

## EVV Visits: Which Bill, Which Don't

-> Visits that will be paid in EVV if approved by DHHS:

- Verified by the date of billing
- Completed with app regardless of GPS (no GPS sends as exception)
- Completed with telephony from any number on the patient chart or employee
- Keyed into EVV Visits using the **Complete** button (visit was not done with EVV but was keyed into EVV Visits)
- Started with app or telephony, forgot to clock out, completed in the office using the **Finish** button.

-> Visits that will not be sent/verified/reimbursed:

- Canceled Visits
- Missed Visits
- Incomplete Visits (includes In Progress visits which aide forgot to clock out of)
- Unverified Visits
- Visits less than eight minutes long
- Client not found (contact DHHS/Sandata)
- Invalid Medicaid Number
- Employee without SSN
- Employee with anything other than first name and last name in name fields
- See Resolve Sandata Errors to determine & resolve issues preventing verification: <http://kb.barnestorm.biz/KnowledgebaseArticle515>

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51554.aspx>