

To: Aged and Disabled Waiver (ADW) Provider Agencies
Intellectual/Developmental Disabilities Waiver (IDDW) Provider Agencies
Traumatic Brain Injury Waiver (TBIW) Provider Agencies
Personal Care (PC) Provider Agencies

From: Randall Hill, Director of Home and Community-Based Services 
WV DHHR Bureau for Medical Services

Date: September 26, 2022

Re: Postponement of October 1 Deadline for EVV Billing Through HHAX

The following two claim edits will not go into effect in Gainwell Technology's system on October 1, 2022, as planned. Instead, the edits will be implemented on November 1, 2022.

1. Claims for services that require Electronic Visit Verification (EVV) must include the caregiver's individual NPI#. (Block 24J-Rendering Provider ID#)
2. Claims for services that require EVV must be submitted to Gainwell through HHAX.

In the next few days, HHAX will be performing a system upgrade that should resolve most issues with members and caregivers not uploading to their system. Once the upgrade is completed, BMS will evaluate any remaining issues and follow up with provider agencies as needed.

Thank you.