

Data Integration Process for a Third Party Electronic Visit Verification (EVV) Vendor

Louisiana’s Electronic Visit Verification (EVV) system is defined as an “open” system per Centers for Medicare and Medicaid Services (CMS). In an “open” EVV system, provider agencies may elect to use the State EVV system at no charge, or procure a third party EVV system at their cost. The third party EVV system must meet all of the requirements outlined in the “Attestation for Providers Utilizing Their Own EVV System” document.

Providers who choose to use a third party EVV vendor must send the required documents including the signed Attestation and Business Associate Agreement (BAA) by e-mail to the Louisiana Department of Health’s (LDH’s) EVV mailbox at EVVHelp@LA.GOV within **45 days** prior to the requested go-live date. LDH has established a schedule for onboarding new third party EVV vendors and transitioning providers wishing to move from the State EVV system to a third party EVV vendor (see following page for schedule).

A provider utilizing a third party EVV system must submit all service codes (listed below) provided by the provider agency via the third party EVV system with their test files. Additionally, these are the only services that are allowed to be submitted via a third party EVV system.

Program	Service	Service Code
Long Term Personal Care Services – (LT-PCS)	Personal Care Services	T1019 UB and modifiers UN and UP
Early and Periodic Screening, Diagnostic, and Treatment Program (EPSDT)	Personal Care Services	T1019 EP
New Opportunities Waiver (NOW)	Individual and Family Support	S5125 and all modifiers
New Opportunities Waiver (NOW)	Supported Independent Living	T2016
Residential Options Waiver (ROW)	Community Living Supports	S5125 and modifiers UN and UP
Community Choices Waiver (CCW)	Personal Assistance Services	S5125 and modifiers UN and UP
Community Choices Waiver (CCW)	Personal Assistance Services Per Diem	S5126 and modifiers UF and UH
Supports Waiver	In-Home Respite	S5125
Children’s Choice Waiver	Family Support	S5125 and modifier UN
Behavioral Health Personal Care Services	Personal Care Services	S5125 and S5126
Home Health	Skilled Nursing	S9123 and S9124 and all modifiers
Home Health	Therapy	G0151 – G0153, G0156, G0299, G0300, 92521 – 92524, 97161 – 97167 and all modifiers

The provider agency is **required** to continue to use the State’s EVV system for these services **until** the provider has been given an **approved start date** for using the third party EVV system. Providers may request a start date at the beginning of a calendar month provided they meet the timelines summarized below. If timelines are not met, a new start date may be requested as soon as the first of the following month. If a Change of Ownership (CHOW) application is under review with LDH, the agency may proceed with the integration process prior to approval of the CHOW by LDH.

The provider agency must follow the steps below to establish a successful and timely connection between the State’s EVV system and the third party EVV system. The third party EVV vendor must **submit their initial test files by the first day of the month preceding the requested go-live date** to allow time for testing, error correction, and resubmittal. The initial test files must contain all of the services prior authorized (as listed above) as well as all of the required elements outlined in the “Data Bridge Elements” document for the file to be considered for testing.

An approved start date **will not** be issued to the provider agency until a **successful, error-free** test (without manual intervention) submittal of **all** mandated services (as listed above) currently prior authorized to the provider agency is received through the EVV data bridge. The error-free test file must be received, processed, and accepted by Statistical Resources, Inc. (SRI), the State’s EVV vendor, **no later than the 15th day of the month preceding the anticipated start date.**

Summary of Required Activities and Timelines

1. A request to utilize a third party system should be submitted to the state EVV mailbox, EVVhelp@LA.GOV, 45 days prior to the requested go-live date. This request must include completed and signed attestation and BAA documents. Providers may request a go-live date at the beginning of any calendar month.
2. Valid test files should be submitted to SRI prior to the first day of the month preceding the requested go-live date (i.e. for a requested go-live date of April 1, test files would need to be submitted to SRI by March 1). Please note that encryption key information and accounts need to be established prior to test files being received - please allow 1-2 days from the time you've submitted your key to receive your credentials to log onto the SFTP site.
3. Error-free test files must be received and processed by SRI by the 15th of the month prior to go-live (i.e. for a requested go-live date of April 1, error-free files would need to be received and processed by March 15).

