Alternate EVV Vendor Implementation Guide

Nebraska – Department of Health and Human Services (DHHS)

PCS Mandate

Netsmart

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Table of Contents

Introduction 1

Overview 1

Business Background 1

Alternate EVV Vendor Compliance 2

Implementation Checklist 3

Step-by-Step Process to Integrate 3

Technical Information 4

File Specifications 4

File Submission Method 4

SFTP and File Naming Convention 4

API and Batch Naming Convention 6

Automated Email Messages & Response Files 6

Visit Statuses and Missed Visit Reason Implications 8

Rendered Services Data Fields 14

User Acceptance Testing 19

Post-Integration Support 20

Provider Training and Production Registration 21

Keys to Success 21

Error Codes Returned by Netsmart 22

Introduction

Overview

This implementation guide is prepared by Netsmart and is intended for Alternate Electronic Visit Verification (EVV) Vendors who will integrate with Netsmart for aggregation services. This guide and the referenced information provide a complete business overview, technical specifications, infrastructure requirements, testing information, and the steps to complete an EVV vendor integration. A typical integration can take anywhere from 6-8 weeks from initial contact with Netsmart, which includes development, testing and approval to move into Production. If the Alternate EVV Vendor is already integrated with Netsmart in other States, this timeline can be shortened.

Business Background

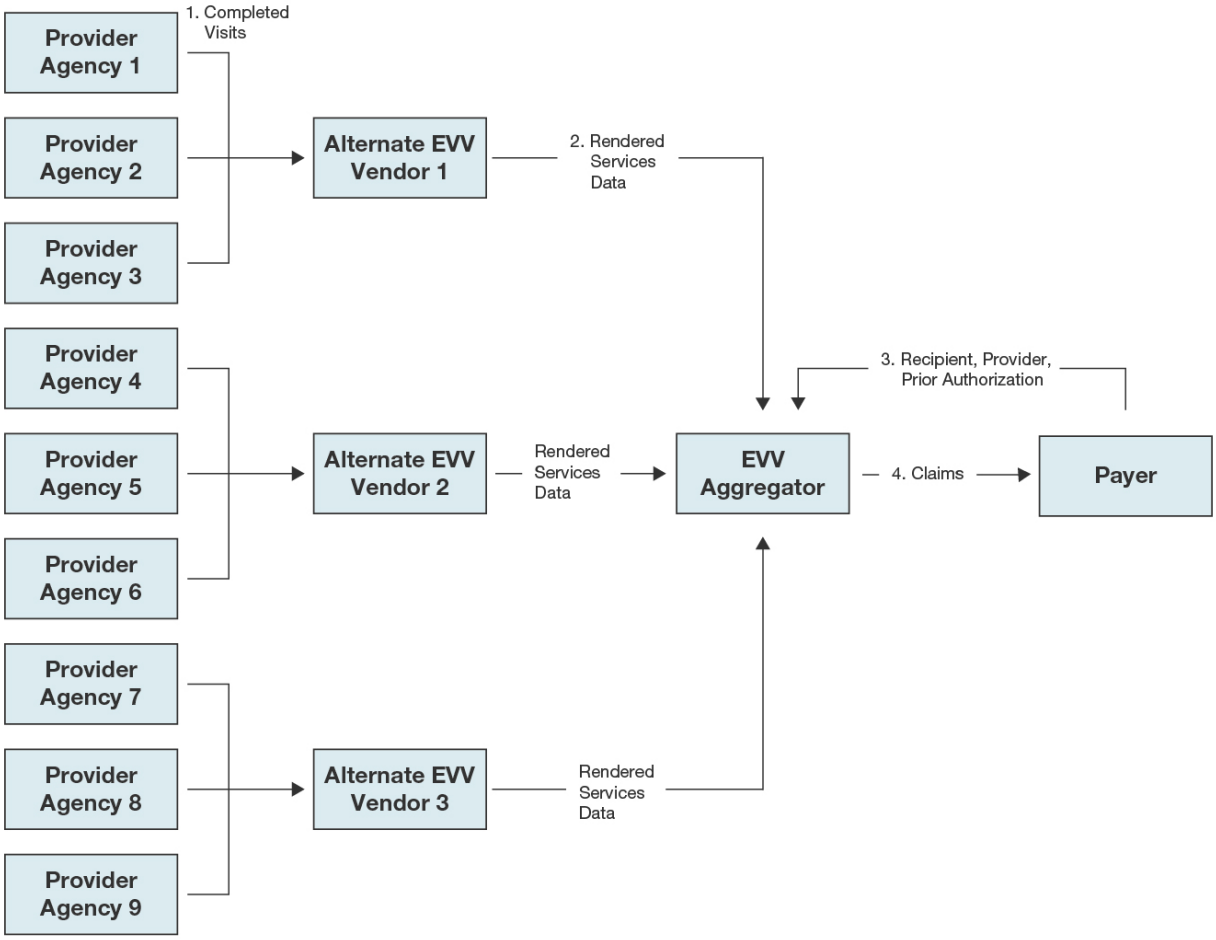
Many State Medicaid and Managed Care Organization programs are electing to implement the open vendor model for EVV services. This EVV model allows the Payer to select a single EVV vendor to aggregate the EVV data (i.e., collect EVV visit data from Alternate EVV vendors) and submit claims while allowing Providers, Managed Care Organizations (MCO), and/or Fiscal Intermediaries to contract with other EVV vendors meeting the mandated criteria. This allows provider agencies to electronically verify completed home care visits using the EVV vendor of their choice.

The following steps generally outline the Vendor-Aggregator workflow:

- The State or MCO's system sends Provider, Recipient (Participant) and Prior Authorization (PA) data to the Aggregator
- The Alternate EVV Vendor submits the visit information to Netsmart (the Aggregator)
- The Aggregator verifies that the visit aligns with a valid Provider, Recipient, and Prior Authorization, and that the visit meets various EVV business requirements
- The Provider verifies that all EVV needs are met, matches and releases the claim
- The Aggregator transmits the claim file to the Payer

The benefits of the open model with EVV aggregation are as follows:

- The Payer does not need to integrate with multiple EVV vendors
- The Payer receives a single uniform stream of claims data
- The visit data has passed a pre-adjudication process (i.e., the visit has been verified) before submission to the Payer
- The Payer is provided with a uniform set of reports across the scope of business addressed by EVV



Alternate EVV Vendor Compliance

Netsmart has coordinated with Nebraska Department of Health and Human Services to arrive at a basic set of requirements for Alternate EVV Vendors to participate in EVV aggregation. These requirements, combined with the specifications, have been established to ensure the Payer receives uniform and high-quality EVV data regardless of the Alternate EVV Vendor. Netsmart's website contains the latest specifications including the Rendered Services Data Dictionary.

