

**To: Keystone First and Keystone First Community HealthChoices (CHC) Home Health Care Providers**

**Date: August 13, 2024**

**Re: Electronic Visit Verification (EVV) Indicator required in the DHS PROMISE™ system**

As a reminder, and as outlined in the Pennsylvania Department of Human Services (DHS) Provider Quick Tips (#264)\* providers are required to request/select a special indicator of EVV (if appropriate to the services being provided) at the time of PROMISE system application enrollment/revalidation/reactivation process.

Claims submitted and subject to EVV validation and missing the EVV indicator, may result in encounter rejection and payment retractions.

**What you need to do:**

By answering “YES” to the following question found in the “Additional Information” section of the application, the required EVV indicator will be added to your provider record in PROMISE:

- Will your provider agency be rendering Personal Care Services or Home Health Care Services that are subject to EVV?

Providers that wish to add or delete the EVV indicator from their enrollment record in PROMISE, can submit a Change Request application through the DHS Provider Portal at:

<https://promise.dpw.state.pa.us/>

**\*For complete details and instructions, please see the DHS Provider Quick Tips (#264) posted on our website at:**

[www.keystonefirstpa.com](http://www.keystonefirstpa.com) → Providers → Resources → Communications

[www.keystonefirstchc.com](http://www.keystonefirstchc.com) → For Providers → Resources → Communications