



Tennessee UnitedHealthcare Insights: Your quarterly update



Electronic Visit Verification for private duty nursing and hourly home health

To comply with the 21st Century Cures Act requirements, Electronic Visit Verification (EVV) for private duty nursing and hourly home health services began **July 1, 2023**.

The following service codes will be affected:

Service	Procedure code
Private duty nursing	T1000
Hourly home health nurse	S9123/S9124
Hourly home health aide	S9122

Phase 2 will begin **Jan. 1, 2024**, and include the following service codes: S9127, S9129, S9131, S9474, G0299, G0300, G0151, G0152, G0152, G0153, G0155, G0157, G0158, G0159, G0160, G0162, G0493, G0494, G0495 and G0496.

You are required to use the check-in and check-out function in the EVV system for visits and claims. Your claim will be denied if you do not use EVV.

Requirements

UnitedHealthcare Community Plan of Tennessee uses Carebridge as an EVV vendor. You can use the Carebridge EVV system at no cost. You must use Carebridge or confirm your third-party EVV vendor participates with us. Also, EVV systems are required to track the data listed in the 21st Century Cures Act requirements.

Steps to get started with CareBridge

1. Take our **On-demand Training** – Provides you with the information you need to successfully onboard your caregivers and begin using the system. **Agency staff who attend the orientation and all 4 modules are more successful in onboarding quickly.**
2. Complete the **Credential Request** – Once you have completed the orientation, you can complete this form to request your username and password. **You will not be issued a username and password until you have completed the orientation.**

Intake form

To finish the EVV integration, vendors must complete the **Carebridge third-party EVV vendor intake form**.

Carebridge EVV resources

- Go to the **Resource library** – Find additional print and video resources to assist you in getting started with CareBridge
- Find **Integration specifications and service codes**:
 1. Select the “Technical Specifications for Third-Party Vendors” link
 2. You’ll see the full specification list, including home health. You can also download the specifications PDF.
- If you want read-only access to the CareBridge portal, complete the request form at CareBridge Portal Access Request

If you have questions about the integration, please email the CareBridge EVV Integration Team at evvintegration@carebridgehealth.com.

Non-emergent transportation

The Tennessee Carriers, Inc. call center provides member rides to and from medical appointments and other covered service visits. The call center approves and schedules eligible transportation services. The services include fixed route (public transportation) and other multi-passenger vehicles, recurring appointments (subscription) reservations and potential mileage reimbursement.



Questions?

Contact CareBridge at
tnev@carebridgehealth.com
 or 844-482-0256.

Scheduling a ride

To use the transportation service, either you or the member should call at least 3 business days before the member’s appointment, except for certain urgent qualified appointments, such as dialysis and urgent services.

Online: Schedule through the [NEMT portal](#)

Call: 866-405-0238, TTY 711

Members must use transportation appropriately and comply with TennCare rules, including notifying the call center if unable to use the scheduled service.

Long-term services and supports therapy

Tennessee offers 2 long-term services and supports (LTSS) therapies to help members increase their independence and improve their quality of life:

- **CHOICES** is for adults 21 years and older with a physical disability
- **Employment and Community First (ECF) CHOICES** is for people of all ages who have an intellectual or developmental disability (I/DD)

Members can live the life they want in their preferred setting. Licensed therapists, including occupational, physical and speech therapists, assess the individual and recommend treatments, devices and training to support their independence. These services can be life changing and provide individuals and families with the time and structure to explore new possibilities.

Follow-up after hospitalization for mental illness

Patients who’ve been hospitalized for a mental illness can benefit from follow-up care after they’ve been discharged. The **Follow-Up After Hospitalization for Mental Illness (FUH)** HEDIS® measure provides guidance for addressing these patients’ care needs. If you have a patient who is a UnitedHealthcare Community Plan member and has recently been hospitalized for a mental illness, we encourage you to follow these guidelines.

What is the FUH measure?

It assesses the percentage of patients ages 6 and older who have received follow-up care with a mental health professional within 7 days of being discharged from the hospital.

The day of discharge is day 0, as shown in this example:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
11	12	13	14	14	16	17
		Patient discharged (day zero)	Day 1	Day 2	Day 3	Day 4
18	19	20	21	22	23	24
Day 5	Day 6	Day 7	Day 8	Day 9	Day 10	Day 11



Questions?

If you would like to learn more about providing therapy services for these programs, please email Deborah Stewart at deborah_b_stewart@uhc.com or tn_ltc_networkmail@uhc.com.

Follow-up appointments can be an outpatient visit, intensive outpatient encounter or partial hospitalization with a mental health care professional.

Examples of FUH appointments:

- Medication management
- Partial hospitalization programs (PHP) and intensive outpatient programs (IOP) for mental health or outpatient
- Group therapy, family therapy, individual therapy
- Home health services with a mental health care professional
- Telehealth/virtual visits

Examples of appointments that do not count as FUH:

- Primary care physician (PCP)
- Substance use treatment
- Non-licensed clinicians, including pastoral counselors and school counselors



Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal Contact Us page, or call UnitedHealthcare Community Plan Customer Service at **800-690-1606**. Learn more about FUH and other HEDIS measures at [ncqa.org](https://www.ncqa.org).