

October 2019

## **Electronic Visit Verification for Early and Periodic Screening, Diagnosis and Treatment Personal Care Services**

**Background:** The Louisiana Department of Health (LDH) is implementing an electronic visit verification (EVV) system for providers of Early and Periodic Screening, Diagnosis and Treatment (EPSDT) personal care services (PCS). This is a federal requirement that applies to all managed care EPSDT PCS providers. The implementation date will be January 1, 2020.

### **What is Electronic Visit Verification?**

EVV is a web-based system that electronically verifies service visit occurrences and documents the precise time services begin and end via smart devices. The purpose of an EVV system is to verify that individuals are receiving the services authorized in their plans of care, reduce inappropriate billing/payment, safeguard against fraud and improve program oversight.

### **What does this mean to me?**

Agencies must use the EVV system designed by LDH, the Louisiana Service Reporting System (LaSRS), to electronically report begin and end times (i.e., clock-in and clock-out) for EPSDT PCS. Providers will have access to this system at no cost and should schedule training for the EVV system through the Department's EVV contractor, Statistical Resources Inc. Providers may call **1-225-767-0501** to schedule training.

Healthy Blue and other Managed Care Organizations may withhold or deny reimbursement for services if an EPSDT PCS provider fails to use the EVV system.

### **What if I need assistance?**

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.

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