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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

March 27, 2018

**Provider Type(s): 65**

### **Sign Up Now for Training on the Electronic Visit Verification System - Statewide**

The Agency for Health Care Administration (AHCA) has contracted with Centric Consulting, LLC (Vendor) to provide Electronic Visit Verification (EVV) of home health services using the AHCA EVV System (Smart Phone Mobile Application, Dashboard and Claims Portal).

Training opportunities are available to fee-for-service home health providers on the new AHCA EVV system. The training sessions will provide information to home health agency personnel on several functionalities of the AHCA EVV system including:

- Scheduling services using the AHCA EVV Dashboard
- Clocking in and out using the AHCA EVV Smart Phone Mobile Application
- Billing for services rendered using AHCA EVV Claims Portal

Home health administrators, directors of nursing, billing staff, and other appropriate individuals are encouraged to sign up and attend the training session date(s) and time(s) that best fits their schedule.

**Step #1:** Register to use the new free home health services visit verification system.

The home health agency administrator, or designee, needs to create an EVV Dashboard profile for their agency by going to the [EVV Registration](#) page. Only one account will be created initially for one EVV System Administrator. The administrator will then be able to create additional accounts, if needed.

**Step #2:** Sign up for convenient free in-person classes or webinars.

Please visit the [EVV Training](#) page to sign up for available in-person and webinar training opportunities, or select and click on a preferred date and time from the list below.

<b>AHCA EVV System</b> (Includes the dashboard, claims, and smart phone application)			
<b>Audience:</b> Administrators and back-office system users in charge of scheduling, monitoring Direct Care Givers visit accuracy, submitting claims, and training smart phone mobile application users			
<b>Objectives:</b> * Use and operate the EVV System to schedule, process, and submit claims * Log in to the dashboard and mobile app * Operate and utilize both the dashboard and mobile app accurately * Run, download, and print designated reports * Provide knowledge on how to train other users * Provide training for direct caregivers			
<b>In-person Classes</b>	<b>Day</b>	<b>Date</b>	<b>Time</b>
<b>Orlando</b>			
Hilton Garden Inn Orlando East / UCF Area <a href="#">1959 N. Alafaya Trail</a> <a href="#">Orlando, FL 32826</a>	Wednesday	April 4, 2018	<a href="#">1:00 PM to 4:00 PM</a>
	Wednesday	April 4, 2018	<a href="#">6:00 PM to 9:00 PM</a>
	Thursday	April 5, 2018	<a href="#">9:00 AM to 12:00 PM</a>
<b>Tampa</b>			
Hillsborough Community College <a href="#">4001 W Tampa Bay Blvd.</a> <a href="#">Tampa, FL 33614</a>	Wednesday	April 11, 2018	<a href="#">1:00 PM to 4:00 PM</a>
	Wednesday	April 11, 2018	<a href="#">6:00 PM to 9:00 PM</a>
	Thursday	April 12, 2018	<a href="#">9:00 AM to 12:00 PM</a>
<b>Palm Beach</b>			
Embassy Suites Boca Raton <a href="#">661 NW 53rd Street</a> <a href="#">Boca Raton, FL 33487</a>	Wednesday	April 18, 2018	<a href="#">1:00 PM to 4:00 PM</a>
	Wednesday	April 18, 2018	<a href="#">6:00 PM to 9:00 PM</a>
	Thursday	April 19, 2018	<a href="#">9:00 AM to 12:00 PM</a>
<b>Webinar Classes</b>	Tuesday	April 24, 2018	<a href="#">9:00 AM to 12:00 PM</a>
	Wednesday	April 25, 2018	<a href="#">1:00 PM to 4:00 PM</a>
	Thursday	April 26, 2018	<a href="#">6:00 PM to 9:00 PM</a>
	Wednesday	May 2, 2018	<a href="#">9:00 AM to 12:00 PM</a>
	Thursday	May 3, 2018	<a href="#">1:00 PM to 4:00 PM</a>

<b>AHCA EVV Smart Phone Application Training</b>			
<b>Audience:</b> Direct care givers that will use the smart phone application when delivering services to recipients			
<b>Objectives:</b> * Log in to the mobile application * Operate and utilize the mobile application			

In-person Classes	Day	Date	Time
<b>Orlando</b>			
Hilton Garden Inn Orlando East / UCF Area <a href="#">1959 N. Alafaya Trail</a> <a href="#">Orlando, FL 32826</a>	Thursday	April 5, 2018	<a href="#">1:00 PM to 2:00 PM</a>
	Thursday	April 5, 2018	<a href="#">2:30 AM to 3:30 PM</a>
<b>Tampa</b>			
Hillsborough Community College <a href="#">4001 W Tampa Bay Blvd.</a> <a href="#">Tampa, FL 33614</a>	Thursday	April 12, 2018	<a href="#">1:00 PM to 2:00 PM</a>
	Thursday	April 12, 2018	<a href="#">2:30 AM to 3:30 PM</a>
<b>Palm Beach</b>			
Embassy Suites Boca Raton <a href="#">661 NW 53rd Street</a> <a href="#">Boca Raton, FL 33487</a>	Thursday	April 19, 2018	<a href="#">1:00 PM to 2:00 PM</a>
	Thursday	April 19, 2018	<a href="#">2:30 AM to 3:30 PM</a>
<b>Webinar Classes</b>			
	Tuesday	April 24, 2018	<a href="#">1:30 PM to 2:30 PM</a>
	Tuesday	April 24, 2018	<a href="#">3:00 PM to 4:00 PM</a>
	Wednesday	April 25, 2018	<a href="#">11:00 AM to 12:00 PM</a>
	Wednesday	April 25, 2018	<a href="#">6:00 PM to 7:00 PM</a>
	Thursday	April 26 2018	<a href="#">1:30 PM to 2:30 PM</a>
	Thursday	April 26 2018	<a href="#">3:00 PM to 4:00 PM</a>
	Wednesday	May 2, 2018	<a href="#">1:30 PM to 2:30 PM</a>
	Wednesday	May 2, 2018	<a href="#">3:00 PM to 4:00 PM</a>
	Thursday	May 3, 2018	<a href="#">9:00 AM to 10:00 AM</a>
	Thursday	May 3, 2018	<a href="#">10:30 AM to 11:30 AM</a>

The new AHCA EVV System may allow the use of EVV third-party integration for approved integratable systems. Third-party integration means that home health providers who have an EVV system may continue to use it to capture and send EVV data to the EVV Claims system for billing. Providers who are interested in EVV third-party integration should contact the AHCA EVV Customer Support Line toll-free at 1-833-AHCA-EVV (1-833-2422-388) or via email: [ahcaevv@4tellus.com](mailto:ahcaevv@4tellus.com).

**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)

**COMPLAINTS OR ISSUES? ON LINE** [https://apps.ahca.myflorida.com/smmc\\_cirts/](https://apps.ahca.myflorida.com/smmc_cirts/) | **CALL** 1-877-254-1055

*The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 45,000 health care facilities and 37 health maintenance organizations, and publishes health care data and statistics at [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).*