

FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

March 1, 2018

Provider Type(s): 65

Home Health Agency Registration in 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 December 14, 2017

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).

Fee-for-service private duty nursing (PDN), home health visits (HH) and personal care service (PCS) providers in the Miami-Dade area must submit claims for services rendered on or after April 1, 2018 through the AHCA EVV Claims Portal.

Home health agency administrators and billing entities are advised to note the following:

- Claims for home health services (PCS, HH and PDN) rendered through March 31, 2018 dates of service should be submitted through the Medicaid Fiscal Agent Provider Web Portal for processing and payment.
- Claims for services (PCS, HH and PDN) rendered on or after April 1, 2018 must be submitted through the AHCA EVV Claims Portal.

Home health agency administrators needing assistance on how to access the AHCA EVV Dashboard and system are advised to contact the EVV Customer Support Line toll-free at 1-833-AHCA-EVV (1-833-2422-388) or via email: ahcaevv@4tellus.com.

Fee-for-service home health providers and caregivers are encouraged to visit the AHCA EVV website for recorded webinars (podcasts) and training materials: <http://ahcaevv.4tellus.com/>. Providers may also request one-on-one technical assistance and training by contacting the AHCA EVV Customer Support Line toll-free at 1-833-AHCA-EVV (1-833-2422-388) or via email: ahcaevv@4tellus.com. The training materials cover functionalities of the AHCA EVV system including;

- How to schedule services using the AHCA EVV Dashboard
- Checking in and out using the AHCA EVV Smart Phone Mobile Application
- Billing for services rendered using AHCA EVV Claims Portal

The 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.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

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