



To: TennCare MCOs and TennCare Home Health Care Service Providers  
 From: Johnny Lai, Director of Managed Care Operations  
 Date: March 7, 2024  
 Subject: Final Extension of Deadline for Claims Denial for 2024 Intermittent Services EVV Implementation

As a follow-up to the [TennCare memo](#) issued on December 26, 2023, where TennCare and its MCOs extended the grace period for home health agencies providing intermittent services to become EVV compliant by March 31, 2024, **TennCare and its MCOs are extending the deadline to September 30, 2024. Effective October 1, 2024, TennCare’s MCOs will deny non-EVV compliant claims for intermittent services and there will be no further extensions of the deadline for home health agencies providing intermittent services to become EVV compliant.**

**Home health agencies providing intermittent services have until September 30, 2024, to both successfully implement EVV and to also submit any claims for processing that require TennCare’s MCOs to waive timely filing. TennCare’s MCOs will not be making any exceptions to approve non-EVV compliant claims for any home health agencies that are not EVV compliant by this deadline.**

To successfully be reimbursed for members’ claims, each Home Health Agency must successfully participate in either the EVV system or the EVV data aggregator of the member’s MCO. As a result of home health care service providers having members from Wellpoint, BlueCare, and/or UnitedHealthcare, this means that the Home Health Agency would be expected to participate in both SanData’s and CareBridge’s EVV systems or EVV data aggregators, as appropriate. If you are unsure if your third party EVV vendor has successfully integrated with SanData’s and/or CareBridge’s EVV data aggregator, please contact SanData and/or CareBridge using the customer support contact information below:

BlueCare	WellPoint and UnitedHealthcare
<p><a href="#">Resources for Home Health Providers   Providers   BlueCare Tennessee (bcbst.com)</a>  <a href="https://bluecare.bcbst.com/providers/tools-resources/general/home-health">https://bluecare.bcbst.com/providers/tools-resources/general/home-health</a></p> <p>MCO’s Vendor — SanData</p> <p>Customer Support email:  <a href="mailto:TNAItEVV@Sandata.com">TNAItEVV@Sandata.com</a></p> <p>Customer Support: (833) 540-0093            Caregiver IVR: <i>varies by agency</i></p>	<p><a href="#">Tennessee EVV — CareBridge (carebridgehealth.com)</a>  <a href="https://www.carebridgehealth.com/tnevv">https://www.carebridgehealth.com/tnevv</a></p> <p>MCO’s Vendor — CareBridge</p> <p>Customer Support email:  <a href="mailto:tnevv@carebridgehealth.com">tnevv@carebridgehealth.com</a></p> <p>Customer Support: (844) 482-0256            Caregiver IVR: (844) 383-1678</p>

EVV system functionality for Phase 1 went live during January 2023 with a target date of July 1, 2023, for denying non-EVV compliant claims for private duty nursing, hourly home health nursing, and hourly home health aide services. Following July 1, 2023, TennCare and its MCOs allowed a grace period until November 2023 where claims began being denied for non-compliant EVV claims for private duty nursing, hourly home health nursing, and hourly home health aide services. Similarly, for Phase 2 of Tennessee’s EVV implementation which includes intermittent only services, EVV system functionality for Phase 2 went live starting on July 1, 2023, with a target date of January 1, 2024, for denying non-EVV compliant claims for intermittent services only. TennCare and its MCOs extended this deadline initially to March 31, 2024, and is again extending the deadline to September 30, 2024, for a final deadline. This extension applies to the following services:

<b>Service</b>	<b>Procedure Code</b>
Intermittent Home Health Social Work Visit	S9127
Intermittent Home Health Occupational Therapy	S9129
Intermittent Home Health Physical Therapy Visit	S9131
Home Health Enterostomal Therapy Visit By A Registered Nurse Certified In Enterostomal Therapy	S9474
Intermittent Home Health Skilled Nursing Visit	G0299/G0300
Intermittent Home Health Aide Visit	G0156
Intermittent Home Health Physical Therapy Visit	G0151
Intermittent Home Health Occupational Therapy Visit	G0152
Intermittent Home Health Speech Therapy Visit	G0153
Intermittent Home Health Social Worker Visit	G0155
Intermittent Home Health Physical Therapy Assistant Visit	G0157
Intermittent Home Health Occupational Therapy Assistant Visit	G0158
Intermittent Home Health Physical Therapy Visit	G0159
Intermittent Home Health Occupational Therapy Visit	G0160
Intermittent Home Health RN Visit	G0162
Intermittent Home Health RN Visit	G0299
Intermittent Home Health LPN Visit	G0300
Intermittent Home Health RN Visit	G0493
Intermittent Home Health LPN Visit	G0494
Intermittent Home Health RN Visit	G0495
Intermittent Home Health LPN Visit	G0496

TennCare appreciates the ongoing partnership between its MCOs, THA, and TAHC as Tennessee successfully fulfills the requirements of the 21<sup>st</sup> Century Cures Act for electronic visit verification of home health care services.