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**To:** AmeriHealth Caritas Louisiana Providers

**Date:** August 21, 2023

**Subject:** Informational Bulletin 23-14: Electronic Visit Verification for Home Health Services

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**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**

Section 12006(a) of the 21st Century Cures Act has mandated that states implement an electronic visit verification (EVV) program for home health. EVV is a web-based system that electronically verifies service visit occurrences and documents the precise time services begin and end via smart devices.

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.

Home Health agencies will have access to this system at no cost and should schedule training for the EVV system by calling LDH's EVV contractor, Statistical Resources Incorporated (SRI) at 225-767-0501. Home health claims may be denied reimbursement for services if a home health provider fails to use the EVV system.

Agencies that currently utilize a third party EVV vendor may be able to use that vendor in lieu of LaSRS. The required forms are located [here](#). Any questions regarding this should be directed to SRI at 225-767-0501.

This program will go into effect for claims on **January 1, 2024**.

Please review [Informational Bulletin 23-14](#) 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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