

To: AmeriHealth Caritas Louisiana Providers

Date: October 16, 2025

Subject: [Informational Bulletin 25-30](#): Electronic Visit Verification Guidance for Home Health Providers

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 Guidance for Home Health Providers

AmeriHealth Caritas Louisiana would like to share this bulletin on behalf of the Louisiana Department of Health that provides guidance to home health care service providers on the process for submitting new member information to the Louisiana Service Reporting System (LaSRS) Electronic Visit Verification (EVV) system. This process is required for services that are not prior authorized and may also be utilized for services requiring prior authorization before the authorization is processed and approved.

Providers may enter member information into the EVV system as early as when a referral is received. This allows home health care providers to report services in the EVV system even if a prior authorization is not required or pending approval.

Member Entry into LaSRS

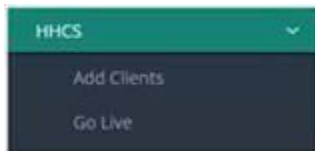
The provider can use the Add Client functionality to add a recipient to their agency within the LaSRS system. See instructions on the following page for using the Add Client feature in LaSRS. Once the member data is submitted, it will be matched against Medicaid eligibility data. If there are no validation errors, the member will be available for the selected procedure codes in the EVV system within three hours.

Member Entry into Third-Party EVV Systems

For providers using a third-party EVV system, the member information should be entered into the third-party EVV system, and this data will be transmitted to LaSRS overnight. For instructions on entering member information, please consult with your EVV vendor.

Instructions for Adding Clients in LaSRS:

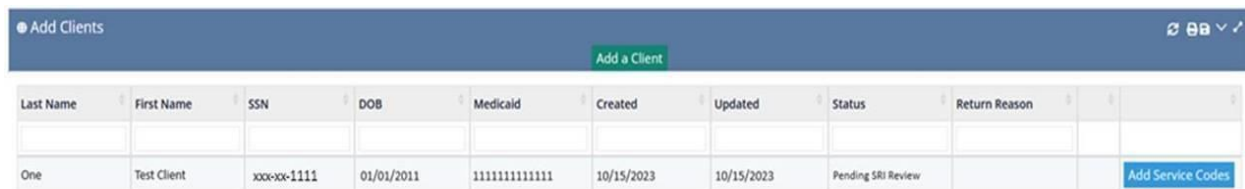
Step 1: Select HHCS



Step 2: Select Add Clients

To add a client, click the "Add a Client" [Add a Client](#) button and enter the client information. Add the client name, date of birth and Medicaid ID. The Social Security Number (SSN) is an optional field.

The Add Clients screen also includes the date the client form was created and updated, the status of the client form, the return reason, and the Add Service Codes button.



Last Name	First Name	SSN	DOB	Medicaid	Created	Updated	Status	Return Reason	
One	Test Client	xxx-xx-1111	01/01/2011	1111111111111	10/15/2023	10/15/2023	Pending SRI Review		Add Service Codes

Step 3: Select Add Service Codes

The procedure codes for the service(s) that will be provided must be assigned to each client. To assign a client's service codes, click the "Add Service Codes" [Add Service Codes](#) button.



Select each code that will be provided, click the "Process" [Process](#) button to submit the form or click the "Cancel" [Cancel](#) button to cancel the form.

Questions regarding this process may be submitted to EVVHelp@la.gov.

For full details, please see [Informational Bulletin 25-30](#).

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 daily between 7:00 am – 7:00 pm.

Missed an Informational Bulletin?

You can find a complete listing of Informational Bulletins on the [Provider Newsletters and Updates](#) page of our website under the header [Louisiana Department of Health Informational Bulletins](#).

Need to update your provider information? Send full details to "network@amerihealthcaritasla.com"