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SUBJECT Updated Error Status Code Descriptions for Personal Care Services Subject to Electronic Visit Verification
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IMPORTANT REMINDER: All providers must revalidate the Medical Assistance (MA) enrollment of each service location every 5 years. Providers should log into PROMISe to check the revalidation dates of each service location and submit revalidation applications at least 60 days prior to the revalidation dates. Enrollment (revalidation) applications may be found at: <https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Enrollment.aspx>.

PURPOSE:

This Medical Assistance (MA) bulletin:

- Advises providers of updates to certain error status codes (ESC) for personal care services (PCS) subject to electronic visit verification (EVV), effective for claims received on and after October 22, 2021; and,
- Advises providers of an updated Provider Assistance Center (PAC) contact e-mail for their use.

SCOPE:

This bulletin applies to all providers that render PCS to beneficiaries in the fee-for-service (FFS) delivery system, including Agency with Choice and Vendor Fiscal/Employer Agent financial management services organizations that provide PCS to MA participants who are enrolled in an Office of Developmental Program or Office of Long-Term Living waiver, or the Act 150 Program, or a Community HealthChoices managed care organization. Providers rendering PCS in the managed care delivery system should address any questions regarding ESCs for PCS subject to EVV with the applicable Managed Care Organization.

<p>COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:</p> <p>Provider Assistance Center: 800-248-2152 or email papac1@gainwelltechnologies.com</p> <p>Physical and Community HealthChoices providers should address any questions regarding EVV to the applicable MCO.</p> <p>Visit the DHS EVV site at: https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx</p>

BACKGROUND:

Section 12006(a) of the 21st Century Cures Act (Cures Act), signed into law on December 13, 2016, added section 1903(l) to the Social Security Act, which mandates that states require EVV use for Medicaid-funded PCS for in-home and community visits by a provider. See 42 U.S.C. §1396b(l).

The Department of Human Services (Department) issued MA Bulletin [05-20-02](#), titled "Implementation of Electronic Visit Verification in the FFS and Physical Health Managed Care Delivery Systems," issued and effective June 11, 2020, to inform providers that the Department will implement EVV for PCS provided to MA beneficiaries under 21 years of age effective with dates of service on and after January 1, 2021.

In addition, the Department issued MA Bulletin [05-20-03](#), titled "Electronic Visit Verification for Personal Care Services Provided in the Fee-for-Service Delivery System," issued August 26, 2020, and effective September 1, 2020, as well as MA Bulletin [07-20-04](#), titled "Electronic Visit Verification for Personal Care Services," issued and effective September 10, 2020, to inform providers of the establishment of ESCs for PCS subjected to EVV.

DISCUSSION:

The Department identified a need to distinguish ESCs for PCS subjected to EVV from ESCs for home health care services (HHCS) subjected to EVV. As a result, the Department is updating the description for ESCs 925, 927 and 928 to distinguish PCS ESCs from future HHCS ESCs. The Department is also updating ESC 928 to clarify that providers must have matching EVV visit(s) for the service detail billed.

In addition, the PAC e-mail has been updated to papac1@gainwelltechnologies.com. Providers with questions related to EVV, including ESCs, may contact the PAC via this e-mail address or by calling 800-248-2152.

This MA Bulletin supersedes, in part, MA Bulletins 05-20-03 and 07-20-04. All other information and directions in MA Bulletins 05-20-03 and 07-20-04 remain active and current.

Information on the implementation of EVV for HHCS, including information on ESCs for HHCS, will be provided in a future MA Bulletin.

PROCEDURE:

Effective October 22, 2021, the EVV ESC descriptions for PCS ESCs 925, 927 and 928 will be updated as follows. Providers will not have to make any changes to their billing or claims processes.

ESC Number	Previous Description	New Description
925	EVV Visit Verified	EVV PCS Visit Verified
927	Units Billed Exceed Units Verified in EVV	PCS Units Billed Exceed Units Verified in EVV
928	EVV Visit Not Found	No Matching EVV PCS Visit Found

Additional information related to EVV ESCs and any future updates to EVV ESCs may be viewed by accessing the Department's website at the following link:
<https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>.