



**Louisiana Department of Health**  
**Informational Bulletin 23-14**  
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**Electronic Visit Verification for Home Health Services**

Section 12006(a) of the 21<sup>st</sup> 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. Providers 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 beginning October 2, 2023.

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.

An FAQ has been created to assist providers with their implementation of EVV. It can be found [here](#).

Home health claims may be denied reimbursement for services if a home health provider fails to use the EVV system.

This program will go into effect for both managed care organizations (MCO) and Fee-for-Service on January 1, 2024. Effective February 1, 2024, claims submitted by providers that are not utilizing the EVV system will be denied.