



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-19-003
OAAS-P-19-003

TO: OCDD/OAAS Direct Service Providers (DSPs)

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

DATE: March 20, 2019

Re: Electronic Visit Verification (EVV) Compliance

In February 2018, the Louisiana Department of Health (LDH) mandated the use of Electronic Visit Verification (EVV) for in-home personal care services. In a joint memo dated November 16, 2018, all OAAS and OCDD DSPs were advised of the requirement to report at least 90% of in-home personal care services through their EVV system effective January 1, 2019. This memo also directed that manual entries should be minimized and if entered, **MUST** include a reason for the manual entry.

While all DSPs are using an EVV system, many are not in compliance as reflected in the number of manual entries being submitted.

LDH is allowing a FINAL transition period to phase into EVV compliance. The following schedule will be used to monitor for EVV compliance:

- **January 1st - March 31st, 2019** – DSPs must meet at least **50%** EVV compliance for the quarter. (No more than 50% manual entries)
- **April 1st - June 30th, 2019** – DSPs must meet at least **80%** EVV entry compliance for the quarter. (No more than 20% manual entries)
- **Beginning July 1, 2019** – DSPs must consistently meet at least **90% or greater** EVV compliance. (No more than 10% manual entries)

If a DSP is not in compliance with the above schedule, units will be blocked for those services that were manually entered over the set allowance via the post authorization process. (For example, if the set allowance is 50% and the DSP manually enters 60% of

their services, 10% of all entries will be blocked.) Once the DSP begins reporting services through EVV within the set allowance per the schedule above, previously blocked units will be released for payment.

Manually entered services will be counted on the date entered, not the date of service. Additionally, services clocked in/out through EVV and then altered to a different date of service will be considered a manual entry. Providers who are routinely out of compliance will also be subject to further action including but not limited to fines and sanctions.

Center for Medicare & Medicaid Services (CMS) has mandated EVV for in-home personal care services effective January 1, 2020. If CMS issues different standards, the state will revise the EVV requirements accordingly.

Should you have any questions concerning this memorandum please direct them to evvhel@la.gov.

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