

To: Keystone First/Keystone First Community HealthChoices (CHC) Providers
Date: September 7, 2023
Subject: August’s Electronic Visit Verification (EVV) Soft Launch

As announced in July, Keystone First and Keystone First CHC with HHAExchange would be implementing a soft launch of the requirement for all Home Health Care Services (HHCS) that require an in-home visit to be recorded in the EVV system.

Therefore, effective August 14, 2023, providers submitting Home Health claims that don’t have EVV information are having their claim line paid but are receiving the following message(s) indicating the claim line would have been denied without EVV information:

EOB Warning Message	Definition/Meaning
WARNING: no EVV for claim line Date of Service (DOS)	Claims <u>without</u> EVV for the billed DOS <u>will deny</u> on a future date.
WARNING: Member in claim not present in EVV	Claims <u>without</u> EVV for the billed Member <u>will deny</u> on a future date.
WARNING EVV: Provider not present in EVV table	Claims <u>without</u> EVV for the billed Provider <u>will deny</u> on a future date.
WARNING EVV: No EVV for procedure code	Claims <u>without</u> EVV for the billed procedure code <u>will deny</u> on a future date.
WARNING EVV: Units exceed EVV	Member, Provider, procedure code and DOS match but claim line units exceed EVV units. Claims with Units Exceed EVV <u>will deny</u> on a future date.
WARNING: Invalid EVV Billing	Claims with invalid EVV provider type and/or code and modifier combination <u>will deny</u> on a future date.
WARNING: Invalid EVV Bill Type	Claims with an invalid EVV bill type <u>will deny</u> on a future date.

***Note-**Claim lines will continue to pay, regardless of the EVV warning message referenced in the table above until December 31, 2023. However, beginning January 1, 2024, Providers will see similar EOB explanations and claims will be **denied** if EVV is not validated.

If you have questions, please contact your Account Executive. Thank you for your participation in our network, and your continued care and commitment to our Members/Participants.