



P.O. Box 30449
Salt Lake City, UT 84130-0449

[Date]

[Provider Name]

[Provider Address]

[City], [State] [ZIP Code]

Re: Electronic Visit Verification Will Be Required for Dates of Service On or After Oct. 1, 2019

Dear [Care Provider Name]:

Beginning with services on or after **Oct. 1, 2019**, United Healthcare Community Plan of Virginia will require the use of an Electronic Visit Verification (EVV) system for reimbursement of personal care and respite services in accordance with the federal 21st Century Cures Act and The Virginia Appropriations Act.

Why We're Making the Change

We're committed to quality of care for our members and effectively coordinating care. The use of EVV systems helps reduce fraud, waste and abuse, as well as complies with federal and state requirements.

How This Affects You

If you submit a claim for a date of service on or after Oct. 1, 2019 and it doesn't comply with the EVV and electronic claim submission requirements, we'll deny the claim.

What You Need to Know

The specific procedure codes subject to this requirement include T1019 and T1005. When billing for these services, your EVV system must transmit the following information:

- Time the service begins and ends
- Location of the service delivery at the beginning and end of the service
- Attendant or aide who provided the service in addition to the type of service
- Individual receiving the service and date of service information being transmitted currently

Additionally, you must transmit all claim receipts using complete 837P Electronic Data Interchange (EDI) transactions. We'll no longer accept paper claims for dates of service on or after Oct. 1, 2019.

EVV Testing

In the late summer, we'll start testing claims submitted using an EVV system with a sampling of care providers. If you'd like to participate in the testing, please contact your Provider Relations Representative and provide the name of the EVV vendor you'd like to use. Your Provider Relations Representative will let you know if you've been selected for testing.

Resources

You can learn more about EVV at dmas.virginia.gov > Electronic Visit Verification (EVV).

If you'd like to learn more about submitting claims electronically to UnitedHealthcare Community Plan, please visit UHCprovider.com > Menu > Resource Library > Electronic Data Interchange.

If you have questions, please contact your local Provider Relations Representative or call Provider Services at 877-843-4366. Thank you.

Sincerely,

[Signatory Name]

[Signatory Title]