Implementation Checklist

Step-by-Step Process to Integrate

1. The Provider notifies their Alternate EVV Vendor they are providing EVV services that are in-scope under the EVV mandate.
2. Provider completes a survey on the Mobile Caregiver+ website (listed below)
3. Upon completion, the Alternate EVV Vendor is contacted by the Provider to complete the vendor-specific survey
    - https://mobilecaregiverplus.com/resources/
    - Note: the Alternate EVV Vendor must have at least one (1) Provider that will serve as the "Pilot Provider" during the integration effort. A Pilot Provider is the first Provider an Alternate EVV Vendor is approved to send visit data for in Production. The Pilot Provider will confirm with their Alternate EVV Vendor that their completed visit data is showing as-expected in the Netsmart EVV solution.
4. Once the Alternate EVV Vendor has submitted the vendor-specific survey, the Alternate EVV Vendor electronically reviews and signs the Netsmart Integration Agreement and Vendor Attestation (if applicable) and is required to provide a list of Providers that will be utilizing the integration. Netsmart will contact the Alternate EVV Vendor to discuss next steps. If the Alternate EVV Vendor has any questions in the meantime, and the Vendor is already integrated with Netsmart, the Vendor will need to submit a Service Now case via Netsmart CONNECT. If the Vendor is not already integrated with Netsmart, the Vendor can contact evvintegrations@ntst.com.
5. Alternate EVV Vendor reviews all documentation located on the Netsmart Mobile Caregiver+ website listed above, included, but not limited to the Implementation Guide, Rendered Services Data Dictionary, Quick Reference Guide, Typecode Data Dictionary, and Test Scenarios
6. Alternate EVV Vendor attends a Netsmart scheduled Town Hall reviewing the Integration process
    - The Town Hall will be recorded and shared with any Vendors not identified at the time of the Town Hall
7. Alternate EVV Vendor completes a Secure File Transfer Protocol (SFTP) Worksheet indicating all Vendor IP addresses and other pertinent information necessary to complete a successful integration
8. Netsmart Integration Team returns completed SFTP Worksheet to Alternate EVV Vendor, containing credentials for Netsmart's UAT and Production environments.
9. Alternate EVV Vendor begins developing their Rendered Services test cases and transmits data to the Netsmart UAT environment. Alternate EVV Vendor is required to demonstrate their ability to successfully submit Rendered Services test cases, review 'rejected' responses, make corrections, and successfully resubmit.
10. After Alternate EVV Vendor has exhausted all testing scenarios and is confident in understanding the behavior of the Integration, Alternate EVV Vendor opens a NetsmartCONNECT (https://netsmartconnect.com) ticket requesting Netsmart to review UAT data and approval to move to Pilot Provider Phase

11. Once Netsmart approves testing, Alternate EVV Vendor transmits production data for Pilot Provider only.
12. Once the Pilot Provider is deemed successful, Netsmart and Alternate EVV Vendor participate in a final sign-off meeting following successful Pilot Provider validation. Alternate EVV Vendor will be asked to complete a Pre-Approval Attestation.
13. From this point forward, the integration is treated as a production solution.

Technical Information

File Specifications

Netsmart has published file specifications, and this Implementation Guide for the Rendered Services data feed here: https://mobilecaregiverplus.com/ne-dhhs/

Netsmart recommends checking this site periodically for updated documents. Netsmart will notify the vendor via email if an update is made to the documentation, however, it is the vendor's responsibility to check the site periodically for updated documentation.

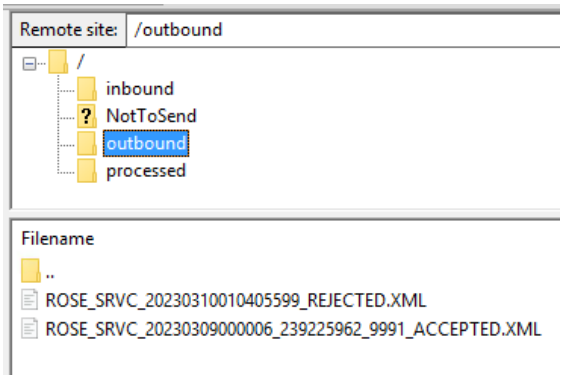
File Submission Method

The Alternate EVV Vendor is responsible for aggregating all Provider agency EVV data. Netsmart will create one (1) data connection between the Alternate EVV Vendor and Netsmart for all EVV data to be transmitted. The Alternate EVV Vendor will need to submit all EVV data via this single connection; separate connections will not be created per Provider nor per Payer.

Data can be submitted via SFTP or via Web Services API. Netsmart's Web Services API provides a secure transmission of data using Transport Layer Security (TLS). Netsmart's SFTP service provides a secure transmission of data using SFTP/SSH; the data files that are transferred are encrypted using openPGP.

SFTP and File Naming Convention

If SFTP is used to transmit data, data files can be sent in as a pipe-delimited TXT file or XML file. The maximum file size for XML is 4MB (approx. 1,200 visits) and pipe-delimited is a maximum of 1,200 visits. The Alternate EVV Vendor will need to be placed in the Alternate EVV Vendor's **inbound** folder on the SFTP site. Netsmart's system polls the inbound folder every 10-15 minutes, processes any files found, and creates a result file in the **outbound** folder. The Alternate EVV Vendor's system will need to poll the outbound folder for results throughout the day. Netsmart will create credentials and the Alternate EVV Vendor will be assigned a four-letter 'SourceID' along with a typecode value. The SFTP folder layout is below for reference.



The following base format file naming convention must be used when submitting data via SFTP. The *extended* format file naming convention is highly recommended but not required.

Base format:

<SourceID>_<FileType>_<DateTime>.<FileExtension>

- <SourceID> = The 4-letter identifier assigned to the Alternate EVV Vendor by Netsmart (SourceSystem)
- <FileType> = Literal "SRVC" (Rendered Services)
- <DateTime> = Date and time data file was generated; formatted as YYYYMMDDHHMMSS
- <FileExtension> = TXT or XML

Inbound File Examples:

- ABCD_SRVC_20200401105422.TXT
- ABCD_SRVC_20200401105422.XML

Extended format (Highly Recommended):

Netsmart allows for an optional Provider identifier as an extension to the base naming format. Any unique identifier for the provider agency will work so long as it is placed after the <DateTime> field and before the extension, offset by underscore "_" characters. The EIN_NPI identifier combination is common, or EIN_ProviderMedicaidId is also recommended. Netsmart will echo the file name, including the Provider identifier combination within the accepted or rejected filenaming convention. The Alternate EVV Vendor can use this information to route the responses to the impacted Provider.

The following *extended* format file naming convention is highly recommended but not required.

<SourceID>_<FileType>_<DateTime>_<Any Provider Identifier>.<FileExtension>

- <SourceID> = The 4-letter identifier assigned to the Alternate EVV Vendor by Netsmart (SourceSystem)
- <FileType> = Literal "SRVC" (Rendered Services)
- <DateTime> = Date and time data file was generated; formatted as YYYYMMDDHHMMSS
- <Provider Identifier> = Any unique identifier for the provider agency
- <FileExtension> = TXT or XML

Inbound File Examples + Provider Extension:

- ABCD_SRVC_20200401105422_123456789_1098765432.TXT
- ABCD_SRVC_20200401105422_123456789_1098765432.XML

API and Batch Naming Convention

If electing to transmit via API

All Web API transmission files must be in standard XML format with a maximum size of 4MB (approx. 1,200 visits). Fields on the Rendered Services Data Dictionary referring to the Typecode Data Dictionary require the appropriate numeric codes, and can be found in the Quick Reference Guide.

The Alternate EVV Vendor can dictate the file naming convention by including the <BatchId> element near the start of file (before the first RenderedService element). If this XML element is not included, Netsmart will generate the filename using the default base format as described above for SFTP. The BatchId element, although optional, is highly recommended. Netsmart processes the file and will place response files in the outbound SFTP folder. The Alternate EVV Vendor needs to monitor the SFTP outbound folder for results.

