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## Notice of AHCA EVV System Maintenance

<b>Procedure:</b> EVV System Maintenance	<b>Date:</b> December 8, 2018
<b>Target User:</b> Provider Agency Administrators	<b>Application:</b> Tellus Electronic Visit Verification Claims Portal

The AHCA EVV Claims Portal will be undergoing scheduled maintenance on Saturday, December 8, from 7:00 p.m. to 9:00 p.m. Eastern time. During the maintenance period, provider agency administrators will not have access to the EVV Claims Portal.

This maintenance does not affect the ability to schedule, start or complete visits using the EVV system. It's important that users continue to complete visits as they normally would with the EVV during the maintenance window. The data for schedules and visits will synchronize with the Claims Portal when the system returns online. Once the maintenance is complete, users will regain access to the EVV Claims Portal and will have the ability to review and submit claims.

If you have any questions about the scheduled maintenance, contact the EVV Customer Support at [1-833-AHCA-EVV](tel:1-833-AHCA-EVV) ([1-833-242-2388](tel:1-833-242-2388)) or via email at [ahcaevv@4tellus.com](mailto:ahcaevv@4tellus.com).

The AHCA EVV Customer Success Center is available to support AHCA EVV users during the normal business hours of 8:00 AM to 5:00 PM Eastern time, Monday through Friday, excluding holidays.

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