



## Claim Adjustment Requests

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The Electronic Visit Verification (EVV) question on Neighborhood Health Plan of Rhode Island's adjustment eForms relates to Medicaid-funded personal care or home health services rendered by a provider during an in-home visit. Such services must be verified in Sandata prior to claim submission. If this verification has not occurred and/or does not match the accompanying claim, a denial will be issued. When requesting a claim adjustment, be sure to select the correct radio button for the EVV question on the eForm.

The **"yes"** button should only be selected for **personal or home care services** claims that were denied for **EVV**.

- If the claim applies to personal or home care services but was not denied for EVV, the **"no"** button should be selected.
- If the claim *does not* apply to personal or home care services, the **"no"** button should always be selected.

Is this adjustment request for services that denied for EVV? \*

☐ Yes **Note: Only providers rendering home care services should select "yes," if applicable.**

☐ No

If the wrong option is selected, the adjustment request will be returned to the submitter for correction and resubmission.