

# New York - EVV Aggregation

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. EVV is a federal requirement and is a mandatory program.

The New York services impacted are:

- 1905(a)(7) State Plan Home Health Services
  - Home health services authorized under a waiver of the plan
- 1915(c) Home and Community-Based Services waivers
  - Childrens' Waiver
  - Nursing Home Transition and Diversion (NHTD)
  - Traumatic Brain Injury (TBI)
  - Office for People with Developmental Disabilities (OPWDD) Comprehensive
- 1115 Demonstration
  - CDPA
  - PCAI & II

Below is the list of applicable PCS billing codes for Fee-for-Service (FFS) and Managed Care (MC) Medicaid that are subject to EVV requirements. If you service any of the following billing codes, you are required to participate in EVV and send EVV data to the New York State EVV Data Aggregator. More detailed information can be found on the [Providers and FIs](#) page.

- [EVV Applicable Billing Codes](#)

## Important Websites

- [New York Medicaid](#)
- [eMedNY Portal](#)

## Provider Best Practices

- Identify team member(s) responsible for EVV visit maintenance
- Log in to your aggregator portal daily
- View EVV visits and aggregation status in the aggregator portal
- Triage EVV errors with your state and/or aggregator as a first point of contact
- Review DCI EVV Aggregation reports that are emailed to you daily
- Perform visit maintenance in DCI to correct visit errors
- Review all six required aggregation requirements
  - Type of service performed
  - Individual receiving the service
  - Date of the service
  - Location of the service
  - Individual providing the service
  - Time the service begins and ends
- If the error in DCI can not be resolved independently, submit a help desk ticket (Zendesk) for DCI

If you have not already started, please begin these activities. Please be advised the aggregator portal is the source of truth for whether a visit is accepted or rejected.

## State Specific Aggregation Topics

### EVV Locations

EVV locations are a required aggregation element for NY. In DCI, clients (members) can have multiple EVV Locations created for their profile and available for employees to select at time of clock in and clock out via the mobile app or web portal. View the [EVV Locations](#) article in the DCI help center for information on how to create and manage in DCI. Allowable EVV Locations (service locations) for NY are Home or Community

## Common EVV Aggregation Failure Results

Failure Reason	Aggregator Field	DCI Field	Reasons why aggregation is failing	Steps to Update/Correct
4004:Member ID is invalid	Member ID	Medicaid ID or Member Number	The Medicaid number for the client is incorrect	<ol style="list-style-type: none"><li>1. Login to DCI</li><li>2. Click <b>Home</b> on the main menu</li><li>3. Click <b>Clients</b> on the sub menu</li><li>4. Search for the client and select the <b>client name</b> in the table by clicking anywhere in the row.</li><li>5. Verify the correct <b>Medicaid ID</b> is on the client profile</li><li>6. if it is incorrect follow the steps below to update</li><li>7. Click <b>Actions</b></li><li>8. Select <b>Edit Profile</b></li><li>9. Update the <b>Medicaid ID</b> in DCI to match the correct value</li><li>10. Click <b>Save</b></li><li>11. Click <b>Yes</b> in the confirmation alert window</li></ol>