
To: AmeriHealth Caritas Louisiana Providers

Date: December 8, 2023

Subject: [Informational Bulletin 23-14](#): Electronic Visit Verification for Home Health Services
(Revised December 6, 2023)

Informational Bulletins that summarize policies and/or procedures are intended for quick reference and are accurate on the date they are issued.

Electronic Visit Verification for Home Health Services

Effective January 1, 2024, agencies should use the EVV system designed by the Louisiana Department of Health (LDH), the Louisiana Service Reporting System (LaSRS), to electronically report begin and end times (i.e., clock-in and clock-out) for home health services.

Effective February 1, 2024, claims submitted by providers that are not utilizing the EVV system will be denied.

Please review [Informational Bulletin 23-14 revised 12.6.2023](#) for more details.

Questions regarding this message should be directed to AmeriHealth Caritas Louisiana Provider Services at 1-888-922-0007. The Provider Services Department can be reached between 7:00 am – 7:00 pm daily.

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