

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

For providers who choose to use a third party EVV vendor, the provider must send the notification by e-mail to the Louisiana Department of Health's (LDH's) EVV mailbox at [EVVHelp@LA.GOV](mailto:EVVHelp@LA.GOV). LDH has established a schedule for transitioning providers wishing to move from the State's EVV vendor to a third party EVV vendor. Third party EVV vendor start dates will be on the first day of quarter (January 1, April 1, July 1, and October 1).

Please note that **until** the third party EVV vendor has a **successful** and **approved** EVV data bridge to the State's EVV system, **AND** the provider has been given an **approved start date** for using the third party EVV system, the provider is **required** to use the State's EVV system for **ALL** electronic clock in/out entries.

An approved start date will not be issued to the provider until a **successful, error-free** test submittal of **all** mandated services currently prior authorized to the provider (including shared services) 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 **two (2) weeks** before the **anticipated start date**.

The provider 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 should submit their initial test files at least **45 days prior** to the **anticipated start date** to allow time for testing, error correction, and resubmittal.

**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;
  - A **Prior Authorization (PA) file** containing the PAs for the participants linked to the provider; and
  - A **service message file** that will be generated once the provider begins entering provided services. This file will show the provider any deductions as well as the reasons for the deductions.
- The provider will be required to send SRI two (2) files:
  - A file containing the names of the Direct Service Workers (DSWs) and the provider's EVV system users, and

- A file of services delivered for multiple participants via the EVV system containing the following:
  - Authentic EVV clock in/out entries for all types of services for which the provider is currently prior authorized including:
    - Shared services for multiple participants
    - Every service for each waiver (if required by EVV policy)
  - Some manually entered services
  - Some EVV services that were edited after EVV clock in/out entries
- If the original EVV clock in/out records submitted contain errors, new EVV records must be created and submitted in a new test file.

The *Data Bridge Elements* document 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 files do not contain all of the **required** data elements or are not formatted as shown in the *Data Bridge Elements* document, they will not be considered valid files.

The technical requirements for third party EVV systems to bridge to the State's EVV system can be found on the following documents at this link: <http://ldh.la.gov/index.cfm/page/3819>

- *Data Integration Process*
- *Data Bridge Elements*

The following checklist can be used when completing this process:

- Initial test files must be submitted **45 calendar days PRIOR** to an anticipated start date.
- To avoid delays, an email must be sent to **SRI** and **the provider** when files are uploaded for processing.
- **End to End testing** of an **error-free** test file (**without manual intervention**) must be **concluded 14 calendar days** prior to the anticipated start date. This includes the time for SRI to process and accept the file as error free.
- Start dates for third party EVV vendors will be on the **first day of the quarter**.
- 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 by the State's EVV system from the third party EVV system through the EVV data bridge will be released for billing. Therefore, the provider **must** begin using the third party EVV system to receive payment for services rendered on or after the approved start date. Additionally, the provider 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).