



## Home Health EVV & Direct Billing Guidance

Effective October 1, 2025

Effective October 1, 2025, North Carolina Medicaid Home Health providers with taxonomy 251E00000X will return to a Hard Launch for Electronic Visit Verification (EVV) of Home Health Services.

Provider can choose to bill directly to WellCare of North Carolina or to bill using HHAeXchange. To ensure timely payment, EVV data must be submitted to HHAeXchange for all applicable claims.

On October 1, 2025, EDI rejections must be corrected for claims to be processed. All claims must have matching EVV data to be processed.

### DIRECT BILLING

1. Submit an HHAX ticket to turn off E-Billing.
2. Submit EVV data only through HHAX or your integrated 3rd-party EVV vendor.
3. Correct any EDI rejections to ensure EVV data is transmitted to WellCare for claims matching.

### CLAIMS SUBMISSION GUIDELINES

- Agency bills WellCare directly.
- Claims must be “clean” or they will be denied/rejected.
- WellCare will search for matching EVV data for 14 days.
- If no match is found, the claim will be denied for no EVV.
- Agency must resubmit rejected claims with matching EVV.

### COMMON EDI REJECTIONS & FIXES

- Patient not found in HHAX
  - ✓ Confirm Medicaid ID is in the correct field.
- Payer not configured for EDI Billing Rates
  - ✓ Submit a support ticket to update configuration.
- Office NPI belongs to multiple offices
  - ✓ Member may need to be moved to the matching office in HHAX.

### CONTACT US

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