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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

September 17, 2018

Provider Type(s): 65

Sign Up Now for Training on the Electronic Visit Verification (EVV) System

This is an update to the Home Health Services Electronic Visit Verification (EVV) Florida Medicaid Health Care Alert Dated August 28, 2018.

Effective October 1, 2018, fee-for-service private duty nursing (PDN), home health visits (HH) and personal care service (PCS) providers across the state must submit claims for home health services rendered through the AHCA EVV claims system.

Training opportunities are available to assist 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, caregivers/aides 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 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 webinars.

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

AHCA EVV System (Includes the dashboard, claims, and smart phone application)

Audience:

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

Objectives:

- * 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

Webinar Classes

| Day | Date | Time |
|-----------|--------------------|-------------------------------------|
| Wednesday | September 19, 2018 | 12:30 PM to 3:30 PM |
| Thursday | September 20, 2018 | 6:00 PM to 9:00 PM |
| Friday | September 21, 2018 | 9:00 AM to 11:00 AM |
| Monday | September 24, 2018 | 1:00 PM to 4:00 PM |
| Wednesday | September 26, 2018 | 6:00 PM to 9:00 PM |
| Friday | September 28, 2018 | 9:00 AM to 11:00 AM |
| Monday | October 1, 2018 | 9:00 AM to 12:00 PM |
| Wednesday | October 3, 2018 | 1:00 PM to 4:00 PM |
| Friday | October 5, 2018 | 9:00 AM to 11:00 AM |

AHCA EVV Smart Phone Application Training

Audience:

Direct care givers that will use the smart phone application when delivering services to recipients

Objectives:

- * Log in to the mobile application
- * Operate and utilize the mobile application

Webinar Classes

| | | |
|-----------|--------------------|--------------------------------------|
| Wednesday | September 19, 2018 | 10:00 AM to 11:00 AM |
| Thursday | September 20, 2018 | 1:00 PM to 2:00 PM |
| Friday | September 21, 2018 | 3:00 PM to 4:00 PM |
| Monday | September 24, 2018 | 6:00 PM to 7:00 PM |
| Wednesday | September 26, 2018 | 4:00 PM to 5:00 PM |
| Friday | September 28, 2018 | 2:00 PM to 3:00 PM |
| Monday | October 1, 2018 | 1:00 PM to 2:00 PM |
| Wednesday | October 3, 2018 | 10:00 AM to 11:00 AM |
| Friday | October 5, 2018 | 3:00 PM to 4:00 PM |

Claims Training

Audience:

Administrators and back-office system users who submit claims.

Home health service providers who will continue to use an approved third-party EVV system.

Objectives:

* Log in to the dashboard and claims portal applications

* Operate and utilize the claims application to submit claims

Webinar Class

| Day | Date | Time |
|-----------|--------------------|--------------------------------------|
| Wednesday | September 19, 2018 | 4:00 PM to 5:00 PM |
| Thursday | September 20, 2018 | 10:00 AM to 11:00 AM |
| Friday | September 21, 2018 | 1:00 PM to 2:00 PM |
| Monday | September 24, 2018 | 11:00 AM to 12:00 PM |
| Wednesday | September 26, 2018 | 2:00 PM to 3:00 PM |
| Friday | September 28, 2018 | 3:30 PM to 4:30 PM |
| Monday | October 1, 2018 | 3:00 PM to 4:00 PM |
| Wednesday | October 3, 2018 | 8:30 AM to 9:30 AM |
| Friday | October 5, 2018 | 1:00 PM to 2:00 PM |

Providers have the option to continue using their own EVV third-party system, in lieu of the AHCA EVV claims system if approved by the Agency. However, the providers' EVV third-party system must be interoperable with the AHCA EVV claims system for billing purposes in order to be approved for continued use. 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.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **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. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(/AHCAFlorida\)](#).

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