March 23, 2023

RE: Emergency Remote Services (ERS) and Electronic Visit Verification (EVV) Facts for Providers

Dear CBAS Providers,

Below please find key information regarding ERS and EVV that **ALL** CBAS providers need to know.

1. **What EVV is**
   EVV is a federally mandated telephone and computer-based system for electronically verifying services provided to Medi-Cal beneficiaries' in their homes. The program is intended to reduce fraud, waste, and abuse. When a Medi-Cal provider delivers specified Personal Care Services (PCS) and Home Health Care Services (HHCS) in the home, they must verify with the CalEVV system the service performed, the individual receiving the service, the date and location of the service, and the time the service begins and ends.

2. **EVV requirements apply to ALL CBAS providers**
   ERS is a required service under the CBAS benefit, and includes delivery of services in participants' homes when needed and feasible. Because CBAS providers must be prepared to deliver services in participants' homes, **ALL CBAS providers are subject to ERS EVV requirements**.

3. **CBAS ERS in-home services that require EVV reporting**
   Services subject to ERS EVV reporting requirements include:
   - <u>Personal care services</u> provided in the participant's home (supervision or assistance with activities of daily living and instrumental activities of daily living, meals (if prepared and/or assisted with) in the home, and physical and occupational therapy maintenance program services).
   - <u>Home health care services</u> provided in the participant's home (professional nursing services, restorative physical and occupational therapies, and speech therapy.

4. **CBAS ERS in-home services that do NOT require EVV reporting**
   - Social Services
   - Behavioral Health services
   - Registered Dietician Services
   - Transportation

5. **ALL CBAS providers must do the following by March 23, 2023**
   - Register in the CalEVV [Provider (Vendor) Self-Registration portal](), even if not currently providing ERS EVV services in participants' homes
   - Choose either the CalEVV state-provided system (free) or an alternate EVV vendor
   - Complete the required CalEVV Administrator Training
   - Upon completion of training, log into the CalEVV portal and add names of employees providing EVV services under ERS in the home and names of CBAS participants receiving those services

6. **Submitting service data and claims for ERS EVV in home services**
   Any time a CBAS provider delivers an EVV personal care service (PCS) or home health care service (HHCS) in the home, required data for that service must be entered into the CalEVV system.

All claims submitted to the participant's managed care plan or DHCS for an ERS EVV service must be billed with the appropriate billing codes posted in the [Medi-Cal Provider Manual](#) as follows.

S5136 – CBAS ERS personal care service in home
Q5001 – CBAS ERS home health care service in home

CBAS providers will use the S5102 CR or SC† code and modifier to identify a CBAS ERS visit, then **ADD** code S5136 (PCS) or Q5001 (HHCS) with modifier CR or SC† with revenue code 3103 on the claim to identify a CBAS ERS EVV service.

In addition to using S5102 CR or SC† (published FFS rate of $76.27 or rate otherwise contracted between provider and managed care plan), the $0.01 will be added to the reimbursement for codes S5136 and Q5001.

7. **Claims submission for ERS with NO EVV**
CBAS providers are now required to submit claims for ERS days of service that do NOT include EVV services with the modifiers listed in the revised Billing Codes section of the [Medi-Cal Provider Manual](#) and as follows:

Public Emergency
S5102 CR

Personal Emergency
S5102 SC†

CalEVV Resources:

[CalEVV Quick Reference Guide](#)

[Provider Registration Video](#)

DHCS EVV webpage:
https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx
For CalEVV Technical Support:
- Email CACustomerCare@sandata.com
- Call 1(855) 943-6070

For Alternate EVV Customer Support:
- Email CAAltEVV@sandata.com
- Call 1(855) 943-6069

Please also see attached CBAS Core and Additional Services in the 1115 "CalAIM" Waiver for further clarification on which CBAS services are subject to EVV-HHCS or PCS services if provided in the home. The Core and Additional Services document also outlines which services are **not subject to EVV**.

Please contact the CBAS Bureau (916) 419-7545 or CBASCDA@aging.ca.gov if you have any questions.