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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

October 17, 2018

Provider Type(s): 65

Providers Must Submit Claims through 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 September 25, 2018.

The Agency for Health Care Administration (Agency) is required by law to verify the delivery of Medicaid-funded home health visits, private duty nursing, and personal care services rendered by fee-for-service home health providers.

Claims will deny for services rendered on or after October 1, 2018 if the provider has failed to verify the services through the Electronic Visit Verification (EVV) system. In addition, the Agency may impose sanctions for non-compliance, including recoupment of payments and/or termination from the Medicaid program.

Home health providers across the state must use the AHCA EVV system to verify the delivery of services rendered to fee-for-service Medicaid recipients. Providers who do not comply with the EVV program requirements are in violation of Florida Law and Rule (see Section 409.9132, Florida Statutes and 59G-4.132, Florida Administrative Code).

Providers who need assistance with using the EVV system should contact the toll-free AHCA EVV Customer Support Line at 1-833-AHCA-EVV (1-833-2422-388) or via email: ahcaevv@4tellus.com. Please visit the AHCA EVV website for training materials: <http://ahcaevv.4tellus.com/index.php/documents>.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE 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 34 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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