



**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-21-013**  
**OAAS-P-21-006**

**TO:** Office of Aging and Adult Service Providers  
Office for Citizens with Developmental Disabilities Providers  
Early Periodic Screening, Diagnosis, and Treatment Providers

**FROM:** Kelly Zimmerman, Medicaid Deputy Director  
Julie Foster Hagan, OCDD Assistant Secretary  
Fernando Lopez-Evangelio, MSHA, Ph.D., OAAS Assistant Secretary

**DATE:** February 24, 2021

**SUBJECT:** Electronic Visit Verification (EVV) Compliance

Louisiana Department of Health (LDH) has implemented Electronic Visit Verification (EVV) as required by the Centers for Medicare and Medicaid Services (CMS) and the 2016 Cures Act.

This serves as a reminder that all providers must comply with the EVV requirements for all **personal care services** for the Office of Aging and Adult Services (OAAS); the Office for Citizens with Developmental Disabilities (OCDD); and Early and Periodic Screening, Diagnostic, and Treatment (EPSDT). In addition, EVV is required for OAAS and OCDD Adult Day Health Care (ADHC) services and OCDD vocational services (Day Habilitation, Prevocational Services and Supported Employment).

Providers are required to implement clock-in/clock-out processes to meet EVV compliance standards. The EVV record must include **both an EVV clock-in and an EVV clock-out** to be a valid EVV record. Only **valid** EVV records will be counted as an EVV record for the compliance threshold.

While occasional edits may be necessary, providers should minimize manual edits to EVV records. LDH may review of manual edits to EVV records to determine whether providers are excessively editing service records. Please review your processes to ensure your workers are consistently clocking-in and clocking-out through the EVV system, and that there are minimal edits to the EVV records.

Questions regarding EVV Compliance should be directed to [EVVHELP@LA.GOV](mailto:EVVHELP@LA.GOV).