



EVV Implementation Timeline Update

Greetings:

Due to efforts related to COVID-19, we understand that everyone is struggling to deal with the current situation and issues presented at this time. Last month, we announced that we will be delaying the deadline for the full implementation of Electronic Visit Verification (EVV) for personal care services (PCS) until October 1, 2020. While no claims will be denied because of EVV until October 1, 2020, providers should still use best efforts to continue to use EVV at this time. DHS will use EVV data to help ensure that individuals continue to receive services.

Updated 2020 EVV Implementation Timeline:

- **January 1, 2020:** All Providers must begin using EVV for 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 would deny beginning October 1, 2020.
 - Additional information on ESCs can be found on the DHS EVV website and were also sent out via Listserv communications.
- **June 1, 2020:** All Providers must complete the EVV compliance audit survey which may be found here: <https://www.surveymonkey.com/r/WVBZHZN>
- **July 1, 2020:** All Providers using Alternate EVV must begin the certification process no later than this date.
 - 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. This process began in August 2019 so if your agency is currently in the certification process, or previously completed certification, no action needs to be taken.
 - The Alternate EVV process takes approximately 4-6 weeks for completion. The attached Quick Reference Guide from Sandata outlines the Alternate EVV process and the required actions for Providers, Alternate EVV vendors, and Sandata throughout the eight-step process.
- **Starting October 1, 2020:** PCS claims submitted 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

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>.