

To: Keystone First Community HealthChoices (CHC) Home- and Community-Based Services Providers

Date: December 21, 2022

Subject: **Reminder – Electronic Visit Verification Compliance Requirements**

Dear Keystone First CHC Provider,

As directed by the Pennsylvania Department of Human Services, Office of Long-Term Living (DHS/OLTL), on January 1, 2021, all home- and community-based services (HCBS) Providers who provide and bill for personal care services (PCS) and respite services are required to use the Electronic Visit Verification (EVV) System.

EVV compliance is monitored by Keystone First CHC and DHS/OLTL. DHS/OLTL has communicated that Providers are expected to achieve at least 50% of EVV records for verified visits **without** manual edits. In order to achieve, and maintain, compliance with this requirement, please make certain that you and your staff are familiar with the following:

- Matching EVV data is required for claim lines billed with codes **W1793** (PCS) and **T1005** (respite) for dates of service.
- All claims billed without matching EVV must be verified by the Provider prior to billing. Documentation of the verification must be provided upon our request.
- Providers should monitor their EVV compliance on a weekly basis and educate staff on EVV requirements.

If you have any questions regarding this notice, please contact your dedicated Keystone First CHC Account Executive.