



URGENT

NOTIFICATION FOR PROVIDERS

Non-Mandated EVV Services - New Codes and Provider Contracts

This is a reminder that services that are provided by live-in caregivers (relative as provider or RAP) or provided entirely in the community (rather than beginning or ending at the beneficiary home) are NOT subject to EVV and are billed through Provider Direct, following your current billing process.

In order to distinguish services **that do not fall under the EVV mandate**, DHB created these new codes for billing. Providers do not need to request these codes be added to their contracts as they were automatically added to appropriate Provider Contracts. These codes became effective as of September 1, 2021.

These new codes include the following:

NEW CODES FOR EVV "NON-MANDATED" SERVICES - EFFECTIVE 9/1/2021	
Innovations	
Community Living & Supports Live-in Caregiver (RAP) Individual	T2012 GC
Community Living & Supports Live-in Caregiver (RAP) Group	T2012 GC HQ
Community Living & Supports Community Only Individual	T2012
Community Living & Supports Community Only Group	T2012 HQ
Community Living & Supports Live-in Caregiver (RAP) Individual Disaster	T2012 GC CR
Community Living & Supports Live-in Caregiver (RAP) Group Disaster	T2012 GC HQ CR
Community Living & Supports Community Only Individual Disaster	T2012 CR
Community Living & Supports Community Only Group Disaster	T2012 HQ CR
Community Living & Supports Live-in Caregiver (RAP) Individual Retainer Payment	T2012 GC XU CR
Community Living & Supports Live-In Caregiver (RAP) Group Retainer Payment	T2012 GC HQ XU CR
Community Living & Supports Community Only Individual Retainer Payment	T2012 XU CR
Community Living & Supports Community Only Group Retainer Payment	T2012 HQ XU CR

NEW CODES FOR EVV "NON-MANDATED" SERVICES - EFFECTIVE 9/1/2021

B3	
Community Living & Supports Live-in Caregiver (RAP) B3 IW	T2012 GC U4
Community Living & Supports Live-in Caregiver Group B3 IW	T2012 GC HQ U4
Community Living & Supports Community Only B3 IW	T2012 U4
Community Living and Supports Community Only Group B3 IW	T2012 HQ U4
Community Living and Supports Live-in Caregiver (RAP) Individual B3 IW Disaster Crisis	T2012 GC U4 CR
Community Living and Supports Live-in Caregiver (RAP) Group B3 IW Disaster Crisis	T2012 GC HQ U4 CR
Community Living and Supports Community Only Individual B3 IW Disaster Crisis	T2012 U4 CR
Community Living and Supports Community Only Group B3 IW Disaster Crisis	T2012 HQ U4 CR
Individual Supports B3 Community Only	T1019 TF U4

SPECIAL BULLETIN COVID-19 #229**Direct Care Worker Eligibility and Portal Guidance Clarifications**

This bulletin REPLACES [Special Bulletin COVID-19 #228](#)

Follow-Up information after Office Hours and provider questions

 [Special bulletin COVID-19 - #229](#)

February 4, 2022

The Current Operations Appropriations Act of 2021 approved a NC Medicaid budget provision for one-time bonuses up to \$2,000 for eligible direct care workers (DCWs) and support staff. NC Medicaid's goal is to provide a bonus that is as close to the legislative goal of \$2,000 as possible. See [SPECIAL BULLETIN COVID-19 #212](#) for eligibility, submission process and timeline information.

The final deadline for submission has been extended from Feb. 4, 2022, to **Feb. 11, 2022**. For providers who submit information by the original deadline of the Jan. 31, 2022, NC Medicaid will pay by March 1, 2022.

For providers who submit information after Jan. 31, 2022, but by Feb. 11, 2022, NC Medicaid will pay by March 31, 2022.

Eligibility Portal Registration:

The [DCW NPI Primary Location Code look-up](#) PDF has been updated to include the primary location code for each provider. Providers should use the NPI and location combinations on this form for portal registration. If multiple locations are assigned to an NPI, they will appear for selection on the One-Time bonus eligibility form.

- 🌱 Providers submitting for multiple NPIs eligible for the one-time bonus have the following registration options:
 1. Identify one authorized user for each NPI. These individual users will register using the NPI and location code look-up file to complete the one-time bonus submission form.
 2. One authorized user may submit for all NPIs if that user registers for each NPI using separate business email addresses.

- 🌱 Providers submitting for a single service location under one NPI, or for multiple service locations under one NPI should continue to register using the NPI and location code combinations found in the [DCW Provider Eligibility List](#) PDF; example: 123456789-001.

The [DCW Provider Eligibility List](#) will remain available for Provider inquiry into which locations are eligible for the bonus under each NPI.

Submission of DHSR License Number is no longer required on the Eligibility Form.

Direct Care Worker Eligibility Clarifications:

- 🌱 Employees who work for multiple NPIs under the same eligible employer/entity are eligible and should be submitted under only one NPI.
- 🌱 Employees who meet the 1,000-hour requirement for multiple NPIs under the same eligible employer/entity are eligible and should be submitted under only one NPI.
- 🌱 Employees who work for the same provider NPI at multiple locations are eligible and should be submitted under only one NPI location.
- 🌱 Employees who meet the 1,000-hour requirement across multiple locations for the same NPI are eligible and should be submitted under only one NPI location.

Provider Eligibility Clarifications:

- 🌱 Facilities that are no longer open or in business are not eligible for the DCW one-time bonus.
- 🌱 Providers who believe themselves to be eligible and do not see their NPIs included on the NPI/location code look-up PDF should email the Medicaid.DCW.HelpDesk@dhhs.nc.gov with their NPI and the subject line [PORTAL]. Please be patient as the help desk is addressing a high volume of inquiries.

Service Eligibility Clarifications:

- 🌱 The [One-Time Bonus FAQs](#) have been updated with a list of eligible Behavioral Health services.

Eligible telehealth services information will be provided soon.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to PDsupport@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

