



Subject line: Please complete our provider questionnaire to help ensure EVV compliance

Dear Care Provider,

The 21st Century Cures Act and Centers for Medicare & Medicaid Services (CMS) require states to use an Electronic Visit Verification System (EVV) for all Personal Care Services (PCS) by Jan. 1, 2021, and for all Home Health Care Services by Jan. 1, 2023.

In accordance with this requirement, all visits must be timestamped using EVV tools to record the member and caregiver information, location of the service, date of the service and the type of service performed.

What this means for you

All UnitedHealthcare Community Plan network care providers must have a fully implemented EVV system for PCS by July 1, 2021. To achieve this, **we're collaborating** with HHAeXchange to provide you with a free EVV system and billing tool. **Failure to comply with EVV requirements could result in claim denials after July 1, 2021.**

Correct Taxonomy Code

To ensure the claims are being submitted for PCS, please use the appropriate Taxonomy Code 253Z00000X. **Failure to comply with EVV requirements could result in claim denials.**

Please complete the HHAeXchange portal configuration questionnaire

To help ensure your agency is set up to use the HHAeXchange portal, we ask that you please complete a [provider questionnaire](#).

HHAeXchange platform options

There are 3 options for the agencies in our network:

- Agencies currently using HHAeXchange will be linked with new PHP contracts
- Agencies currently without an EVV solution will be set up to use the EVV tools from HHAeXchange
- Agencies currently using an EVV solution from another vendor can use their existing EVV system and import visit data into HHAeXchange using Electronic Data Interchange (EDI)

Questions?

If you have questions or need help, please contact your UnitedHealthcare Provider Services Team at 800-638-3302 from 7 a.m.–6 p.m., Monday–Saturday. If you have questions about HHAeXchange, please email support@HHAeXchange.com or visit hhaexchange.com/nc. Thank you.