

# FACT SHEET

## AHCA Electronic Visit Verification (EVV) Program

The Florida Agency for Health Care Administration (AHCA) has contracted with Centric Consulting, LLC (Vendor), to implement the AHCA Electronic Visit Verification (EVV) Program. The AHCA EVV Program is powered by Tellus, LLC technology and uses the Tellus EVV software to verify the utilization and delivery of home health services (home health visits, private duty nursing, and personal care services) using technology that is effective for identifying delivery of the service and deterring fraudulent or abusive billing for the service. Also, the AHCA EVV Program will provide an electronic billing interface and require the electronic submission of claims for home health services.

### Who is subject to this requirement?

Florida Medicaid fee-for-service home health providers (home health visits, private duty nursing, and personal care services).

### What is the impact to providers subject to this requirement?

1. All providers MUST verify delivery of services using an electronic visit verification system at the beginning and end of each home health service encounter.
2. All providers MUST submit claims through the Vendor's system to verify delivered services comply with prior authorizations before claims can be processed for payment.
3. Failure to comply with these rules may subject providers to denial or non-payment of claims, sanctions, fines and suspension, or termination, from the Florida Medicaid program in accordance with Rule 59G-9.070 Administrative Sanctions on Providers, Entities and Persons.

### How does the Tellus EVV System work?

1. Administrators schedule visits for the caregivers using the Tellus EVV Dashboard.
2. Caregivers use the Tellus EVV mobile application on their GPS-enabled smartphones to track information about each service encounter.
3. The Tellus Claims Portal compares delivered services to scheduled visits and prior authorizations. Claims are segregated into two categories, "Matched" and "Unmatched". Matched claims can be released for transmission to AHCA's fiscal agent when Provider documentation meets AHCA requirements. Unmatched claims require an explanation before they can be submitted to AHCA's fiscal agent.
4. Providers can correct discrepancies between prior authorizations and delivered services in the Tellus Claims Portal.
5. Providers can reconcile status of claims in the Tellus EVV Claims Portal.

### Where do I begin?

Register your provider agency to use the Tellus EVV System at:

<https://4tellus.com/ahca-registration-page/>

### What are the costs?

None. Access to the Tellus EVV System is FREE of charges for Florida Medicaid fee-for-service home health providers.

**If you have questions:** Email us at [AHCAEVV@4tellus.com](mailto:AHCAEVV@4tellus.com), or call us at 1-833-AHCA-EVV, (833) 242-2388.

WE'RE HERE TO HELP YOU!!!