

8/2/2018

Electronic Visit Verification Failed to Export Report Process

All agencies that provide the following services must use the EVV system and must complete all required visit maintenance in the EVV system within 60 days of the first date of service.

- Personal Assistance Services (PAS)
- Personal Care Services (PCS)
- Community First Choice (CFC) – PAS and Habilitation (HAB)
- In-home respite

Prior to submitting a claim to Cigna-HealthSpring (CHS), providers must review DataLogic's (Vesta) Failed to Export Report to identify if there are any unsent transactions or transactions that have been rejected by CHS.

Reminders:

- If the report shows unsent or rejected transactions the provider must make the applicable corrections, to ensure all data elements are correct and the transaction(s) is submitted to the correct payer.
- Please keep in mind transactions can be rejected for multiple reasons.
- Before billing CHS, please verify and confirm all transactions associated to the claim have been successfully transmitted to CHS.
- Failure to review the failed to export report and make applicable corrections prior to submitting a claim to CHS may result in your claim being denied or recouped. For training on how to use the Failed to Export Report, please contact Vesta at 1-844-880-2400 or email them at info@vestaevv.com

Additional questions about this notice, contact our Provider Services Department at 1-877-653-0331, Monday to Friday, 8 a.m. to 5 p.m. Central Time.

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