

EVV BILLING ERROR: SUBMITTING ALL EVV RECORDS UNDER SINGLE MEDICAID/LOCATION ID

Example of Error



1. Provider agency **bills under 2 different locations (Medicaid IDs)**, i.e. In-Home Support Services (IHSS) under Medicaid ID 00001 and Private Duty Nursing (PDRN) under Medicaid ID 00002.
2. Provider agency completes training and receives **EVV credentials for both locations (Medicaid IDs)**
3. Provider now has **access to 2 different EVV accounts - STX 25000 and 29000**
4. Provider agency records EVV for both IHSS and PDRN services under **one location's EVV account (STX 29000)**
5. Submits billing claims for each separate location (Medicaid ID 00001 and 00002).

Guidance



1. Providers that have more than 1 location (Medicaid ID) must utilize each corresponding EVV account.
2. All employees and members should be entered under the correct location EVV account (STX account Number)

Summary

Each location (Medicaid ID) must have its own unique account. Recording all EVV services under 1 location and billing claims for 2 separate locations, EVV records will only match to the first location.

From the example above, providers will want to collect all EVV records for IHSS services using Medicaid ID 00001 and collect EVV records for PDRN using Medicaid ID 00002.

Some providers may need to acquire additional credentials to allow for these services to collect EVV records for their specific Medicaid ID. To do this, you will need to request these credentials for any additional Provider Medicaid ID's from Sandata.

if you're unsure which EVV account is related to your location contact Sandata at 1-855-871-8780 or COCustomerCare@sandata.com

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