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MEDICAID ALERT

TO: CLTC and Disabilities and Special Needs In-Home Service Providers

SUBJECT: Agency to Extend its EVV System to SCDDSN-operated Waivers

Effective February 2022, South Carolina Healthy Connections Medicaid providers rendering in-home services to Healthy Connections Medicaid members participating in the three waivers operated by the South Carolina Department of Disabilities and Special Needs (SCDDSN) will use an electronic visit verification (EVV) system to document in-home service delivery. The South Carolina Department of Health and Human Services (SCDHHS) has utilized an EVV since 2002 for its Community Long Term Care (CLTC) waivers. To comply with the 21st Century Cures Act, EVV usage will be extended to personal care services provided through the Community Support (CS), Head and Spinal Cord Injury (HASCI) and Intellectual Disability and Related Disabilities (ID/RD) waivers.

Waiver	Services Utilizing EVV as of November 2021
CS	Personal Care Services Respite Care Services In-Home Support Services
HASCI	Attendant Care/Personal Assistance Respite Care Services Nursing Services
ID/RD	Adult Attendant Care Adult Companion Services Personal Care Services Respite Care Services Nursing Services In-Home Support Services

With EVV, every visit is recorded, validated and submitted at the time of the service. This process makes it easier for home care agency providers to be paid on time, enables home care agencies to take a proactive approach to compliance and quality assurance while reducing costs and increasing efficiency, and helps ensure Healthy Connections Medicaid members receive personalized care they are authorized to receive. The performance of EVV services is documented through a mobile application that uses GPS or an interactive voice response system (IVRS) for recipients who have a landline telephone.

With the EVV extension, when home care agency staff document service delivery to Healthy Connections Medicaid members enrolled in the SCDDSN-operated waivers listed above, providers will submit claims through the AuthentiCare web portal.

SCDHHS and SCDDSN will provide a series of training opportunities on the EVV system in the coming months, which will include an overview of the AuthentiCare mobile application, web portal and IVRS. SCDHHS will distribute information on these opportunities through future alerts.

For more information on the EVV extension, visit <https://msp.scdhhs.gov/rmmis/site-page/evv>. Providers should direct any questions related to this alert to provider-distribution@scdhhs.gov.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.