

Greetings:

At the EVV public meeting held on August 14<sup>th</sup>, DHS announced that we will be delaying the deadline for the compliance requirements of Electronic Visit Verification (EVV) for personal care services (PCS) until January 1, 2021. While no claims will be denied because of EVV until January 1, 2021, providers should still use best efforts to continue to use EVV during this public health emergency.

Providers using Alternate EVV who have not already reached out to begin this process must contact Sandata Alternate EVV support team by phone at 1-855-705-2407 or by email at [PAAltEVV@sandata.com](mailto:PAAltEVV@sandata.com). As a reminder, this process began in August 2019 so if you have already reached out to Sandata to begin this process, you do not need to do so again.

The Alternate EVV certification process takes 4-6 weeks for completion. The attached Quick Reference Guide outlines the Alternate EVV process and the required actions for Providers, Alternate EVV vendors, and Sandata throughout the eight-step process.

All PCS providers must complete the EVV compliance audit survey which may be found here: <https://www.surveymonkey.com/r/WVBZHZN>. If you have already responded to the EVV compliance audit survey, you do not need to respond again.

Updated 2020 EVV Implementation Timeline:

- **January 1, 2020 through December 31, 2020:** All Providers must begin using EVV for Personal Care Services (PCS).
  - Error Status Codes (ESCs) are in effect for claims submitted through PROMISe™ for services subjected to EVV.
  - Providers should review the ESCs to identify whether claims are supported by EVV visits in the DHS Aggregator. These ESCs will assist providers in understanding when claims will deny beginning January 1, 2021.
  - Additional information on ESCs can be found on the DHS EVV website [here](#) and were also sent out via Listserv communications.
  
- **January 1, 2021 and after:** Claims submitted for PCS without a matching EVV visit will be denied.

Thank you for your efforts and cooperation during this time. For any questions related to EVV, please email the EVV resource account at [RA-PWEVVNOTICE@pa.gov](mailto:RA-PWEVVNOTICE@pa.gov).

DHS EVV Website: <https://www.dhs.pa.gov/providers/Billing-Info/Pages/EVV.aspx>

All DHS communications related to COVID-19 can be accessed at <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx>.