



FIDELIS CARE®

EVV Authorization Guardrails

Dear Home Health Care providers,

Fidelis Care will implement billing guardrails within HHAeXchange to ensure continuity of service throughout the duration of an authorization period and enable visibility into changes of a member's condition and/or home care needs. Currently, Fidelis Care sends Providers a courtesy of a reminder when it observes Providers scheduling over-authorizations.

This change is effective on March 17, 2025, and this communication serves as formal notice per the terms of the Agreement.

Member Accommodation

- If there is a need to move a service by a day to accommodate a Member or to adjust due to an unavoidable staffing limitation, it is acceptable under some circumstances to move or adjust that day of service.
- A request to change or adjust is dependent upon the sound professional judgement of the provider.
- The Fidelis Care provider quality and network departments will continue to monitor compliance with health plan guidelines and expectations.

This change will better enable providers to accurately track utilization of authorized services and better enable Fidelis Care to quickly assess and respond to a Member's needs. Fidelis Care will provide timely responses to issues or adjustments.

Included on the following page are examples of service schedule adjustments that Fidelis Care considers acceptable and reflects sound judgement. Providers are encouraged to ask additional questions and/or request a review of alternate examples directly with Fidelis Care via the HHAeXchange portal. Your feedback will be incorporated into updates to Frequently Asked Questions and other materials with the intent to benefit the Fidelis Care's provider network.

Thank you for your continued partnership and commitment to delivering exceptional service to Fidelis Care members.



Example	Acceptable Adjustment	Rationale
<p>Typical Schedule Mrs. Smith usually receives 4 hours of PAS on M, W, F from 12-4pm for ADL/IADL support including bathing and dressing.</p> <p>Situation This Friday Ms. Smith has a visitor and has requested her service be moved to Thursday.</p>	<p>Acceptable for provider to adjust the service delivery to Thursday.</p>	<ul style="list-style-type: none">• Service is not duplicated• Participant centered
<p>Typical Schedule Mr. Jones usually receives 6 hours of PAS 7 days weekly from 10am-4pm for ADL/IADL support including bathing, dressing, transfers, toileting, personal care, and other ADL/IADL support.</p> <p>Situation This Friday Mr. Jones has a full day of medical appointments and has requested his service be moved to Thursday.</p>	<p>Some but not all of the service could be moved to another day or some provided on the same day.</p>	<p>It would not be acceptable to move the full amount of service to another day as some of these activities would not need to be provided given the planned medical appointments. However, it is possible that some service may still be provided before and after the appointment. It is unlikely that full service would be provided nor could this service be moved to another day.</p>
<p>Typical Schedule Mr. Adams usually receives 5 hours of PAS on M, T, W, Th from 10am-3pm for ADL/IADL support including bathing, dressing, toileting, and meal preparation. His son helps with meals the rest of the week.</p> <p>Situation On Wed this week, it is Mr. Adams' birthday, and his son is coming over to cook him his favorite dinner.</p>	<p>It would not be necessary to provide additional meal prep on Tuesday or Thursday to make up for the usual Wednesday meal prep that is not needed this week.</p>	<ul style="list-style-type: none">• Services are for providing care to participants as needed.• If it was not needed this week, the provider cannot service/bill for it.