



State of Louisiana

Louisiana Department of Health
Bureau of Health Services Financing
Office for Citizens with Developmental Disabilities
Office of Aging and Adult Services

MEMORANDUM

OCDD-P-18-012
OAAS-P-18-017

TO: OCDD/OAAS Direct Service Providers

FROM: Julie Foster-Hagan, OCDD Assistant Secretary
Tara A. LeBlanc, OAAS Assistant Secretary
Brian Bennett, Medicaid Section Chief

DATE: November 16, 2018

Re: EVV In-Home Personal Care Services Compliance

Handwritten signatures in blue and red ink for Julie Foster-Hagan, Tara A. LeBlanc, and Brian Bennett.

In February 2018, the Louisiana Department of Health (LDH) began requiring providers of in-home personal care services to submit services through Electronic Visit Verification (EVV). In order for LDH to comply with its federal mandate, providers are required to submit in-home personal care services electronically through EVV. Expectations regarding provider compliance with EVV were previously detailed in LDH memos dated March 1, 2018 and April 13, 2018.

Effective January 1, 2019, providers will be required to report at least ninety percent (90%) of their services through EVV (i.e. no more than 10% of services manually edited/entered). Manual entry of services should be minimized and providers must specify the reason for all manual edits/entries when reporting the service. Please reinforce this requirement with your staff and ensure that they are properly trained to use the EVV system.

LDH will continue monitoring EVV usage. Providers who fail to comply with this requirement after January 1, 2019 may be subject to payment denial for services that are manually edited/entered.

If you encounter issues with EVV compliance, please contact LDH at EVVHelp@la.gov.

c: OAAS Regional Offices
OCDD Local Governing Entities
OAAS/OCDD Support Coordination Agencies
Statistical Resources, Inc.