

Long-Term Care EVV Claims May Receive EOB F0345 in Error

Information posted August 9, 2019

Some Long-Term Care (LTC) Electronic Visit Verification (EVV) claims with dates of service on or after June 1, 2019, may have received the following informational explanation of benefits (EOB) in error on the program provider's Remittance and Status (R&S) Report between June 1, 2019, and August 9, 2019:

F0345: *Claim for EVV applicable service does not have any associated EVV visit transaction records for this date of service.*

This EOB was shown on R&S Reports in error due to a technical issue that is now resolved. Claims that received this EOB will continue to be processed and claim payments will not be impacted; no action on the part of the program provider is necessary. Claims that are processed after August 9, 2019, are not impacted.

Program providers should continue to ensure their EVV visit transactions were exported successfully from the DataLogic Vesta EVV system, and the information on the EVV visit transaction matches the information submitted on their claim. Program providers can determine if their EVV visit transaction was accepted by viewing the EVV visit transaction status in the Vesta EVV system.

For more information, call the Long-Term Care Help Desk at 1-800-626-4117, Option 1.