NOTE: Protected Health Information (PHI) CANNOT be sent to servers or Internet Protocol (IP) addresses outside of the United States (U.S.), in accordance with the Louisiana Information Security policy. Additionally, remote access to PHI or systems containing PHI by resources physically located outside of the U.S. is strictly prohibited.

- SRI will send the third party EVV vendor three (3) files:
 - A **client file** containing demographic information for the participants linked to the provider agency;

- Please note that a client/participant is identified by a unique number **AND** the program in which he or she is linked. If a client/participant participates in two programs simultaneously (i.e., Supports Waiver and LT-PCS, or Children’s Choice Waiver and EPSDT), you will receive two unique client files, one for each program.
 - A **Prior Authorization (PA) file** containing the PAs for the clients/participants linked to the provider agency; and
 - A **service message file** that will be generated once the provider agency begins submitting services via the third party EVV system to the State EVV system. This file will show the provider agency any deductions as well as the reasons for the deductions.
- The provider agency will be required to send SRI two (2) files:
 - A file containing the names of the Direct Service Workers (DSWs) and the provider agency’s EVV system users formatted per the data bridge elements, and
 - A file of services delivered for multiple clients/participants via the EVV system formatted per the data bridge elements containing the following:

NOTE: LDH reserves the right to request parallel testing during this process.

- Authentic EVV clock in/out entries for all types of services listed in the previous table **for which the provider is currently prior authorized** including but not limited to:
 - Shared services for multiple clients/participants (all shared services codes);
 - Night services crossing midnight including shared night services;
 - Supported Independent Living contacts; and
 - Both services for a client/participant simultaneously enrolled in multiple programs (i.e., EPSDT/Children’s Choice or Supports Waiver/LT-PCS).
- Some manually entered services
- Some EVV services that were edited after EVV clock in/out entries (submit after initial test file). The EVV records must be submitted in a separate test file from the edited record. If the original EVV clock in/out records submitted contain errors, new EVV records must be created and submitted in a new test file, and be used for testing edited EVV services.

The “Data Bridge Elements” document, located at <http://ldh.la.gov/index.cfm/page/3819>, contains the required data elements and file formats for the five (5) files (client file, PA file, service message file, DSW file, and services file). If the provider agency’s files do not contain all of the **required** data elements for the DSW file and the services file, or are not formatted as shown in the “Data Bridge Elements” document, they will not be considered valid files.

Once a provider agency goes live with a third party EVV system, the following will apply:

- All records with dates of service **on or after the approved start date** will originate with the third party EVV systems and sent in the nightly file to the State’s EVV system.
- Any edits to records with dates of service **on or after the approved start date** will be done within the third party EVV system and sent in the nightly file to the State’s EVV system.
- For dates of service on or after the approved start date, only services received from the third party EVV system through the EVV data bridge to the State EVV system will be released for billing. Therefore, the provider agency **must** begin using the third party EVV system to receive payment for services rendered on or after the approved start date.
- The provider agency will no longer have the ability to manually or electronically enter information into the State’s EVV system for dates of service on or after the approved start date.
- Edits required after the approved start date must be made in the EVV system in which the service was originally entered (the State’s EVV system or the third party EVV system).

Questions regarding the third party EVV data integration process should be directed to EVVHelp@la.gov.

Revision History

Date	Changes
10/25/2021	Initial issue
8/18/2023	Added: a schedule for onboarding new third party EVV vendors and transitioning providers wishing to move from the State EVV system to a third party EVV vendor and added Home Health Codes
12/28/2023	Changed summary of required activities and timeline
2/27/2024	If a Change of Ownership (CHOW) application is under review with LDH, the agency may proceed with the integration process prior to approval of the CHOW by LDH.