

## Massachusetts Electronic Visit Verification (EVV) Hard Edits Cheat Sheet

This guide is intended for Massachusetts provider agencies in scope for Electronic Visit Verification (EVV) and impacted by the EVV Soft Edits go-live as of October 2025 and the hard edits go-live scheduled for July 2026, including Fee-For-Service (FFS) providers in Home Health (HH), Group Adult Foster Care (GAFC), and Acquired Brain Injury (ABI) and Moving Forward Plan (MFP) Waiver programs in which MassHealth (MAHEA) is the payer. This guide is not targeted to Managed Care Entities (MCEs) or Aging Services Access Points (ASAPs) at this time. This guide outlines how to review claims for errors and examples of what codes may be visible on the Remittance Advice (RA). Provider agencies will want to identify claims not successfully matched to EVV records and take appropriate corrective action.

The EVV claims matching process ensures that claims submitted for EVV services are validated against verified EVV visit transactions. The State’s claims system matches claims against criteria before deciding to pay/deny a claim. For MA EVV services, the matching process compares critical data elements which includes:

- Provider ID (PID) from the Billing Provider (even if billed at PID/SL level) matches the Provider ID (PID) on the Visit
- Client ID (Medicaid ID) Billed = Client ID of Visit
- EVV Service Code/HCPCS Code Billed = EVV Service Code of Visit (excluding billing modifiers)
- Billed Units are <= Visit Units
- Date of Service = Date of Visit
- Visit is in a “Verified” state (visit has all required data elements of the above as well as Payer, Employee and Location to be able to be matched to a claim)
- Visit submission date is received prior to the claim

Pay or No Pay*	Visit to Claim Match or No Match	Edit	Edit Description	EOB Health Care Claim Status Code	Adjustment Reason Code	Remark Code	MA EVV/Provider Agency Next Steps
Pay	Match	<b>2105: EVV Claim matches EVV Visit</b>	The EVV units cover the claim detail.	20 – ACCEPTED FOR PROCESSING	193 – ORIGINAL PAYMENT DECISION IS BEING MAINTAINED. UPON REVIEW, IT WAS DETERMINED THAT THIS	N883 - ALERT: PROCESSED ACCORDING TO STATE LAW	<ul style="list-style-type: none"> <li>• No further action required</li> </ul>

					CLAIM WAS PROCESSED PROPERLY.		
<b>No Pay</b>	<b>No Match</b>	<b>2106: EVV Visit Units Less Than EVV Claim Units</b>	The EVV units are less than the billed units and do not cover the detail lines.	784-ELECTRONIC VISIT VERIFICATION CRITERIA DO NOT MATCH	<b>272-</b> COVERAGE/PROGRAM GUIDELINES WERE NOT MET	N820: EVV SYSTEM UNITS DO NOT MEET REQUIREMENTS OF VISIT	<ul style="list-style-type: none"> <li>Navigate to your Sandata EVV or Aggregator platform</li> <li>Search for the visit corresponding to the claim in question in the Visit Maintenance section or pull the Detail Visit Maintenance Report</li> </ul> <p><b>If the claim needs updating:</b></p> <ul style="list-style-type: none"> <li>Providers may need to resubmit the claim through current processes and/or confirm the visit submission date is received prior to the claim</li> </ul> <p><b>If the visit needs updating:</b></p> <ul style="list-style-type: none"> <li>Enter and/or update the visit units in Sandata EVV or your Alt EVV portal to ensure proper matching to the claim units</li> <li>Once the visit in question has been updated to a “Verified” status, then the claim can be resubmitted through current processes</li> </ul>
<b>Pay</b>	<b>Match</b>	<b>2107: EVV UNITS &gt; UNITS ALLOWED</b>	The EVV units are more than enough to cover the billed units.	20- ACCEPTED FOR PROCESSING	193 – ORIGINAL PAYMENT DECISION IS BEING MAINTAINED. UPON REVIEW, IT WAS DETERMINED THAT THIS CLAIM WAS PROCESSED PROPERLY.	N883 - ALERT: PROCESSED ACCORDING TO STATE LAW	<ul style="list-style-type: none"> <li>No further action required</li> </ul>
<b>No Pay</b>	<b>No Match</b>	<b>2108: No EVV Visit Found to</b>	The EVV visit not found.	784-ELECTRONIC VISIT VERIFICATION	<b>272-</b> COVERAGE/PROGRAM GUIDELINES WERE NOT MET	N821-ELECTRONIC VISIT VERIFICATION	<ul style="list-style-type: none"> <li>Navigate to your Sandata EVV or Aggregator platform</li> </ul>

