

Electronic visit verification

Beginning October 1, 2019, HealthKeepers, Inc. will require the use of electronic visit verification (EVV) for certain services rendered to Anthem HealthKeepers Plus members. These services include personal care, respite and companion services. This change is being made in coordination with the Virginia Department of Medical Assistance Services (DMAS) and the managed care organizations in Virginia to comply with the *21st Century Cures Act* and the *Virginia Appropriations Act*. **EVV will be required for service codes T1005, T1019, and S9125.**

Why is this change needed?

We are committed to effectively coordinating quality care for our members. The use of EVV systems, as mandated by the *21st Century Cures Act*, helps to reduce fraud, waste and abuse. Together we are embracing technology to verify, simplify and improve service delivery.

EVV clearinghouse and claims submission

HealthKeepers, Inc. is working with Tellus for EVV data aggregation and claims submission in Virginia. More information about Tellus is available at <https://www.4tellus.com>. **All providers will be required to submit rendered services using the Tellus EVV clearinghouse.** Tellus EVV compares prior authorizations, schedules and rendered service data to ensure compliance and allows you to review claims prior to submission. We will no longer accept paper claims for dates of services on or after October 1, 2019.

EVV data collection

The Commonwealth of Virginia is implementing a Provider Choice Model for EVV. This model requires that providers and agencies select and implement the EVV application for collecting rendered service data that suits your business requirements. We have established the following minimum requirements for the EVV application:

- *Health Insurance Portability and Accountability Act (HIPAA)* compliant
- Operates in an offline mode when cellular or Wi-Fi connectivity is unavailable
- Allows manual edits only by administrators in the system of record
- Tracks all edits to data completed by administrators, recording user name and date/time stamp in an audit log
- Ensures all protected health information (PHI) is always encrypted
- Maintains historical data via backups for the minimums defined by DMAS
- Captures the required six data points of the *21st Century Cures Act*
- Allows for EVV data to be submitted electronically via Tellus EVV clearinghouse

As an added benefit to providers, the Tellus EVV Mobile Application is being offered at a 20% discount for providers serving Anthem HealthKeepers Plus members. Please contact Tellus for more details at sales@4tellus.com.

<https://mediproviders.anthem.com/va>

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Commonwealth Coordinated Care Plus (CCC Plus) benefits to enrollees. AVAPEC-2169-19 September 2019

EVV testing

Testing will begin in September 2019. All EVV systems must complete integrations with Tellus EVV clearinghouse. Have your vendor contact Tellus at integrations@4tellus.com.

Resources

Additional information on EVV is located at www.dmas.virginia.gov. If you have questions, about Virginia EVV contact Lindsay Mack, Provider Network Manager II at lindsay.mack@anthem.com.