



RICK SCOTT
GOVERNOR

JUSTIN M. SENIOR
SECRETARY

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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

October 30, 2017

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, 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) beginning in Miami-Dade County on December 1, 2017.

Fee-for-service home health providers in the Miami-Dade area will have training opportunities available to them 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;

- How to schedule 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, as well as other designated 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 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.

| 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: <ul style="list-style-type: none"> * 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 | | | |
| | Day | Date | Time |
| In-person Classes Location: Kovens Conference Center Florida International University (FIU). Biscayne Bay Campus 3000 NE 151st Street North Miami, Florida 33181 | Wednesday | November 8, 2017 | 1:00 PM to 4:00 PM |
| | Wednesday | November 8, 2017 | 6:00 PM to 9:00 PM |
| | Thursday | November 9, 2017 | 9:00 AM to 12:00 PM |
| | Thursday | November 9, 2017 | 1:00 PM to 4:00 PM |
| | Wednesday | November 15, 2017 | 1:00 AM to 4:00 PM |
| | Wednesday | November 15, 2017 | 6:00 PM to 9:00 PM |
| | Thursday | November 16, 2017 | 9:00 AM to 12:00 PM |
| | Thursday | November 16, 2017 | 1:00 PM to 4:00 PM |
| | Tuesday | November 28, 2017 | 9:00 AM to 12:00 PM |
| | Tuesday | November 28, 2017 | 1:00 PM to 4:00 PM |
| | Wednesday | November 29, 2017 | 9:00 AM to 12:00 PM |
| | Wednesday | November 29, 2017 | 1:00 PM to 4:00 PM |

| | | | |
|-----------------------------------|---------|-------------------|-------------------------------------|
| Webinar Classes | Tuesday | November 13, 2017 | 1:00 PM to 4:00 PM |
| | Monday | November 20, 2017 | 1:00 PM to 4:00 PM |
| Refresher Course (webinar) | Tuesday | December 5, 2017 | 9:00 AM to 12:00 PM |

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

| | Day | Date | Time |
|--------------------------|------------|-------------------|--------------------------------------|
| In-person Classes | Wednesday | November 15, 2017 | 11:00 AM to 12:00 PM |
| | Thursday | November 16, 2017 | 4:30 PM to 5:30 PM |
| | Wednesday | November 29, 2017 | 6:00 PM to 7:00 PM |
| Webinar Classes | Tuesday | November 14, 2017 | 1:30 PM to 2:30 PM |
| | Tuesday | November 14, 2017 | 3:00 PM to 4:00 PM |
| | Tuesday | November 14, 2017 | 6:00 PM to 7:00 PM |
| | Tuesday | November 30, 2017 | 11:00 AM to 12:00 PM |
| | Tuesday | November 30, 2017 | 1:30 PM to 2:30 PM |
| | Tuesday | November 30, 2017 | 3:00 PM to 4:00 PM |
| | Tuesday | November 30, 2017 | 6:00 PM to 7:00 PM |

Claims Training for Third-party EVV Users

Audience:

Home health service providers who will continue to use an approved third-party EVV system.
Administrators and back-office system users who submit claims.

Objectives:

- * Log in to the dashboard and claims portal applications
- * Operate and utilize the claims application to submit claims

| | Day | Date | Time |
|----------------------|---------|-------------------|--------------------------------------|
| Webinar Class | Tuesday | November 14, 2017 | 10:30 AM to 12:00 PM |

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.

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 \(/AHCAFlorida\)](#).