

April 30, 2021

Electronic Visit Verification – URGENT Reminder

The Pennsylvania Department of Human Services (DHS) issued a mandate effective January 1, 2021 regarding verifying home health personal care visits electronically.

Aetna Better Health of Pennsylvania is partnering with Sandata as our vendor to act as an aggregator of this information. If your agency has multiple unique 9-digit Master Provider Index number (MPI#), testing must be done separately for each MPI#. Additionally, you must ensure all electronic visit verification data is submitted back to January 1, 2021.

If you have not completed testing, integration or sending EVV, below are the steps to ensure you are successfully integrated with production data to Sandata.

- Please refer to the [EVV FAQ](#) under the FAQ's tab for steps to become integrated with Sandata.
- If you have any questions or concerns related to data submission please contact Sandata via email at PAAltEVV@sandata.com or call **1-855-705-2407**.
- For the Sandata technical specification documents and other important information, please visit aetnabetterhealth.com/Pennsylvania/providers and click on the blue bar titled Electronic Visit Verification.
- The program ID's identify the Health choices zone where services are being rendered.

Program ID	Zone	
43	ABHPA Southeast	PA-DHS Office of Medical Assistance Programs
50	ABHPA Northeast	PA-DHS Office of Medical Assistance Programs
53	ABHPA Lehigh Cap	PA-DHS Office of Medical Assistance Programs
56	ABHPA Northwest	PA-DHS Office of Medical Assistance Programs
59	ABHPA Southwest	PA-DHS Office of Medical Assistance Programs

We urge you to submit these claims properly to avoid future claim denials.

Questions?

If you have any questions about this update, please call Provider Relations at **1-866-638-1232**.