Netsmart generates a source XML file from the API transmission and will be processed via SFTP. All files process via SFTP regardless of how the file is received from Alternate EVV Vendor. The vendor is responsible for monitoring and retrieving response files from the **outbound** directory of the SFTP as outlined in the Automated Email Messages and Response Files section of this document.

BatchId Placement Example:

```
<RenderedServices>
    <BatchId>ABCD_SRVC_YYYYMMDDHHMMSS_ProviderIdentifier</BatchId>
    <RenderedService>
        <SourceSystem tc="123">ABCD</SourceSystem>
        …
    <RenderedService>
<RenderedServices>
```

Automated Email Messages & Response Files

Automated Email

Upon completion of processing the Rendered Service transmission, Netsmart produces an automated e-mail response indicating the following:

- Number of visits received in the transmission
- Number of ‘accepted’ visits (if applicable)
- Number of ‘rejected’ visits (if applicable)

This e-mail contains no PHI information, and no visit information. Below is an example automated email:

Netsmart has processed your inbound ABCD_SRVC_20220829173312_123456789.TXT Rendered Service Source File with the following results:

Transactions Total: 25
Transactions Accepted: 0
Transactions Rejected: 25

Please check your FTP Server or XML response messages for error details on any rejected transactions.

Thank you,

Netsmart Integrations Department

Response Files

Netsmart will echo the file name (or BatchId), including the Provider identifier within the accepted or rejected file naming convention. The Alternate EVV Vendor can use this information to route the responses to the impacted Provider.

Once a Rendered Service transmission is received, Netsmart polls the inbound folder every 10-15 minutes, processes any files found, and creates response files with error code confirmations/rejections for all submissions in near-real time and stores in the *outbound* folder.

- Netsmart will accept/process all non-errored visit records ('accepted')
    - Corresponding 'Accepted' response file is placed on SFTP and retrieved by Vendor
- Netsmart returns errors for any visit records that cannot be successfully validated ('rejected')
    - Corresponding 'Rejected' response file is placed on SFTP and retrieved by Vendor
    - Vendor will provide Provider Agency with error(s) to correct and resubmit all errored visit records

The Alternate EVV Vendor will be responsible for reviewing response files posted in the outbound folder and assisting their Providers with remediating any rejections. The Alternate EVV Vendor is also responsible for the establishing a mechanism to notify the Provider of the status (accepted or rejected) for each visit submitted to Netsmart (including file name of the rejected/accepted file) and ensure the Providers have a process to correct the data and resubmit the file.

- If 'rejected', the Alternate EVV Vendor should communicate the reason(s) for rejection to the Provider
- Providers should communicate any issues where visits are not transferring to Netsmart directly to the Alternate EVV Vendor for support on correction and resubmission
- If a file is 'accepted' but not visible in the Netsmart EVV Provider Portal within 12 hours, the Alternate EVV Vendor should contact Netsmart Integrations via NetsmartCONNECT ticketing system (not the Provider)
- If a file is 'rejected' but the Alternate EVV Vendor is unable to determine the cause, the Alternate EVV Vendor should contact Netsmart Integrations via NetsmartCONNECT

Most common 'rejected' files are due to the following:

1. Incorrect RecipientMedicaidID or RecipientDob (or both)
- Error returned: MRTH SRVC 001 Invalid Recipient-Does-Not-Exist-In-System

  Resolution: Correct data in Vendor's system and resubmit to Netsmart

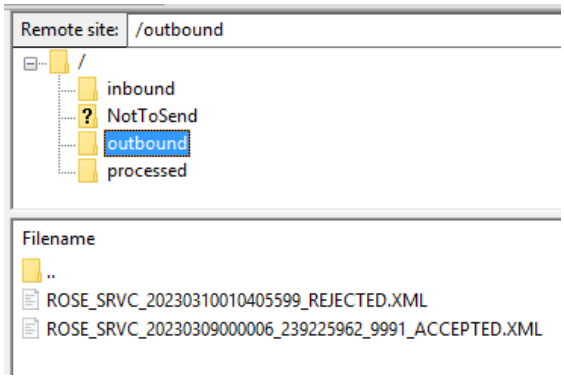
  * Providers can check expected values in their Netsmart EVV portal

2. Completed visit already in the system
- Error returned: *MRTH SRVC 000 Invalid Visit-Already-Completed-In-System*

Resolution: The Provider Agency can make changes and updates in the Alternate EVV solution and submit those changes successfully to Netsmart as long as the visit has not been billed. Once the visit has been billed, no updates can be made. Visit ID must be unique across all Providers.

Response File Examples:

- ABCD_SRVC_20200401105422_123456789_1098765432_ACCEPTED.TXT
- ABCD_SRVC_20200401105422_123456789_1098765432_REJECTED.TXT
- ABCD_SRVC_20200401105422_123456789_1098765432_ACCEPTED.XML
- ABCD_SRVC_20200401105422_123456789_1098765432_REJECTED.XML



Visit Statuses and Missed Visit Reason Implications

It is vital that there is a common understanding of the implications of the visit statuses that are being submitted to Netsmart. The visit status affects how the visit is processed in the Netsmart solution and whether additional updates can or cannot be accepted. It is the responsibility of the Alternate EVV Vendor to ensure their entire Provider support team, as well as the Providers themselves, understand the constant/automated data that is

being submitted on their behalf. Visits are sent to Netsmart in a variety of statuses. The chart below provides a basic overview of each status (**Please note, all Visits must maintain the same Visit ID through all statuses):

Netsmart Visit Status	**Numeric Type Code (for XML Files)**	**Type Code (for Pipe delimited files)**	**Implications/Notes**
Newly Scheduled/Rescheduled	10	NEWS	Visits received with a status of 'NEWS' are considered newly scheduled/rescheduled visits. These visits will remain in the Visit log and can be updated with subsequent files. Visits in this status should be limited to service dates seven (7) calendar days in the future. *Note: This visit status can be encapsulating of Rescheduled visits, however it is highly recommended vendors utilize the RESC visit status (below) for all rescheduled visits.*
Rescheduled	15	RESC	When a previously submitted visit is rescheduled, the updated record can be sent with a status of rescheduled. It is important to keep schedules current and many of the matching logic is run against schedule times and actual times. *Note: This visit status is not required, however, it is highly recommended if the vendor will be sending rescheduled visits.*
Unable to Complete	60	UNBL	Visits received in this status indicate the visit will not be completed. These visits will remain in the Netsmart EVV Provider Portal Visit screen for historical and reference purposes. It is important to note that once a visit is in this status, **NO FURTHER UPDATES** can be made either via the integration or manually within the Provider Portal. *Note: If there is a change in circumstances, a new visit with a unique Visit ID would need to be submitted.* Visits submitted with this status must have a MissedVisitReason Code and MissedVisitActionTaken Code on the Rendered Services transmission. The Netsmart MissedVisitReason and MissedVisitActionTaken codes are below:

