



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

MEMORANDUM

To: Home Health and Nursing Services Providers

From: Marlana R. Hutchinson, Director
Office of Long Term Services and Supports

Date: March 8, 2022

Subject: Billing Transition to Electronic Visit Verification

The Maryland Department of Health (MDH) is excited to announce the transition of Model Waiver, Home Health (HH), and nursing services' billing under COMAR 10.09.27, 10.09.04, 10.09.53, and 10.09.69 to *LTSSMaryland*, Maryland Medicaid's centralized case management system for several home and community-based services (HCBS) programs.

As part of this migration, all HH and nursing services providers will be required to use MDH's Electronic Visit Verification (EVV) system. EVV is technology used to verify service delivery to participants receiving certain HCBS.

This process takes 60 seconds or less, and will be accomplished via the **LTSSMaryland EVV smartphone app** or using the **landline phone-based EVV system**. The *LTSSMaryland* Provider Portal has been in operation since 2013 and successfully submits \$28,000,000 in claims each week. Agency administrators will use the Provider Portal to manage their service billing, service plans, and client information. The Provider Portal facilitates these activities through a robust alert system, downloadable reports, and an intuitive design for managing your time-based service entries.

This EVV transition is mandated by the Federal 21st Century Cures Act regulation requiring that all HH and PDN service providers use a clock-in and out system to record their service times. The purpose is to increase accountability for service provision and to help MDH ensure that services are delivered as authorized in the participant's plan of care.

What this means for you

MDH plans to complete this implementation in Winter 2022. At this time, all HH and nursing providers will be required to use MDH's EVV system to record their services by clocking in and out at the beginning and end of each shift.

When this implementation occurs, the LTSS*Maryland* Provider Portal and EVV will be the **only methods accepted** for submission of HH and nursing services billing entries.

In the coming months, MDH plans to share additional information on how EVV works and a more detailed training and implementation timeline as plans develop further. This will also be an agenda topic in the upcoming Model Waiver Advisory meeting, which will give you the opportunity to ask any initial questions.

For more information on MDH's EVV solution, please refer to the [EVV Services Training page](#) on MDH's website.