EVV ERROR STATUS CODES (ESC)

The claims adjudication process will basically flow as it currently does today EXCEPT, when an EVV service is found on the claim, PROMIS*e*™ will make a "call" to the EVV aggregator to validate a record(s) is present and ensure the EVV record(s) found in the EVV aggregator matches what is specified on the claim. If the claim detail line passes EVV validation, the claim will continue processing and next validate against the plan in HCSIS before completing the claims processing adjudication cycle. No EVV validation call will be made when a claim is voided. The ESCs below describe the EVV validation logic.

EVV ESC CODE	EVV ESC DESCRIPTION	WHY IS THIS ESC SETTING?	RESOLUTION ACTIVITY
ESC 925	EVV Visit Verified	Providers will see this ESC each time PROMISe™ determines a Personal Care Service is found on the claim and it passed EVV validation against the EVV aggregator record(s).	This edit sets for informational purposes only. It serves to inform the provider that the claim passed EVV validation in the aggregator. No action is needed by the provider. When a claim passes EVV validation, it continues processing through the claims adjudication process as it currently does today.
ESC 926	EVV Internal Record Format Error	This ESC will set when PROMISe™ sends an incorrectly formatted record to the EVV aggregator during the EVV record validation process.	When this ESC sets, the claim will suspend and the PROMISe™ technical vendor, DXC, will resolve the error and reprocess the claim within a 24-hour period. **No action is needed by the provider.** Errors of this nature will be recycled/reprocessed in PROMISe™ by the technical vendor, DXC, within a 24-hour period. If a provider sees this ESC while performing claims reconciliation activities, DO NOTHING to the claim and check back later in the day or the following day to confirm the claim was reprocessed on its own. If this ESC continues to be present 24 hours after claim submission, contact the Provider Assistance Center (PAC).
ESC 927	Units billed exceed units verified in EVV	When the provider sees this ESC set, the claim detail line denied because the allowed units on the claim	Providers should determine if the units on the claim detail line or the units found in the EVV record need to be corrected. PROMISe™ is not designed to cut back units on the claim for an EVV service if the allowed units on the claim are greater than the total units found in the aggregator.

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		detail line are greater than the units found on the EVV record in the aggregator.	The provider should make corrections as applicable and resubmit the claim, ensuring the units found in the EVV aggregator are equal to or greater than the units submitted on the claim. While performing claims resolution analysis, provider agencies are encouraged to review the rounding rules and/or the calculation rules found in Appendix B, make corrections accordingly and resubmit claim. Note: "Allowed" units on a claim detail line are not always equal to the exact units submitted on the claim because other edits/audits are performed before the units on the claim are validated against the units found in the EVV aggregator record. Example, fiscal year unit limitations or weekly unit limitations may "cutback" units submitted on a claim which would make the units on the claim less than what was submitted on the actual claim.
ESC 928	EVV Visit Not Found	When this ESC sets either: • No EVV record was found in the aggregator or • Mismatch was found between either the date of service, RID (10 digits), procedure code/modifier and/or MPI (9 digit) code that is found on the claim versus what is found in the EVV record.	To correct this error, verify if the claim was submitted and processed BEFORE the visit information was successfully sent to the EVV aggregator. If so, providers should ensure the EVV record is found in the EVV aggregator, it contains valid data and resubmit claim. If the EVV record that is found in the aggregator but contains a mismatch between one or more data elements on the claim, review the EVV record in the aggregator and manually validate if the data elements found in the aggregator record(s) contains the appropriate values as specified in the Alternate EVV interface requirements, technical specifications and addendums found on the DHS EVV webpage: http://www.dhs.pa.gov/provider/billinginformation/electronicvisitverification/.

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			If the EVV record is accurate, validate the information that was send on the claims transactions is accurate, make corrections as needed and resubmit the claim.
ESC 929	EVV Web Service Timeout	When this ESC sets, PROMISe™ received a web service timeout when communicating with the EVV aggregator.	When this ESC sets, the claim will suspend and the PROMISe™ technical vendor, DXC, will resolve the error and reprocess the claim within a 24-hour period. **No action is needed by the provider.** Errors of this nature will be recycled/reprocessed in PROMISe™ by the technical vendor, DXC, within a 24-hour period. If a provider sees this ESC while performing claims reconciliation activities, DO NOTHING to the claim and check back later in the day or the following day to confirm the claim was reprocessed on its own. If this ESC continues to be present 24 hours after claim submission, contact the Provider Assistance Center (PAC).
ESC 930	EVV Internal Error	When this ESC sets, PROMISe™ received an internal error when communicating with the EVV aggregator.	When this ESC sets, the claim will suspend and the PROMISe™ technical vendor, DXC, will resolve the error and reprocess the claim within a 24-hour period. **No action is needed by the provider.** Errors of this nature will be recycled/reprocessed in PROMISe™ within a 24-hour period by the technical vendor, DXC. If a provider sees this ESC while performing claims reconciliation activities, DO NOTHING to the claim and check back later in the day or the following day to confirm the claim was reprocessed on its own. If this ESC continues to be present 24 hours after claim submission, contact the Provider Assistance Center (PAC).

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931	EVV-PROMISe Internal Error	This ESC sets when there is a technical issue related to the interface.	When this ESC sets, the claim will suspend and the PROMISe™ technical vendor, DXC, will resolve the error and reprocess the claim within a 24-hour period. **No action is needed by the provider.** Errors of this nature will be recycled/reprocessed in PROMISe™ within a 24-hour period by the technical vendor, DXC. If a provider sees this ESC while performing claims reconciliation activities, DO NOTHING to the claim and check back later in the day or the following day to confirm the claim was reprocessed on its own. If this ESC continues to be present 24 hours after claim submission, contact the Provider Assistance Center (PAC).