<table>
<tr>
<td></td>
<td></td>
<td></td>
<td>
<table>
<tr><th>Missed Visit Reason Code</th><th>Description</th></tr>
<tr><td>1 – PCAN</td><td>Provider Cancellation</td></tr>
<tr><td>2 – PNOS</td><td>Provider No Show</td></tr>
<tr><td>3 – RCAN</td><td>Enrollee Cancellation</td></tr>
<tr><td>4 – RNOS</td><td>Enrollee No Show</td></tr>
<tr><td>5 – RERR</td><td>Scheduling Error Due to Enrollee</td></tr>
<tr><td>6 – PERR</td><td>Scheduling Error Due to Provider</td></tr>
<tr><td>7 – PAIS</td><td>Service Authorization Issue</td></tr>
<tr><td>8 – OTHR</td><td>Other</td></tr>
<tr><td>9 – REFF</td><td>Recipient Refused Care</td></tr>
<tr><td>10 - HOSP</td><td>Recipient Hospitalized</td></tr>
</table>
<table>
<tr><th>Missed Visit Action Taken Code</th><th>Description</th></tr>
<tr><td>0 – NONE</td><td>NONE</td></tr>
<tr><td>1 – CONT</td><td>Contingency Plan Put in Place</td></tr>
<tr><td>2 - SCHS</td><td>Rescheduled Services for Same day</td></tr>
<tr><td>3 – SCHD</td><td>Rescheduled Service for Different Day</td></tr>
<tr><td>4 - RENW</td><td>Service Authorization Renewed and Services Resumed</td></tr>
<tr><td>5 - RESU</td><td>Services Resumed at Next Scheduled Visit</td></tr>
<tr><td>6 – OTHR</td><td>Other</td></tr>
</table>
</td>
</tr>
<tr>
<td>In Progress</td>
<td>20</td>
<td>INPR</td>
<td>In Progress (INPR) will represent the clock-in status and should be transmitted in an automated fashion. Netsmart expects to receive this status within 60 minutes of the clock-in occurring.</td>
</tr>
</table>

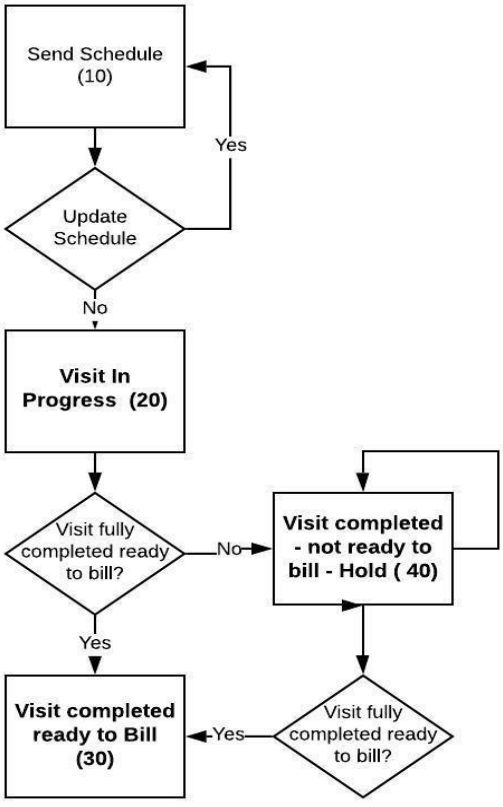
Completed-Hold	40	HOLD	Completed-Hold (HOLD) will represent the clock-out status and should be transmitted in an automated fashion. The visits will be visible on the Netsmart EVV Provider Portal Visit screen and are not ready for Claim processing under this status. Netsmart expects to receive this status within 60 minutes of the clock-out occurring. *Note: This is not the final/ready-to-be-billed status in the Vendor's solution. An updated record with COMP status (below) will need to be sent to allow for billing.*
Completed	30	COMP	Visits received with a status of Complete (COMP) will be available to be billed to the Payer in the Netsmart EVV Provider Portal Worklist. Users will access the Work List, resolve unmatched errors and release the visits for billing. Once a visit is submitted as 'COMP', **NO FURTHER UPDATES** will be accepted from the integration for these visits. Users may make corrections/changes within the Netsmart Provider Portal as appropriate. **Additional code required:** Visits that are completed may have issues causing an *Unmatched* visit in the Netsmart Provider Portal Worklist. In most cases, a Reason Code can be passed to preemptively clear the error and prevent manual overwrite in the Netsmart solution.
Cancelled	50	UNSR	Visits received with an 'UNSR' status indicate that a visit has been cancelled. It is important to note that once a visit is in the 'UNSR' status, **NO FURTHER UPDATES** can be made, either via the integration or manually. If there is a change in circumstances, a new visit would need to be submitted with a unique visit ID. **Additional code:** Netsmart does not recommend the use of the cancelled code unless the visit was never intended. e.g., If the schedule was created under the wrong recipient. Otherwise, use Unable to Complete with a Reason Code.

As noted previously, all In-Progress (INPR) and Completed-Hold (HOLD) visits should be transmitted to Netsmart within 60 minutes of the action occurring. Newly Scheduled visits should be limited to service dates seven (7) calendar days in the future.

The following use case provides an overview of a typical daily operation:

- An EVV in-scope visit is scheduled in an integrated Alternate Vendor EVV system
    - Alternate EVV Vendor transmits Rendered Services feed to Netsmart for **Newly Scheduled** ('NEWS' type code 10) visit where the visit date is within the next seven (7) calendar days
        - If the visit is re-scheduled, the Alternate EVV Vendor transmits Rendered Services feed to Netsmart for **Rescheduled** visit ('RESC' type code 15)
    - The Caregiver/assigned staff checks-in upon arrival. The start of the visit is electronically verified by the Alternate EVV Vendor
        - Alternate EVV Vendor transmits Rendered Services feed to Netsmart indicating the visit started, utilizing '**In Progress**' ('INPR' type code 20)
    - The Caregiver/assigned staff checks-out upon completion and the end of the visit is electronically verified by the Alternate EVV Vendor
        - Alternate EVV Vendor transmits Rendered Services feed to Netsmart indicating the visit ended, utilizing '**Completed-Hold**' ('HOLD' type code 40)
    - Provider remediates visit information in Alternate EVV Vendor's system and most often creates 'invoices' in the Alternate EVV Vendor 's system
        - Vendor transmits Rendered Services feed to Netsmart for **Completed** ('COMP' type code 30).
            - This transmission typically includes information in User Field 1. Once a visit is transmitted in this status, it can no longer be updated via the integration.
- Once a Rendered Service transmission is received, Netsmart performs preliminary syntax checks and creates a response file which confirms/rejects with error codes for all submissions in near-real time
    - Netsmart will accept/process-in all non-errored visit records
        - Corresponding 'Accepted' response file is created and retrieved by Vendor
    - Netsmart returns errors for any visit records that cannot be successfully validated ('rejects')
        - Corresponding 'Rejected' response file is created and retrieved by Vendor
        - Alternate EVV Vendor will deliver errors to the Provider agency for them to correct and resubmit all errored visit records
    - Completed visits are found on the Netsmart EVV Provider Portal Work List. Prior to being loaded to the Work List, Netsmart runs all visits through the Rules Engine to flag any invalid or missing data not adhering to the Payer's rules. The Provider Admin remediates any business rule errors and attempts to 'Match' with Payer approved data and basic claim submission rules.
        - If the match is successful, the claim record is generated by Netsmart and placed in a 'Matched' status and is available to be *released as a Claim* by the Provider and sent to the Payer via 837I/P once released
        - If the match is unsuccessful (violation of Payer's business rules), the record is placed in an 'Unmatched' status and cannot be released until the errors are resolved by the Provider and the visit displays as 'Matched' and, therefore, is ready to be released.
    - Provider logs into their Provider Portal to access the Work List and performs claims management (as previously outlined)

        - Review and *release* Claims in "Matched" status
        - Review, correct, and *release* Claims in "Unmatched" status
            - *Note only certain errors are clearable per Nebraska DHHS rules.
    - Netsmart submits *released* Claim to Payer as an EDI 837P or 837I file nightly. Providers can view the status of their claim in the Claim Review section of the Netsmart EVV Provider Portal
    - The Payer returns EDI 835 file to Netsmart as confirmation of the outcome of claim submitted (Paid, Denied, Error) which will then update in the Netsmart EVV Provider Portal on the Claim Review page. Providers follow their existing process (import/manual entry) for posting of payments and managing the accounts receivable.
- If the scheduled visit does not occur for whatever reason (cancelled by the patient/caregiver, or the assigned staff is unable to complete), the vendor transmits Rendered Services feed to Netsmart for **Unable to Complete** ('UNBL' type code 60) visit.
    - Visits that are sent with Unable to Complete status ('UNBL' type code 60) must also include a MissedVisitReason and MissedVisitActionTaken value for Payer compliance.
    - <u>Visits in this status can no longer be updated via the integration.</u>



Rendered Services Data Fields

Below are various Rendered Services Field Names along with an explanation. Please refer to the Rendered Services Data Dictionary, posted on the Netsmart Mobile Caregiver+ website, for complete details.

