



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Electronic visit verification (EVV) for home health

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



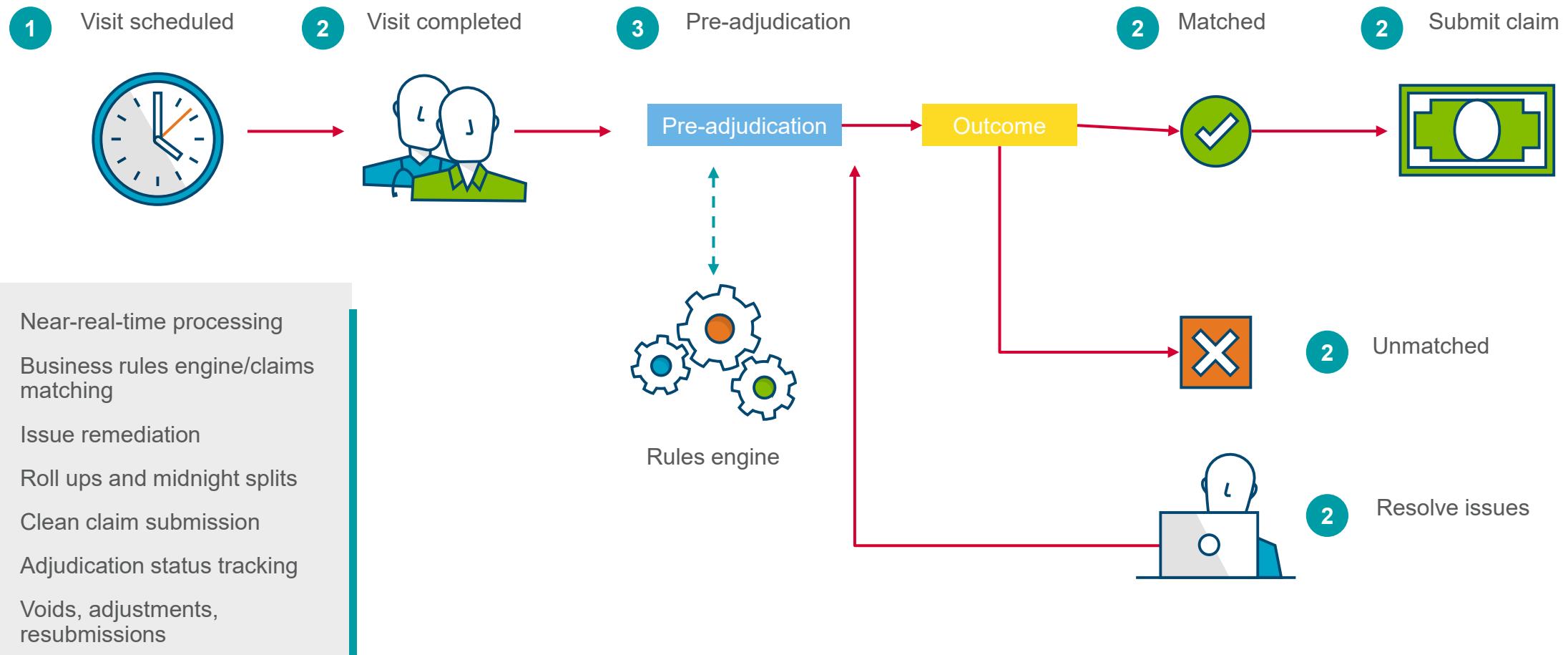
EVV for home health

- EVV is designed to prevent fraud, waste and abuse, as well as provide better documented care in the home health care industry.
- 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*.
- This change/process is **only** for Medicaid, and will be required for service codes G0299, G0300, S9122, G0151, G0152, and G0153.

Netsmart as an aggregator

- HealthKeepers, Inc. will be using Netsmart* as an aggregator for EVV which will improve care, drive efficiency, and speed reimbursements.
- Netsmart collects data from its own EVV system, as well as collects data from all other approved EVV vendors.
- All EVV systems must complete integrations with Netsmart EVV clearinghouse prior to the implementation. Please do not wait until November 30, 2023, to switch systems. Providers are encouraged to have their system compliant by July 9, 2023. This will allow you several months to ensure your system will not result in a loss in cash flow.
- Providers who choose to go with a different EVV vendor, such as a third-party vendor, must register with Netsmart to integrate/sync systems with Netsmart. EVVIntegrations@ntst.com

