



Action Required by November 30, 2023: Urgent Update Regarding Changes to Electronic Visit Verification (EVV) Billing Process

October 11, 2023

Attention Personal Care Services (PCS) and Home Health Care providers:

Nevada Medicaid has an important update regarding upcoming changes to the Electronic Visit Verification (EVV) billing process. Please read this message carefully as it contains crucial information that will affect billing procedures going forward.

As outlined in [Web Announcement 3119](#), Nevada Medicaid is transitioning the EVV system from Fiserv's AuthentiCare® to Sandata Technologies, LLC. The expected start date for providers to begin using Sandata is **December 15, 2023**.

Change to Billing:

Currently all providers using an EVV system are required to bill through AuthentiCare®, regardless of whether they use the state EVV system or a data aggregator (also known as an alternate EVV system). With the transition to Sandata, providers will have more flexibility in how they can bill for services that require the use of an EVV system.

Essentials to Know:

State EVV Sandata Users: If a provider chooses to use the state EVV system through Sandata, they can continue to have billing handled within the EVV system. Another option is to use the state EVV system, but also be able to select a third-party billing solution.

Alternate EVV System Users: Nevada Medicaid will *no longer mandate* providers who opt for an alternate EVV system to bill through the state EVV vendor, as Sandata does not support billing for alternate EVV systems. This means providers using an alternate EVV system **must** choose a third-party billing solution for their EVV-related services.

ALL USERS - Provider Registration:

Regardless of whether the state EVV or an alternate EVV system is used, all providers must register with Sandata. This registration is essential to identify which EVV system a provider intends to use and ensures readiness to start capturing visits and generating 837s by December 15, 2023. For the purpose of this transition, provider registration will open on **October 30, 2023**, and the deadline for all providers to complete registration with Sandata is **November 30, 2023**.

Upcoming Seminar Sessions:

Be on the lookout for an invitation to join one of three upcoming EVV Seminar Sessions hosted by the Division of Health Care Financing and Policy (DHCFP) and Sandata in the coming weeks. These seminars will provide additional information about next steps in the EVV system transition, provider registration, alternate EVV technical specifications, and more.

For any questions or concerns regarding the EVV system transition or the changes to the billing process for EVV, please do not hesitate to send an email to nvevv@dhcfp.nv.gov.

Thank you,

SilverSummit Healthplan