Date / Time Fields

All six (6) time fields must be in UTC time. Additionally, we have a single TimeZone field on the Rendered Services Data Dictionary – this value should correspond to the Time Zone of where the service was provided. Netsmart uses the TimeZone field where applicable to determine midnight occurrence. In which case, Netsmart must determine what does 'midnight' really mean in context of this visit. See the TypeCode Data Dictionary for all time zone type codes. (e.g., NEWY for Eastern Time, CHIC for Central Time).

The integration specification defines three (3) sets of times. **All times must be sent as UTC**

1. **First Set:** The first set is the ScheduledStartDateTime and the ScheduledEndDateTime. These fields should reflect the scheduled start and end time of the visit
2. **Second Set:** The second set is the ActualStartDateTime and the ActualEndDateTime. The vendor should *always* pass the time collected by the EVV device during clock-in and clock-out. This time should be unmanipulated and never be altered. However, there are two exceptions to this rule:
    a. When splitting a schedule that crosses midnight
    b. When there is not an EVV check in and or out (manual entry)
3. **Third Set:** The third set of time is the InvoiceStartDateTime and InvoiceEndDateTime. The vendor should use these fields to pass the times that are to be invoiced. The InvoiceStartDateTime and/or InvoiceEndDateTime should be used as the remediated times in the event the ActualStartDateTime and/or ActualEndDateTime do not reflect the true arrival and/or departure of a visit. E.g., Caregiver forgets to clock out.
    a. The following fields become ***mandatory*** if InvoiceStartDateTime and/or InvoiceEndDateTime are populated:

ActualTimeEditReasonCode
ActualTimeEditReasonnote

ActualTimeEditReasonCode	XML Typecode	Pipe-delimited File code	Description
ActualTimeEditReasonCode	9020	9020	Missing Billable Date/Time Entered
ActualTimeEditReasonCode	9022	9022	Billable Date/Time Increased
ActualTimeEditReasonCode	9024	9024	Billable Date/Time Decreased
ActualTimeEditReasonCode	9126	9126	General: Disaster or Emergency. Verified Services Performed.
ActualTimeEditReasonCode	9138	9138	Recipient: Recipient No-Show or Refused Services.

*If these new fields are omitted under the defined criteria above, or not containing a valid code, the visit will be 'rejected'

Completed Visits without an EVV verified Start and/or End Time

When sending an EVV verified completed service, the ActualStartLatitude and ActualEndLatitude **cannot be null**.

If there is no EVV check-in, the record should contain a start date/time (either scheduled or invoice start time as determined by the Alternate EVV Vendor) and the StartVerificationType will be 'NON'.

If there is no EVV check-out, the file should contain an end date/time and the EndVerfiicationType will be 'NON'.

In these situations, the ActualStartLatitude and ActualStartLongitude and/or ActualEndLatitude and ActualEndLongitude will be blank.

*Please note, these Visits will be 'accepted' into Netsmart, however, the Visit will remain 'Unmatched' on the Work List, the Provider will not be allowed to remediate and release as a Claim per Nebraska DHHS business rules.

Overnight Schedules

Netsmart can accept schedules that cross midnight as one visit schedule. However, it is important to be aware how overnight schedules are validated against the Prior Authorization. For overnight shifts, Netsmart considers the service start date. The total units for the service will be allocated for that date, regardless of the end date if there is no midnight split.

- E.g., A schedule begins on 6/28 at 7 p.m. and ends on 6/29 at 7 a.m. The Payer has an authorization with an end date of 6/28 for the service being provided. Netsmart will match to the authorization that ends on 6/28 and decrement it by the full 12 hours.

Netsmart will split at midnight when required by a Payer if the vendor has not already made the split. This can lead to reconciliation issues between Netsmart and the Vendor, so it is preferable for the Vendor to split when required and to always split if unsure of when required by the Payer.

If the vendor is sending completed visit data without a midnight split, the **total** completed services that **begin** on any given date should not exceed 24 hours. If the completed services break this 24-hour rule, then the submitter must divide the visits to keep the total </= 24 hours.

- E.g., A recipient is authorized for 24-hour care. The Provider schedules three (3) shifts per day. On 6/27 the assigned staff began a scheduled 11 p.m. – 7 a.m. shift but the next assigned staff is late and does not clock in until midnight on 6/28.

  Assigned staff 1: clock in on 6/28 at 12:00 a.m. and out on 6/28 7:00 a.m. (7 hours)

  Assigned staff 2: clock in on 6/28 at 7:00 a.m. and out on 6/28 at 3:00 p.m. (8 hours)

  Assigned staff 3: clock in on 6/28 at 3:00 p.m. and out on 6/28 at 11:00 p.m. (8)

  Assigned staff 1: clock in on 6/28 at 11:00 p.m. and out on 6/29 at 7:00 a.m. (8)

If the data is sent as four (4) rendered services transactions as enumerated above, Netsmart will attempt to match them all to the PA that ends on 6/28 and will generate a "PA Not Enough Units" matching error. This can be avoided by splitting the overnight visit at midnight before sending to Netsmart.

If the authorizations must strictly be considered by calendar day, then the vendor must split the visit and pass two visits to Netsmart. In the above example, a 7 p.m. to 7 a.m. visit in the Alternate EVV Vendor system could be passed as two distinct visits to Netsmart (6/28 7 p.m. to 6/28 12 a.m. and 6/29 12 a.m. to 6/29 7 a.m.).

If the vendor's system will place an automatic split, a question arises because there is no electronic visit verification at the end of the visit segment before the split or the beginning of the segment after the split. This is the only exception where the value sent in the actual time for the end of one portion of the visit and the beginning of another portion of the visit will not have an actual EVV time stamp.

In the above example (assuming GPS for check in at 7 p.m. and GPS for check out at 7 a.m.), the data would be passed as follows:

StartVerificationType	EndVerificationType	ActualStartDateTime	ActualEndDateTime	ActualStartLatitude	ActualStartLongitude	ActualEndLatitude	ActualEndLongitude
GPS	GPS	06/28/2020 19:00:00	06/28/2020 23:59:59	26.363030	-80.121420	26.363030 Details from the end of the original visit	-80.121420 Details from the end of the original visit
GPS	GPS	06/29/2020 00:00:00	06/29/2020 07:00:00	26.363030 Details from the beginning of the original visit	-80.121420 Details from the beginning of the original visit		

The first part of this visit is missing date/time/verification for the end of the segment (highlighted in blue), so can be filled with 11:59:59 PM date/time and the GPS verification details from the end of the original visit. The second part of the visit is missing date/time/verification for the beginning of the segment (highlighted in green), so can be filled with the 12:00:00 AM date/time and the GPS verification details from the beginning of the original visit.

