

November 14, 2023

Provider Notice

Important information regarding Electronic Visit Verification Service Claims Submissions

Electronic Visit Verification (EVV) for Skilled Services to go live!

As a reminder, since July 9, 2023, Molina Healthcare of Virginia (Molina) included Skilled Home Health service codes for Nursing (LPNs and RNs) and Therapy (Speech, Occupational, and Physical) services. The addition of these service codes is a statewide mandate from the Department of Medical Assistance Services.

The Molina Skilled Home Health service codes soft launch or testing period started on July 9, 2023, and will end on December 1, 2023. During this phase, claims with incomplete Electronic Visit Verification (EVV) data will be allowed to pass through the system, and you will receive feedback on any errors. However, claims with missing or incomplete EVV data on the 837I after December 1, 2023, will be denied.

Follow the steps below to submit Skilled Home Health claims compliant with Virginia's EVV requirements.

What you need to do

- Molina requires Skilled Home Health agencies to submit EVV complaint 837i claim forms for all EVV-required services
- Beginning July 9, 2023, please submit all EVV claims through Molina's existing clearinghouse (ChangeHealthcare)
- Providers must complete the required EVV fields as advised by the 837i companion guide to avoid claim denials
- Required Data Elements – 6 Federal Minimum Requirements
 - Individuals receiving service
 - Date of service – beginning and ending
 - Type of service being performed
 - Individual performing the service
 - Location of the service
 - Time the services begin and end

Note: When possible, provider agencies should refer to the DMAS-provided 837i companion guide

Questions?

If you have any questions about meeting the necessary EVV requirements or need support, please contact William.Thompson@MolinaHealthcare.com or at (804) 258-2747.

Thank you,

Molina Healthcare