnership in transforming the health of the communities we serve, one person at a time.