Userfield 1

UserField1 is an optional field, and if transmitted, will be transmitted to Payer in the 837P Claim File and returned to Billing Provider in the 835 Claim Response File. This value needs to be unique per claim submitted by provider.

Mappings:

837P: 2300|CLM01-2 --> 835RA: 2100|CLP|CLP01-2

Netsmart adds a unique value as a prefix to each Userfield1 value before sending the value to the Payer. The records will look like this, with the counter incrementing if multiple claim files were sent in a single day (In the example, "10" is the Netsmart Value, "123" is the vendor UserField1 value):

- Service Line 1 Userfield1 10;123 Sent in Claim 1 3/1/2020
- Service Line 2 Userfield1 10;123 Sent in Claim 1 3/1/2020
- Service Line 3 Userfield1 11;123 Sent in Claim 2 3/2/2020

This approach allows for accurate matching in the Netsmart solution even when service lines containing the same Userfield1 value from the Vendor are released on different days for separate claim files by the billing Provider.

IMPORTANT: The CLM01 segment has a field limitation size of 20 characters. Netsmart will require three (3) of those characters (including the separator value) for the Netsmart unique prefix, leaving 17 characters for the Vendor to pass in userfield1. Vendor's matching logic for electronic 835 posting should only read the value after the ";" to strip out the Netsmart-added value.

Description Implications of User Field 1 on Claims Rollup

When the 837 claim is created by Netsmart, items with same date, Member ID, service code, modifier(s), and UserField1 are rolled up. Netsmart has identified situations where vendor Providers have experienced denials due to incorrect usage of UserField1. Oftentimes, this field is used for invoice number so the vendor's Provider can electronically import an 835 file.

- E.g., Services are provided to a recipient daily from 7 p.m. to 7 a.m. In the Vendor's , there is one recurring scheduled visit, and the entire visit gets billed on the same invoice. This creates a problem when transitioning to the next week. The vendor is splitting the visits at midnight. An issue occurs at the point when part of a day is one on invoice (UserField1) in the vendor's system and part of invoice visit is on another (e.g., week end is Saturday; week start is Sunday). This chart illustrates a scenario where it would occur. It is important to understand the roll up when sending data in UserField1 for visits in a completed status.

		Date	Alternate EVV Vendor Schedule	Netsmart visit		Invoice/ User Field 1	837
Week 1	Sunday	5/3	7p-7a	5/3	7p-11:59pm	6-743	
				5/4	12a-7a	6-743	Roll up
	Monday	5/4	7p-7a	5/4	7p-11:59pm	6-743	
				5/5	12a-7a	6-743	Roll up
	Tuesday	5/5	7p-7a	5/5	7p-11:59pm	6-743	
				5/6	12a-7a	6-743	Roll up
	Wednesday	5/6	7p-7a	5/6	7p-11:59pm	6-743	
				5/7	12a-7a	6-743	Roll up
	Thursday	5/7	7p-7a	5/7	7p-11:59pm	6-743	
				5/8	12a-7a	6-743	Roll up
	Friday	5/8	7p-7a	5/8	7p-11:59pm	6-743	
				5/9	12a-7a	6-743	Roll up
	Saturday	5/9	7p-7a	5/9	7p-11:59pm	6-743	
				5/10	12a-7a	6-743	These visits will not roll up because the User Field 1 is different. Will result in two different claims. There will be a denial for duplication for the second 5/10 claim
Week 2	Sunday	5/10	7p-7a	5/10	7p-11:59pm	6-812	
				5/11	12a-7a	6-812	Roll up
	Monday	5/11	7p-7a	5/11	7p – 11:59pm	6-812	
				5/12	12a-7p	6-812	

Acknowledgment of Signature

Upon completion of a Visit, a digital signature is required to be captured by the EVV Application.

All COMPLETED Visits must contain information indicating 'Who Signed' when the Visit ended.

Below is the list of acceptable values for the new field 'WhoSigned':

WhoSigned	XML Typecode	Flat-File code
Recipient	0	RECIPIENT
Authorized Guardian	3	LEGAL_GUARDIAN
Personal Representative	4	REPRESENTATIVE
Stamp	5	STAMP
Recipient Physically Unable to Sign	6	UNABLE_TO_SIGN

AuthorizationID

The specifications provide the ability for a vendor to send an authorization number. If Netsmart is contracted with a Payer services, Netsmart may receive the Prior Authorization via a Payer feed. Therefore, Netsmart advises not to pass any value for this field as the value passed by the vendor will bypass our matching rules to the correct Prior Authorization on record.

Reason Codes and Clearing Unmatched Visits

Netsmart allows the vendor to pass Reason Codes that will clear some of the errors when a Visit is 'Unmatched' on the Work List. The Reason Code will accompany the visit in a Completed status. If the vendor does not pass a Reason Code, the Provider will be required to log into the Netsmart EVV Provider Portal to select the appropriate Reason Code(s) for visits that generate business rule errors before they can release as a Claim.

It is important to note, effective 8/14/24 the most common errors (VVER, VLOC, etc) will no longer be clearable with a Reason Code, and will remain 'Unmatched' until an approval from the State is granted.

User Acceptance Testing

After the vendor finalizes requirements gathering/on-boarding with the Netsmart Integrations Team, Netsmart will generate SFTP or API UAT credentials for the vendor and will be provided via secure email. Within the same email, the vendor will receive a Test Provider and Test Recipient to use during the UAT phase.

A testing scenario spreadsheet is provided to the vendor which will assist the vendor with understanding how to pass data in 10 different scenarios reviewing the most frequent rejections and scenarios. Netsmart asks the vendor to submit data in UAT reflecting the type of data being sent in Production.

If the vendor plans to only transmit one visit per file in Production, the vendor does not need to test transmitting files with numerous visits.

The vendor can use the test system as often as desired to ensure the vendor has completed all test cases and resolved all issues. However, a minimum of 5-10 test files must be submitted per week during the testing phase. The expectation is that various scenarios and statuses are passed, and the testing must obtain both 'Accepted' and 'Rejected' responses.

When a test file is submitted to the test system, the vendor will retrieve a response file that is an echo of the original submission:

- An 'accepted' response, indicating all visit data has been accepted-into the Netsmart solution
- A 'rejected' response, indicating all visit data has been rejected from entering the Netsmart solution

  * When transmitting batches of visits, you can have both an 'accepted' response as well as a 'rejected' response (you transmit one file with multiple records but retrieve two response files).

Alternate EVV Vendors are asked to ensure the following:

- All submitted files are to be developed per published specifications (XML or pipe-delimited format)
- Test files must be free of Personal Health Information (PHI); they must include test data only
- All mandatory and optional/conditional fields that may be populated at any time during production operation must be populated for testing

Post-Integration Support

Once the vendor has been approved by Netsmart (and Payer, if necessary), it is important for Alternate EVV Vendors to understand what the next steps are for their Provider Admins and how they will interact with the Provider Portal. To ensure the best possible experience for the Providers, it is also important to establish the process to report issues or concerns to ensure that they are resolved quickly and satisfactorily. Although each party is responsible for the support and resolution of their individual applications, it is difficult for Providers to know who to turn to when they have question or do not see the expected results. Setting expectations and providing channels for resolution will provide a more positive experience for all involved.

