



# ELECTRONIC VISIT VERIFICATION (EVV)

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## CLAIM MATCH RESULT CODE EVV06: UNITS MISMATCH QUICK REFERENCE GUIDE (QRG)



# Electronic Visit Verification (EVV) Claim Match Result Code EVV06: Units Mismatch

## When Does an EVV06 Units Mismatch Occur?

An EVV06 Units Mismatch occurs when the number of units billed on an EVV claim do not match the number of billable units on the EVV visit transaction during the EVV claims matching process.

## Best Practices to Avoid an EVV06 Units Mismatch

- Use the “Accepted Visit Search” tab in the EVV Portal to ensure all EVV visit transactions are accepted prior to submitting an EVV claim.
- Review the total billable units on the accepted EVV visit transaction. Bill the same number of billable units on the accepted EVV visit transaction.
- If an EVV visit transaction was rejected, make corrections (perform visit maintenance) in the EVV system and resubmit the EVV visit transaction.

## EVV06 Units Mismatch Examples

This document includes examples that caused EVV06 Units Mismatches. In all of these examples, one hour is equal to four units. Using the best practices will help prevent mismatches from occurring.

### Multiple Visits on the Same Day, for the Same Services, for the Same Member

Mike worked two hours in the morning, providing EVV services for Ethel. He worked an additional three hours in the afternoon providing the same EVV services for Ethel.

2 hours (A.M.) x 4 units = 8 units

3 hours (P.M.) x 4 units = 12 units

**Total billable units = 20 units**

The EVV claims matching process adds all billable units for the same day, for the same services, for the same member when determining the EVV claims match result. After verifying that both EVV visit transactions are accepted in the EVV Portal, the program provider must bill 20 units on a single EVV claim detail line.

### **Fewer Units on the EVV Claim than on the EVV Visit Transaction**

Mary worked five and a half hours, but there are only five hours remaining on the authorization. The program provider has decided to bill five hours to use the remaining hours on the authorization.

$$5.5 \text{ hours} \times 4 \text{ units} = 22 \text{ units}$$

$$5 \text{ hours} \times 4 \text{ units} = 20 \text{ units}$$

The program provider must perform EVV visit maintenance using the most appropriate reason code number and description. The EVV system completes a validation. If the EVV visit transaction is validated, it will be submitted to the EVV Aggregator. After verifying in the EVV Portal that the EVV visit transaction is accepted in the EVV Aggregator, the program provider can then bill 20 units on a single EVV claim detail line.

### **More Units on the EVV Claim than on the EVV Visit Transaction**

Tom was scheduled to work three hours on Tuesday. Instead, Tom only worked two hours on Tuesday.

$$3 \text{ hours} \times 4 \text{ units} = 12 \text{ units}$$

$$2 \text{ hours} \times 4 \text{ units} = 8 \text{ units}$$

The program provider will need to bill only for the two hours (8 units) Tom actually provided EVV services. Before submitting the EVV claim, use the “Accepted Visit Search” tab in the EVV Portal to check the billable units on the EVV visit transaction.