



## Electronic visit verification

Please note, this communication applies to Anthem HealthKeepers Plus Medicaid products offered by HealthKeepers, Inc.

HealthKeepers, Inc. requires the use of electronic visit verification (EVV) for certain services rendered to Anthem HealthKeepers Plus members. These services include personal care and respite care services. This requirement is 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 compliance is currently required for long term services and support service codes T1005 and T1019.**

### EVV clearinghouse and claims submission

HealthKeepers, Inc. is working with Netsmart\* for EVV data aggregation and claims submission in Virginia. More information about Netsmart is available at [www.ntst.com](http://www.ntst.com). **All providers are required to submit rendered services using the Netsmart EVV clearinghouse.** Netsmart EVV compares prior authorizations, schedules, and rendered service data to ensure compliance and allows you to review claims prior to submission. We no longer accept paper claims.

### EVV data collection

The Commonwealth of Virginia implemented 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 username 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.

### Resources

Additional information on EVV can be found on DMAS at [www.dmas.virginia.gov](http://www.dmas.virginia.gov).

\* Netsmart in an independent company providing electronic visit verification services on behalf of the health plan.

### <https://providers.anthem.com/va>

### Contacting Netsmart customer support

If you need assistance, you can reach Customer Success via telephone, email, or contact form:

- Our toll-free number is **833-483-5587**.
- Our email address is [evvsupport@ntst.com](mailto:evvsupport@ntst.com).
- Enter a support ticket at [mobilecaregiverplus.com/training](https://mobilecaregiverplus.com/training).

If you are not satisfied with your customer service after seven days, please contact your Provider Relationship Management associate to follow up with Netsmart. Please have a ticket number available as well as the last update in the Netsmart Customer Service Portal (ServiceNow).

If you have questions about EVV services through Anthem HealthKeepers Plus, contact [VALTSSPR@anthem.com](mailto:VALTSSPR@anthem.com).

If you have any questions about this communication, call Anthem HealthKeepers Plus Provider Services at **800-901-0020**.



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To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form ([anthem.ly/Vamp](https://anthem.ly/Vamp)).