The files received by Netsmart are processed in the order received (FIFO) and based on the volume in the queue. Please advise Providers to allow up to twelve (12) hours for the data to be fully processed and visible in the Netsmart EVV Provider Portal. If the Provider does not see the visits within that timeframe, it is likely that the file was 'Rejected'.

Provider Training and Production Registration

Netsmart offers regularly scheduled Provider trainings covering various topics. For Providers utilizing an Alternate EVV Vendor solution, the Claims Console training is crucial to understanding the claim process. This training will explain how the Provider will review, modify, and submit visits for reimbursement, as well as monitor visit submission results.

Providers may attend any regularly scheduled training session or may access all training materials on the website at any time. Alternate EVV Vendor staff involved in the integration are strongly encouraged to view the training materials as well. The materials can be found at Training Resources - Mobilecaregiverplus.com.

Keys to Success

Based on lessons learned from previous Alternate EVV Vendor implementations:

1. The Alternate EVV Vendor is responsible for following the technical integration specifications provided by Netsmart
2. Netsmart will answer technical questions and address any technical issues with the test harnesses, but it is up to the Alternate EVV Vendor to assure quality of the submitted data
3. The Alternate EVV Vendor is responsible for maintaining timelines to meet Payer and Provider expectations; Netsmart will not monitor Alternate EVV Vendor timelines
4. Netsmart will set up a single web services end point (API) or Secure File Transfer Protocol (FTP) directory for inbound files. The Alternate EVV Vendor is responsible for aggregating all Provider data into a single feed for submission to Netsmart
5. It is the Alternate EVV Vendor's responsibility to monitor return messages from Netsmart and ensure that a process is built to return those messages to the Provider for review, correct any errors, and resubmit any error transactions.

Error Codes Returned by Netsmart

FIELD	ERROR CODE	ERROR DESCRIPTION
VisitId	000	MRTH SRVC 000 Invalid Visit-Already-Completed-In-System
Recipient	001	MRTH SRVC 001 Invalid Recipient-Does-Not-Exist-In-System
Payer	002	MRTH SRVC 002 Invalid Payer-Not-Exist-In-System
Provider	003	MRTH SRVC 003 Invalid Provider-Does-Not-Exist-In-System
SourceSystem	710	MRTH SRVC 710 Invalid SourceSystem
Jurisdiction	720	MRTH SRVC 720 Invalid Jurisdiction
Payer	730	MRTH SRVC 730 Invalid Payer
Plan	740	MRTH SRVC 740 Invalid Plan
Program	750	MRTH SRVC 750 Invalid Program
DeliverySystem	760	MRTH SRVC 760 Invalid DeliverySystem
ProviderName	770	MRTH SRVC 770 Invalid ProviderName
ProviderMedicaidId	780	MRTH SRVC 780 Invalid ProviderMedicaidId
ProviderNPI	790	MRTH SRVC 790 Invalid ProviderNPI
ProviderNPITaxonomy	800	MRTH SRVC 800 Invalid ProviderNPITaxonomy
ProviderNPIZipCode	810	MRTH SRVC 810 Invalid ProviderNPIZipCode
ProviderEin	820	MRTH SRVC 820 Invalid ProviderEin
CaregiverFirstName	830	MRTH SRVC 830 Invalid CaregiverFirstName
CaregiverLastName	840	MRTH SRVC 840 Invalid CaregiverLastName
CaregiverLicenseNumber	850	MRTH SRVC 850 Invalid CaregiverLicenseNumber
RecipientMedicaidId	860	MRTH SRVC 860 Invalid RecipientMedicaidId
RecipientMemberId	870	MRTH SRVC 870 Invalid RecipientMemberId
RecipientFirstName	880	MRTH SRVC 880 Invalid RecipientFirstName
RecipientLastName	890	MRTH SRVC 890 Invalid RecipientLastName
RecipientDob	900	MRTH SRVC 900 Invalid RecipientDob
ServiceAddress1	910	MRTH SRVC 910 Invalid ServiceAddress1
ServiceAddress2	920	MRTH SRVC 920 Invalid ServiceAddress2
ServiceCity	930	MRTH SRVC 930 Invalid ServiceCity
ServiceState	940	MRTH SRVC 940 Invalid ServiceState
ServiceZip	950	MRTH SRVC 950 Invalid ServiceZip
VisitId	960	MRTH SRVC 960 Invalid VisitId
ServiceCode	970	MRTH SRVC 970 Invalid ServiceCode
ServiceCodeMod1	980	MRTH SRVC 980 Invalid ServiceCodeMod1
ServiceCodeMod2	990	MRTH SRVC 990 Invalid ServiceCodeMod2
ServiceCodeMod3	991	MRTH SRVC 991 Invalid ServiceCodeMod3
ServiceCodeMod4	992	MRTH SRVC 991 Invalid ServiceCodeMod4
DiagnosisCode1	1000	MRTH SRVC 1000 Invalid DiagnosisCode1
DiagnosisCode2	1010	MRTH SRVC 1010 Invalid DiagnosisCode2

DiagnosisCode3	1020	MRTH SRVC 1020 Invalid DiagnosisCode3
DiagnosisCode4	1030	MRTH SRVC 1030 Invalid DiagnosisCode4
StartVerificationType	1040	MRTH SRVC 1040 Invalid StartVerificationType
EndVerificationType	1050	MRTH SRVC 1050 Invalid EndVerificationType
SheduledStartDateTime	1060	MRTH SRVC 1060 Invalid SheduledStartDateTime
ScheduledStartDateTime	1061	MRTH SRVC 1061 Unable to Parse ScheduledStartDateTime
ScheduledEndDateTime	1070	MRTH SRVC 1070 Invalid ScheduledEndDateTime
ScheduledEndDateTime	1071	MRTH SRVC 1071 Unable to Parse ScheduledEndDateTime
ScheduledLatitude	1080	MRTH SRVC 1080 Invalid ScheduledLatitude
ScheduledLongitude	1090	MRTH SRVC 1090 Invalid ScheduledLongitude
StartDatetime-After-EndDatetime	1099	MRTH SRVC 1099 Invalid StartDatetime-After-EndDatetime
ActualStartDateTime	1100	MRTH SRVC 1100 Invalid ActualStartDateTime
ActualStartDateTime	1101	MRTH SRVC 1101 Unable to Parse ActualStartDateTime
ActualEndDateTime	1110	MRTH SRVC 1110 Invalid ActualEndDatetime
ActualEndDateTime	1111	MRTH SRVC 1111 Unable to Parse ActualEndDateTime
ActualStartLatitude	1120	MRTH SRVC 1120 Invalid ActualStartLatitude
ActualStartLongitude	1130	MRTH SRVC 1130 Invalid ActualStartLongitude
ActualEndLatitude	1140	MRTH SRVC 1140 Invalid ActualEndLatitude
ActualEndLongitude	1150	MRTH SRVC 1150 Invalid ActualEndLongitude
UserField1	1160	MRTH SRVC 1160 Invalid UserField1
UserField1	1162	MRTH SRVC 1162 Invalid UserField1 Length > 17 Characters
UserField2	1170	MRTH SRVC 1170 Invalid UserField2
UserField3	1180	MRTH SRVC 1180 Invalid UserField3
ReasonCode1	1190	MRTH SRVC 1190 Invalid ReasonCode1
ReasonCode2	1200	MRTH SRVC 1200 Invalid ReasonCode2
ReasonCode3	1210	MRTH SRVC 1210 Invalid ReasonCode3
ReasonCode4	1220	MRTH SRVC 1220 Invalid ReasonCode4
TimeZone	1230	MRTH SRVC 1230 Invalid TimeZone
VisitNote	1235	MRTH SRVC 1235 Invalid VisitNote
EndAddress1	1240	MRTH SRVC 1240 Invalid EndAddress1
EndAddress2	1241	MRTH SRVC 1241 Invalid EndAddress2
EndCity	1242	MRTH SRVC 1242 Invalid EndCity
EndState	1243	MRTH SRVC 1243 Invalid EndState
EndZip	1244	MRTH SRVC 1244 Invalid EndZip
VisitStatus	1250	MRTH SRVC 1250 Invalid VisitStatus
MissedVisitReason	1251	MRTH SRVC 1251 Invalid MissedVisitReason
MissedVisitActionTaken	1252	MRTH SRVC 1252 Invalid MissedVisitActionTaken
InvoiceUnits	1253	MRTH SRVC 1253 Invalid InvoiceUnits
InvoiceAmount	1254	MRTH SRVC 1254 Invalid InvoiceAmount
InvoiceRate	1255	MRTH SRVC 1255 Invalid InvoiceRate
ScheduledEndLatitude	1260	MRTH SRVC 1255 Invalid ScheduledEndLatitude
ScheduledEndLongitude	1261	MRTH SRVC 1256 Invalid ScheduledEndLongitude
PaidAmount	1265	MRTH SRVC 1260 Invalid PaidAmount
CareDirectionType	1270	MRTH SRVC 1270 Invalid CareDirectionType

