



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

EVV ISSUES FOR THE WEEK OF JANUARY 30, 2023

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/31/2023

The Division is starting to see the first batch of claims submitted since the Electronic Visit Verification claims “hard edit” was implemented for services provided on or after January 1, 2023. The Division has identified four common errors from Qualified Vendors and Alt EVV providers. Please consider the following before submitting claims:

- **Timing of claims:** Please upload your visit data in Sandata before submitting the claim to WellSky for that visit. Otherwise, WellSky will deny claims submitted before the verified EVV data has been uploaded. For example, if you submit a claim on Tuesday and verified visit data on Thursday, the claim will be denied.
- **Incorrect payor:** Visit data in Sandata must have “AZDDD” as the payor so the WellSky claims system validation process can “see” the visit. If the payor is another managed care organization (MCO) or AHCCCS, DDD’s claims system cannot see the visit data. This is due to Sandata’s data compliance protection that ensures HIPAA compliance.
- **Visit data does not match the claim:** The visit data has to match the claim (aggregating is allowable). The number of verified visits must equal the total on the claim, or match it exactly.
- **Time zone:** Be aware of the time zone used by Alt EVV systems and use the proper coding when uploading to Sandata. Using incorrect time zones may prevent the system from validating claims. Please refer to the [AHCCCS Alternate EVV Vendor Specification guidelines](#) for more information.

If you’re a Qualified Vendor who made one of these errors and received a claim denial due to EVV compliance, please resubmit your claim only after correcting the errors.

EVV Visit Validation Updates

DDD is pausing EVV edits on the following Respite and Nursing codes until it can develop a consistent validation process with Sandata. If you’re a vendor who received claim denials, please resubmit your claims. DDD will provide additional information once the validation process is finalized.

- Respite, Daily (RSD)
- Nursing (G0299, G0300, S9123, S9124)

Habilitation, Music (HAM) - The EVV edit has been removed. EVV is not required. If you’re a vendor who received claim denials, please resubmit your claims for HAM.

- **Overnight Visits** – The Sandata system can log a single visit that spans multiple days and visits, where one visit stops at midnight and another starts at midnight. To ensure proper claim submission and EVV

validation, please ensure you're following one of these methods:

- Split into two visits (preferred method) – Overnight visit is split into two visits, with one ending at 11:59 p.m. and a second visit starting at 12:00 a.m. In this case, submit two separate claims to match the separate visits in the system.
- Logged as one visit – For EVV validation, a single claim must be submitted using the start date as the **start and end date** of the visit. Please be aware this method may cause other claims to be denied for exceeding daily limits per service.