



Home Health Care Physical Health Provider Update on EVV:

Partners Health Management is committed to supporting providers as North Carolina Medicaid transitions to Electronic Visit Verification (EVV) for Home Health Care Services (HHCS), in alignment with the 21st Century Cures Act.

EVV Soft Launch Underway

The EVV soft launch for HHCS began on July 1, 2024, in conjunction with the launch of the Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan (Tailored Plan). The soft launch will continue until the North Carolina Department of Health and Human Services (NC DHHS) announces a hard launch date.

The EVV system is a federally mandated initiative designed to ensure that Medicaid-funded HHCS are delivered as authorized. During this initial period, providers are expected to record EVV data and become familiar with their health plan's EVV processes.

Provider Expectations During the Soft Launch

Partners encourages providers to use this period to:

- Capture and submit EVV data for all applicable services.
- Work closely with their EVV Data Capture Vendor to configure, test and ensure successful data transmission.
- Verify that third-party EVV vendors are submitting visit data to HHAeXchange on their behalf.

Accurate visit capture is a critical component of claims processing. Claims cannot be adjudicated without verified visit data, regardless of the method used for billing. Additionally, if a member transitions from managed care back to NC Medicaid Direct retroactively, any visits not recorded via EVV may result in unpaid claims.

Partners Direct Billing Option Coming Soon

In response to provider feedback, Partners Health Management has notified NC DHHS of its plan to implement a direct billing option for Home Health providers. This solution will enable providers to submit visit data independently of claims submissions.

Partners anticipates its direct billing solution will be available by Summer 2025, offering increased flexibility and support for Home Health providers within its network.

Provider Support

Home Health providers serving beneficiaries in a Standard Plan or Tailored Plan should contact their health plan or EVV vendor for support. For EVV technical assistance, contact:

HHAeXchange Customer Support

NCsupport@hhaexchange.com

855-400-4429

Additional Guidance

For the full NC DHHS bulletin on EVV for Home Health providers, visit:

<https://medicaid.ncdhhs.gov/blog/2025/03/27/updates-electronic-visit-verification-home-health-care-services-and-direct-billing>