EVV process



Netsmart: Claim submission

- Anthem HealthKeepers Plus home health care visit claims must be submitted through Netsmart. This implementation goes into effect July 9, 2023, but effective December 1, 2023. Your claims will be denied if they are not submitted through Netsmart beginning on December 1, 2023. Prior to billing claims, providers need to go through the onboarding process.
- Netsmart does not house Medicaid member IDs for HealthKeepers, Inc. Claims need to be submitted with the Medicaid ID for proper processing.
- Home health visits are per diem. One unit is equal to one visit, per day; one reimbursement. Providers must bill separate lines for each date of service due to clock in clock out requirements.
- Home health services require precertification. Providers can submit authorization requests via phone, fax, or Availity Essentials.*

Netsmart: Clocking-in and clocking-out

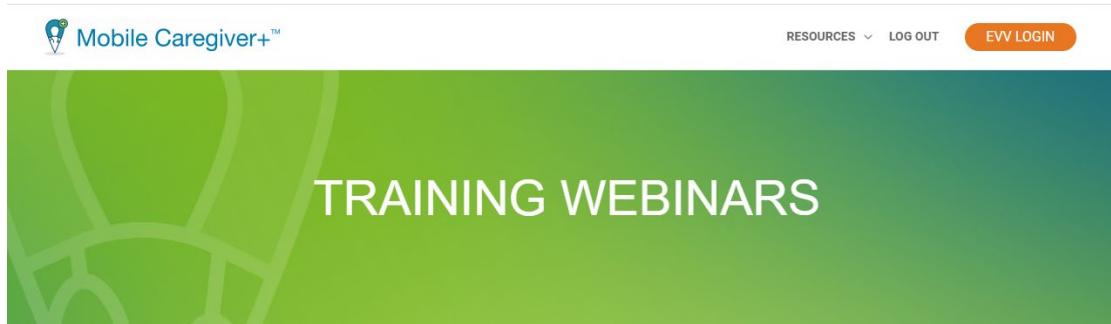
- Providers are required to log clock-in and clock-out times.
- In the event you are going to a rural area, or an area where there is a lack of service, providers will still have the availability to clock-in and clock-out. Once service is reinstated, it will log those times.
- In the event there is an overnight visit, the provider must clock-out right before midnight, and clock back in after midnight to separate the two dates of service.

Netsmart: Setting your provider payer rate

- For your claims to process at your correct rate, providers need to go into the Netsmart system and set their individual payer rate.

Netsmart: How to submit a corrected claim

- Several providers may use a third-party vendor, and for corrected claims, you cannot go into your third-party vendor and make corrections. You **must** submit corrected claims through Netsmart.
- Providers can access these materials (and the provider Training Library) once they log into their provider dashboard and navigate to the *Training* tab.



The screenshot shows the 'TRAINING WEBINARS' section of the Mobile Caregiver+ website. At the top, there is a navigation bar with the 'Mobile Caregiver+' logo, 'RESOURCES', 'LOG OUT', and an 'EVV LOGIN' button. Below the navigation bar, the text 'TRAINING WEBINARS' is displayed on a green gradient background with a faint circular watermark. Underneath this, there is a 'GET HELP' button and a 'CONTINUE LEARNING' button. A subtext message reads: 'We look forward to helping you get started with Mobile Caregiver+. Select your preferred training session below.' Below this message are four blue rectangular buttons, each representing a different training topic: 'Provider Portal' (with 'VIEW WEBINARS' text), 'Provider Portal - Claims Console' (with 'VIEW WEBINARS' text), 'Mobile Application' (with 'VIEW WEBINARS' text), and 'Extra Topics' (with 'VIEW WEBINARS' text).

Resources and contact information

- Providers can call Netsmart Customer Support at **833-483-5587**
- Netsmart provider support email address is evvsupport@ntst.com
- Providers can enter a support ticket at mobilecaregiverplus.com/anthem-healthkeepers-plus
- Once a support ticket is opened with Netsmart customer support, Netsmart has seven days to respond and work that case. For your records, a case number will be assigned and all updates regarding that case will be stored inside your Netsmart Connect Portal.

Helpful links

- Opening a support ticket with Netsmart is the first course of action providers need to use for any Netsmart questions or concerns. However, if you have any additional questions about the EVV implementation, please reach out to HealthKeepers, Inc.:
 - Email: anthemhkplusevv@anthem.com.
 - Provider Services: **800-901-0020**
- Helpful links: [DMAS site - Electronic Visit Verification](#)

Questions





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* Netsmart is an independent company providing electronic visit verification services on behalf of the health plan. Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

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

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