



EVV Provider Forum

November 29, 2023

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

Q & A

Project Updates

- EVV Statistics as of November 17, 2023
 - 135 discrete MCDID's are registered with Sandata
 - 57 MCDIDS have visits recorded in the systems
 - 39 different providers have submitted visits
 - 489,962 visits have been recorded in the Sandata system

Project Updates

Q: Are home infusion services subject to EVV?

A: No. Home infusion services are generally not subject to EVV unless the activity is billed under a nursing procedure code that is subject to EVV (e.g., G0299-RN/G0300-LPN, S9123-RN/S9124-LPN, and T1000).

Project Updates

- Beginning in January of 24 EVV providers forums will move to every other month.
 - A new schedule will be distributed in mid-December.

Q&A/Wrap Up



Cures Act Resources

- DMMA/DMAP FAQs and How to Guides

(Visit DMAP portal at <https://medicaid.dhss.delaware.gov/provider>, click *Manuals, Bulletins and Forms* link on the left, and clicking on the *Managed Care Only Providers MCOP* in the documents folder on the left)

- DMAP Provider Services Phone: 1-800-999-3371, option 0 then option 4
- Email: delawarepret@gainwelltechnologies.com
- CMS Final Rule -<https://www.govinfo.gov/content/pkg/FR-2016-05-06/pdf/2016-09581.pdf> & CMS Medicaid Enrollment Compendium <https://www.medicaid.gov/sites/default/files/2021-05/mpec-3222021.pdf>
- Joint MCO FAQs (to be provided)
- Each MCO Provider Services and/or Provider Relations/Engagement team

Additional Questions and Information

- **Sandata Customer Service:**

- Sandata users: 1.833.542.2603 or decustomer@sandata.com (include DE EVV in subject line).
- Alternate EVV system users: DEaltev@sandata.com

Additional Questions and Information

- **DMMA:** [DHSS DMMA EVV@delaware.gov](mailto:DHSS_DMMA_EVV@delaware.gov)
- **ACDE:** [EVV Provider Notification@amerihealthcaritasde.com](mailto:EVV_Provider_Notification@amerihealthcaritasde.com)
- **DEFH:** EVVProviderCommunication@delawarefirsthealth.com
- **HHO:** EVVProviderCommunication@highmark.com

Additional Questions and Information

- Additional questions may be emailed to:
DHSS_DMMA_EVV@delaware.gov
 - When emailing DMMA, please include the Sandata service ticket number(s)
- DMMA will periodically post new information on our EVV webpage:
https://dhss.delaware.gov/dmma/info_stats.html