

## **Policy Update Regarding EVV Requirements for Home Health Agencies**

### **Q: Why was the policy update notification issued?**

A: The notification informed the provider network that Neighborhood is aligning with EOHHS electronic visit verification (EVV) requirements that will streamline the reporting process for efficiency and compliance.

### **Q: When do the changes go into effect?**

A: The changes go into effect January 1, 2024.

### **Q: Which providers should be aware of the EVV requirements update?**

A: This notice was intended for home health agencies that provide services to our members.

### **Q: How was the notice distributed?**

A: The notice was sent via USPS, email, and is posted on our website.

### **Q: What should home health agencies do?**

A: Home health agencies should review and integrate the new EVV codes into their reporting and billing processes. They should also be mindful of newly required authorization as well as limitations on preventive services for certain member categories.

Please use these FAQs as a reference during your interactions with providers and do not hesitate to reach out if further clarification is needed.