		match the EVV Claim		CRITERIA DO NOT MATCH		SYSTEM VISIT NOT FOUND.	<ul style="list-style-type: none"> <li>Search for the visit in the Visit Maintenance section or pull the Detail Visit Maintenance Report</li> </ul> <p><b>If the claim needs updating:</b></p> <ul style="list-style-type: none"> <li>Providers may need to resubmit the claim through current processes and/or confirm the visit submission date is received prior to the claim</li> </ul> <p><b>If the visit needs updating:</b></p> <ul style="list-style-type: none"> <li>If there is no visit associated with the claim in the EVV system, create or send a visit for the service rendered for this claim</li> <li>If there is a visit associated with the claim, ensure the visit has no listed exceptions and is in a verified status</li> <li>Once the visit in question has been updated to a “Verified” status, then the claim can be resubmitted through current processes</li> </ul>
No Pay	No Match	2109: EVV visit to EVV Claim Mismatch	At least one of the 6 required visit elements not matching.	784-ELECTRONIC VISIT VERIFICATION CRITERIA DO NOT MATCH	272-COVERAGE/PROGRAM GUIDELINES WERE NOT MET	N820: EVV SYSTEM UNITS DO NOT MEET REQUIREMENTS OF VISIT	<ul style="list-style-type: none"> <li>Navigate to your Sandata EVV or Aggregator platform</li> <li>Search for the visit in the Visit Maintenance section or pull the Detail Visit Maintenance Report</li> </ul> <p><b>If the claim needs updating:</b></p> <ul style="list-style-type: none"> <li>Providers may need to resubmit the claim through current processes and/or confirm the visit submission date is received prior to the claim</li> </ul> <p><b>If the visit needs updating:</b></p> <ul style="list-style-type: none"> <li>If there is no visit associated with the claim in the EVV system, create or send</li> </ul>

							<p>a visit for the service rendered for this claim</p> <ul style="list-style-type: none"> <li>• If there is a visit associated with the claim, ensure the visit has no listed exceptions and is in a verified status</li> <li>• Once the visit in question has been updated to a “Verified” status, then the claim can be resubmitted through current processes</li> </ul>
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*\*Note: This indicates pay or no pay based on the MA EVV edit and may not reflect the overall claim disposition.*

## Support Resources & Contacts

### Learn More About EVV Requirements

- Mass.gov-EVV Agency Based Providers: [mass.gov/info-details/electronic-visit-verification-for-agency-based-providers#more-about-sandata-technologies-](https://www.mass.gov/info-details/electronic-visit-verification-for-agency-based-providers#more-about-sandata-technologies-)
- Massachusetts EVV related information: [Massachusetts \(EOHHS\) Resources](#)

### Questions?

If you need assistance with general MA EVV policy related questions, please email [EVVfeedback@Mass.gov](mailto:EVVfeedback@Mass.gov).

If you need assistance with your Remittance Advice or claim processing, please contact the LTSS Provider Service Center at (844) 368-5184 or email [support@masshealthtss.com](mailto:support@masshealthtss.com).

If you need technical assistance with the Sandata system or the Alt EVV interface, please contact Customer Support at [Contact and Support | HHAeXchange Knowledge Base](#). You may also call the Customer Support line at (833) 511-0164.