Tasks	1280	MRTH SRVC 1280 Invalid Tasks
CaregiverType	1282	MRTH SRVC 1282 Invalid CaregiverType
StartAddressType	1283	MRTH SRVC 1283 Invalid StartAddressType
EndAddressType	1284	MRTH SRVC 1284 Invalid EndAddressType
ReferringPhysicianFirstName	1300	MRTH SRVC 1300 Invalid ReferringPhysicianFirstName
ReferringPhysicianLastName	1305	MRTH SRVC 1305 Invalid ReferringPhysicianLastName
ReferringPhysicianNPI	1310	MRTH SRVC 1310 Invalid ReferringPhysicianNPI
ReferringPhysicianNpiTaxonomy	1315	MRTH SRVC 1315 Invalid ReferringPhysicianNpiTaxonomy
ProviderAddress	1320	MRTH SRVC 1320 Invalid ProviderAddress
ProviderAddress2	1325	MRTH SRVC 1325 Invalid ProviderAddress2
ProviderCity	1330	MRTH SRVC 1330 Invalid ProviderCity
ProviderState	1340	MRTH SRVC 1340 Invalid ProviderState
ProviderZip	1350	MRTH SRVC 1350 Invalid ProviderZip
RecipientGender	1355	MRTH SRVC 1355 Invalid RecipientGender
AuthorizationID	1360	MRTH SRVC 1360 Invalid AuthorizationID
ICNPayerClaimNumber	1370	MRTH SRVC 1370 Invalid ICNPayerClaimNumber
ProviderInvoiceNumber	1380	MRTH SRVC 1380 Invalid ProviderInvoiceNumber
TransactionControlNumber	1390	MRTH SRVC 1390 Invalid TransactionControlNumber
ClaimType	1400	MRTH SRVC 1400 Invalid ClaimType
InvoiceStartDateTime	1410	MRTH SRVC 1410 Invalid InvoiceStartDateTime
InvoiceStartDateTime	1411	MRTH SRVC 1411 Unable to Parse InvoiceStartDateTime
InvoiceEndDateTime	1420	MRTH SRVC 1420 Invalid InvoiceEndDateTime
InvoiceEndDateTime	1421	MRTH SRVC 1421 Unable to Parse InvoiceEndDateTime
CaregiverEvvId	1430	MRTH SRVC 1430 Invalid CaregiverEvvId
CaregiverDob	1440	MRTH SRVC 1440 Invalid CaregiverDob
CaregiverDob	1441	MRTH SRVC 1441 Unable to Parse CaregiverDob
CaregiverSsn	1450	MRTH SRVC 1450 Invalid CaregiverSsn
RecipientSsn	1460	MRTH SRVC 1460 Invalid RecipientSsn
TransactionId	1470	MRTH SRVC 1470 Invalid TransactionId
CaregiverEmail	1480	MRTH SRVC 1480 Invalid CaregiverEmail
SOCPaid	1490	MRTH SRVC 1490 Invalid SOCPaid
TPLPaid	1500	MRTH SRVC 1500 Invalid TPLPaid
TPLPaidDate	1510	MRTH SRVC 1510 Invalid TPLPaidDate
TPLPayerType	1520	MRTH SRVC 1520 Invalid TPLPayerType
TPLPayerName	1530	MRTH SRVC 1530 Invalid TPLPayerName
TPLPayerID	1540	MRTH SRVC 1540 Invalid TPLPayerID
TPLPayerAddress1	1550	MRTH SRVC 1550 Invalid TPLPayerAddress1
TPLPayerAddress2	1560	MRTH SRVC 1560 Invalid TPLPayerAddress2
TPLPayerCity	1570	MRTH SRVC 1570 Invalid TPLPayerCity
TPLPayerState	1580	MRTH SRVC 1580 Invalid TPLPayerState
TPLPayerZip	1590	MRTH SRVC 1590 Invalid TPLPayerZip
TPLDeduct	1600	MRTH SRVC 1600 Invalid TPLDeduct
TPLDeductDate	1610	MRTH SRVC 1610 Invalid TPLDeductDate
TPLDeniedAmount	1620	MRTH SRVC 1620 Invalid TPLDeniedAmount

TPLDeniedDate	1630	MRTH SRVC 1630 Invalid TPLDeniedDate
ServiceCode + modifiers	1640	MRTH SRVC 1640 Procedure Code Not Configured
WhoSigned	1650	MRTH SRVC 1650 WhoSigned Missing
WhoSigned	1655	MRTH SRVC 1655 WhoSigned Invalid
StartIvrPhoneNumber	1660	MRTH SRVC 1660 StartIvrPhoneNumber Missing
StartIvrPhoneNumber	1665	MRTH SRVC 1665 StartIvrPhoneNumber Invalid
StartIvrPin	1670	MRTH SRVC 1670 StartIvrPin Missing
StartIvrPin	1675	MRTH SRVC 1670 StartIvrPin Invalid
EndIvrPhoneNumber	1680	MRTH SRVC 1680 EndIvrPhoneNumber Missing
EndIvrPhoneNumber	1685	MRTH SRVC 1685 EndIvrPhoneNumber Invalid
EndIvrPin	1690	MRTH SRVC 1690 EndIvrPin Missing
EndIvrPin	1695	MRTH SRVC 1690 EndIvrPin Invalid
ActualTimeEditReasonCode	1700	MRTH SRVC 1700 ActualTimeEditReasonCode Missing
ActualTimeEditReasonCode	1705	MRTH SRVC 1700 ActualTimeEditReasonCode Invalid
ActualTimeEditReasonNote	1710	MRTH SRVC 1710 ActualTimeEditReasonNote Missing
ActualTimeEditReasonNote	1715	MRTH SRVC 1710 ActualTimeEditReasonNote Invalid