



State of New Jersey
Department of Human Services
Division of Medical Assistance & Health Services

NEWSLETTER

Volume 31 No. 21

October 2021

TO: Providers of the following services through Department of Children and Families (DCF), Children's System of Care (CSOC)

Agency Hired Respite (AHR) – **For Action**
Intensive-In-Home Behavioral (IIH-B) – **For Action**
Individual Support Services (ISS) – **For Action**
Managed Care Organizations – **For Information Only**

SUBJECT: **Frequently Asked Questions: Electronic Visit Verification (EVV) Claims Payment for AHR, IIH-B and ISS service providers subject to the EVV mandate of the Federal 21st Century Cures Act**

EFFECTIVE: **October 1, 2021**

PURPOSE: To supply additional guidance to Agency Hired Respite (AHR), Intensive-In-Home Behavioral (IIH-B) and Individual Support Services (ISS) service providers concerning compliance with EVV requirements by October 1, 2021.

BACKGROUND: In accordance with the 21st Century Cures Act, New Jersey requires CSOC AHR, IIH-B and ISS providers use the EVV system. The Division of Medical Assistance and Health Services (DMAHS) has previously issued Newsletters in [October 2020](#), [January 2021](#), [April 2021](#), and [June 2021](#) regarding EVV.

ACTION: Providers must follow the operational procedures described herein to ensure compliance with the federal mandate, ongoing participation as a Medicaid provider, and payment for services appropriately provided through the Medicaid program.

Providers that do not demonstrate a good faith effort toward EVV compliance and do not align with the EVV compliance expectations will be at risk of not receiving new referrals for services.

EVV Frequently Asked Questions (FAQs)

This CSOC Newsletter includes updated information to accompany [Newsletter Volume 31 Number 9: Frequently Asked Questions](#). Providers Billing for AHR, IIH-B and ISS are subject to the EVV Mandate of the 21st Century Cures Act.

EVV Service Applicability and Coordination

Below are the services that must use EVV as of October 1, 2021:

Type of Service	Authorized By
Agency Hired Respite	PerformCare
Intensive - In-Home – Behavioral	PerformCare
Individual Support Service	PerformCare

Where can I find information from NJ Department of Human Services on EVV?

NJ DMAHS is maintaining an EVV specific webpage that providers should review for updated program information (<https://www.nj.gov/humanservices/dmahs/info/evv.html>). Additional information regarding HHAeXchange as the NJ EVV aggregator can be found on the [HHAeXchange NJ EVV Information Center](#).

What steps does a CSOC provider need to take to be compliant with the EVV Mandate?

All information regarding EVV compliance is available on the [NJ CSOC Information Center](#). The steps you need to take as a provider in NJ are:

1. Complete the Provider Portal Survey found at [Provider Portal Questionnaire](#)
2. Follow the directions outlined in your EVV welcome packet
 - a. [HHAeXchange Provider EVV Welcome Packet](#)
 - b. [HHAeXchange Provider EDI Welcome Packet – for providers with their own EVV solution](#)
3. Attend a Provider Information session – all live sessions are complete, providers can access a recording on [NJ CSOC Information Center](#)
4. Complete System User Training – links will be posted to the NJ CSOC Information Center page or refer to your Welcome Packet.
5. Start using or reporting your EVV visit data to HHAeXchange –see options below if your agency will use EVV solution other than HHAeXchange

If I have my own EVV solution, what steps do I need to complete to be ready for the EVV mandate?

Providers utilizing a third party EVV system will be required to comply with both the business requirements and technical specifications listed in this document, which are also

found on the HHAExchange website. The first step will be to review the content noted below and initiate contact with HHAExchange to begin the integration process:

- [Business Requirements for Third Party EVV Data Aggregation NJ](#)
- [HHAExchange EVV API Technical Specifications NJ](#)
- [HHAExchange Website](#)

Does EVV apply to Intensive In-Home Clinical, Intensive In-Community Services or self-directed respite?

No, the EVV mandate applies only to specific CSOC providers: Intensive In-Home Behavioral (IIH-B), Individual Support Services (ISS) and Agency Hired Respite (AHR).

Are CSOC Intensive In-Home -Behavioral, Individual Support Service or Agency Hired Respite providers required to complete the 21st century application for EVV?

No, the 21st century application is not required for CSOC.

What if some of my visits are in the home and some are in the community?

EVV applies whenever an IIH-B, ISS and AHR provider makes any in-person contact with a youth during service delivery. The entire length of the service delivery encounter should be recorded through EVV.

Will EVV eliminate the need for service delivery encounter forms?

Service delivery encounter forms are not required for IIH-B, ISS or AHR.

How will EVV impact my current Cyber usage and/or Cyber requirements?

There is no change to Cyber requirements. Providers should continue utilizing the Cyber system as they previously have. Prior authorization requirements and documentation remain the same (i.e., progress notes, treatment plans, etc.).

How will my agency receive prior authorizations?

There is no change to the prior authorization process. Your agency will continue to receive prior authorizations from PerformCare.

As our collaborative work continues, DMAHS, in partnership with CSOC and the EVV Steering Committee, will provide updates and information as appropriate. Please visit the DMAHS EVV Website for additional information:

<https://www.nj.gov/humanservices/dmahs/info/evv.html>.

Resource Materials referenced in the CSOC Newsletter are available on the DMAHS EVV Website: <https://www.nj.gov/humanservices/dmahs/info/evv.html>. Additional information for CSOC providers is available on the CSOC EVV Website: <https://www.nj.gov/dcf/providers/csc/evv.html>.

To submit questions or concerns about EVV, please email New Jersey's EVV Mailbox at DCF.EVVCSOC@dcf.nj.gov and mahs.evv@dhs.nj.gov.

PLEASE RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE