



May 22, 2019

To: New Mexico Personal Care Service Provider Agencies

From: New Mexico Centennial Care Managed Care Organizations

Re: Electronic Visit Verification Implementation for EPSDT PCS

In Section 12006 of the Cures Act Part (a); the Cures Act requires states to implement an Electronic Visit Verification (EVV) system by January 1, 2020 (as amended by recent legislative action) for EPSDT Personal Care Services (PCS).

Beginning January 1 2020, all EPSDT caregivers must begin using the EVV system. The options for access and criteria for each are listed below:

- 1. Member's home phone/landline** – To participate in the program on a statewide basis, members and/or guardians must allow caregivers to use their home phone/landline phone if one is available in the home. If a member refuses to allow the caregiver to use their home phone/landline, the caregiver may use their own personal smartphone as described below.
- 2. Caregiver's Smartphone with Stipend** – Effective January 1, 2020, each MCO will provide a stipend to the provider agency to create an incentive for caregivers to utilize their personal smartphone and existing data plan. The entire stipend must be paid to the caregiver and the agency may not retain any of it. All stipend payments made by the MCOs are inclusive of gross receipts tax (GRT).
- 3. Tablets** – The option to order a tablet will become available as the implementation comes near, for those caregivers that do not have access to a personal smartphone or a member's home phone/landline. Provider agencies will receive a communication from each MCO with the date the tablets will be available and how to place an order.

#### **Billing for Services and Reporting Visit Data**

Beginning January 1, 2020, provider agencies can submit claims for stipends to caregivers that used their personal smartphones to clock in and out. Provider agencies will be responsible for collecting information on which caregivers will be using their personal smartphones and submit one claim per month, per caregiver. For caregivers that are logging into the application with their smartphones and are in areas with limited/no cellular service and no Wi-Fi availability, caregivers must travel to a location with reliable cellular service or Wi-Fi connectivity at least once every seven calendar days in order for the visits logged into the application to be electronically submitted to the AuthentiCare® system. Provider agencies will be responsible for enforcement.

The provider may only manually enter personal care visit data in unique circumstances that are approved by the MCO. Examples of unique circumstances include:

- Temporary hazardous driving conditions due to weather to an area with Wi-Fi or cellular availability.
- If the caregiver has a documented illness, injury, or personal emergency that prohibits travel.

The MCOs reserve the ability to selectively audit visit data that was manually entered. Provider agencies must retain the manually entered documentation and provide the requesting MCO with a paper timesheet or other supporting documents for manually entered visit data within two days of receiving a request from an MCO.

If you have additional questions about unique circumstances or manually entered data, please contact your provider representative from any of the MCOs with whom you are contracted.

### **Billing for the Caregiver Smartphone Stipend**

Agencies may not bill an MCO more than one stipend per caregiver, per month. The entire stipend must be passed through to the caregiver and the agency is not allowed to retain any portion of it.

The MCOs will allow provider agencies and caregivers 30 days to transition to the use of smartphones with the AuthentiCare® application. However, agencies may not submit for the stipend reimbursement unless the caregiver has used their personal smartphone for at least two weeks prior to the submission of the request for reimbursement.

Some unique billing scenarios include:

- If a member has more than one caregiver and both caregivers utilize their smartphone, agencies may bill for a stipend payment for each caregiver.
- Agencies may only submit a single stipend payment if the caregiver utilizing their smartphone provides services for more than one member and at least two of the members are enrolled with the same MCO.
- Agencies may submit a stipend to each MCO if a caregiver utilizing their smartphone provides services for more than one member and the members are enrolled with multiple MCOs. However, agencies should submit for reimbursement using the code G9006 with a U2 modifier. In these instances, each MCO will pay 50 percent of the total stipend amount. Please see example below.

### **Stipend Billing Example**

For a reference on how to bill for the stipend, please review the stipend billing example below:

- G9006 U1 – caregiver will receive the full stipend amount set by the MCO.
- G9006 U2 – caregiver will receive 50 percent of the stipend amount from each MCO. In unique circumstances there may be caregivers that provide services to members enrolled with three or more MCOs. In these circumstances, you may submit 50 percent reimbursement from each MCO.

### **Need more information?**

If you have any questions or concerns regarding this notification, please reach out to your provider representative from any of the MCOs with whom you are contracted.

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