

Network Notification – Humana Healthy Horizons in Ohio

Notice date: November 15, 2024
To: Humana Healthy Horizons® in Ohio provider network
From: Humana Healthy Horizons in Ohio
Subject: Provider education: Electronic visit verification compliance

Understanding EVV

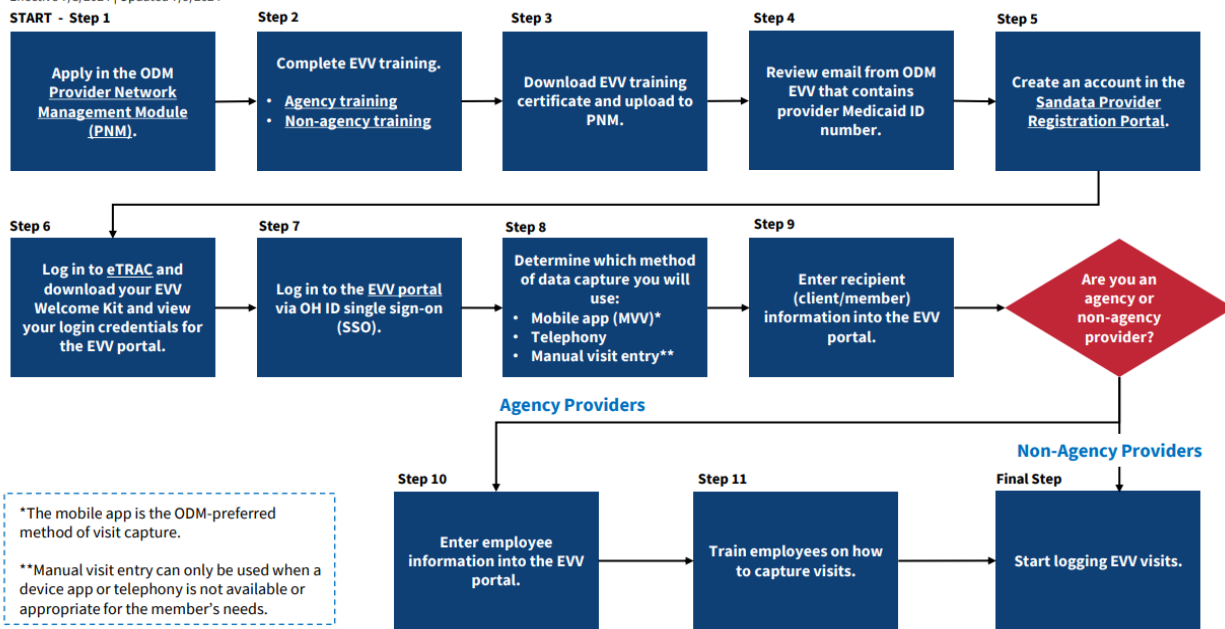
Electronic visit verification (EVV) uses technology to document certain home health and personal care services. EVV is efficient, transparent and improves service delivery. Direct care workers check in at the beginning and check out at the end of each visit through use of a digital device or landline telephone. The EVV system captures the following:

- Who receives the service
- Who provides the service
- Service provided
- Service location
- Date and time service begins and ends

Healthcare providers using the EVV system should **adhere to this Ohio Department of Medicaid (ODM) workflow:**

Electronic Visit Verification Getting Started Workflow

Intended Audience: Providers using the state EVV solution. For more information please visit: [ODM EVV Website](#).
Effective 7/3/2024 | Updated 7/9/2024



For appropriate and timely claims processing, please ensure you register with the **Sandata system** to obtain an EVV account. Please include the following information in the Sandata system, which you will use to access and document your EVV claims:

- **Provider Medicaid ID** must match what is in the Sandata system
- **Recipient ID**
 - You must add the recipient to your EVV account
 - You should validate the recipient Medicaid ID
- **Procedure code**
 - Use the EVV procedure codes and modifiers from the comprehensive list below

Services requiring EVV

Comprehensive list of procedure codes and modifiers ODM requires:

Procedure codes	Comments
G0151, G0152, G0153, G0156, G0299, G0300, S5125, T1000, T1001, T1002, T1003, T1019, T2025	Service identifier. HCPCS code or another identifier determined during implementation. Code used for billing the procedure.
T1001 (State Plan Registered Nurse Consultation)	A modifier of U9 may be provided.
T2025 (MyCare Enhanced Community Living)	A modifier of UA may be provided.
T2025 (MyCare Enhanced Community Living)	Modifier 2 - A second modifier of U1 may be provided.

For more information regarding EVV, please email ODMCustomerCareEmail@Sandata.com or call 855-805-3505. The EVV Provider Hotline is available 24/7.

Communicating with Humana Healthy Horizons-covered patients

Clear communication

Limited English proficiency (LEP) describes the degree to which a Humana Healthy Horizons member's inability or limited ability to speak, read, write or understand English affects effective interactions between the member and healthcare providers or health plan members.

Language Assistance Program for members with LEP

Humana Healthy Horizons provides free language assistance services for its members with LEP. This assistance includes:

- Free interpretation services for all languages.
 - Providers can call Humana Healthy Horizons at the phone number on the member's Humana Healthy Horizons ID card to access interpretation services while the member is in the office.
- Spanish versions of Humana's non-secure website and member materials
- TTY services

Members can request to have a written translation of Humana Healthy Horizons documentation mailed to them. Members should call the Member Services phone number on the back of their plan ID card to request translated materials.