



9881 Maryland Drive,  
Richmond, VA 23233

**Attention: Personal and respite care services require Electronic Visit Verification**

June 25, 2019

Dear Provider,

All personal and respite care services (T1005, T1019, and carved out service S5135) provided to members on or after **October 1, 2019** will require Electronic Visit Verification (EVV).

We are making this change in coordination with the Virginia Department of Medical Assistance Services (DMAS) and the MCOs in Virginia to **comply with the 21st Century Cures Act** and the **Virginia Appropriations Act**. Together we are embracing technology to verify, simplify, and improve service delivery to our members.

The Commonwealth of Virginia is implementing a **Provider Choice Model** for EVV. This model requires that you, the Providers and Agencies, select and implement the EVV application that suits your business requirements. Neither DMAS nor Aetna will endorse, approve, or recommend any specific EVV vendor.

The EVV claims processing on behalf of the Virginia Managed Care Organizations (MCOs) requires that your EVV system meets minimum requirements. Some of these requirements include:

- **Health Insurance Portability and Accountability Act (HIPAA) compliant.**
- **Operates in an offline mode when cellular or Wi-Fi connectivity is unavailable.**
- **Ensures all Protected Health Information (PHI) is always encrypted.**
- **Maintains historical data via backups for the minimums defined by DMAS.**
- **Captures the required six data points.**
- **Claims must be submitted electronically on the 837P.**

Currently you are collecting the following three of the 6 required data elements: Member ID, code of the service provided, and the date the service. The **three additional data elements** that must be included are:

- **The time the service begins and ends,**
- **The location for the beginning and ending of the service,**
- **The attendants name and unique ID that you have created for your staff member**

Any service delivered on or after October 1, 2019 must be submitted via the Electronic Data Interchange format (EDI) on an 837P. **Claims submitted incomplete will be denied.**

Aetna will begin **testing in July** with select providers who are ready with their EVV systems. If you would like to participate please contact [BoswellB@aetna.com](mailto:BoswellB@aetna.com).

There are **resources** to help you prepare for this transition to Electronic Visit Verification.

- DMAS has EVV FAQs, Examples, Training, and more on their web site.  
<http://www.dmas.virginia.gov/#/longtermprograms>
- Contact your Aetna Network Relations Representative about EVV or any concerns. Their contact details are on our website.  
<https://www.aetnabetterhealth.com/virginia/providers/>  
*On the left side of the screen choose Resources then the subcategory Provider Relations.  
At the bottom of the right side chose Network Relations Consultant contact list to display a list of Network Relations Consultants that are your liaison to Aetna.*

Sincerely,

Aetna Better Health of Virginia