



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

MEMORANDUM

TO: Direct Service Providers

FROM: Darlene A. Budgewater, Medicaid Deputy Director

Darlene A Budgewater

DATE: March 1, 2018

SUBJECT: EVV Implementation for In-Home HCBS Services

The Louisiana Department of Health (LDH) has implemented an electronic visit verification (EVV) system for in-home personal care services. The final implementation date was February 19, 2018. EVV is a federal requirement included in the 21st Century Cures Act and Louisiana Medicaid must be in compliance with this requirement or face a reduction to its federal Medicaid funding. Additionally, state regulations published in October 2017, and outlined in LAC 50:XXI §903, specify that home and community-based (HCBS) providers must use EVV for in-home services.

§903. Electronic Visit Verification

A. An electronic visit verification (EVV) system must be used for automated scheduling, time and attendance tracking and billing for home and community-based services.

1. Home and community-based waiver providers identified by the department shall use:

- a. the EVV system designated by the department, or*
- b. an alternate system that:*
 - i. has successfully passed the data integration process to connect to the designated EVV system, and*
 - ii. is approved by the department.*

2. Reimbursement for services may be withheld or denied if a provider:

- a. fails to use the EVV system, or*

- b. uses a system not in compliance with Medicaid's policies and procedures for EVV.*
- 3. Requirements for proper use of the EVV system are outlined in the respective program's Medicaid provider manual. All providers of home and community-based waivers shall comply with the respective program's Medicaid provider manual.*

A [memo dated 9/28/17](#) that detailed the schedule of this implementation was sent to direct service providers. All providers, including those who purchased their own systems, were to be compliant with the above requirement by February 19, 2018 as outlined in the memo.

A review of the state's EVV system indicates that some providers are continuing to manually enter the majority of their in-home services into LaSRS®. This is not in compliance with Medicaid's policies and procedures for EVV. Providers have until **March 15, 2018** to implement the electronic clock in/out of in-home services. The State will be monitoring usage and will take corrective action which may include withholding payment as necessary to ensure compliance.

While manual entry of services may be necessary in certain situations (e.g. no cell service, DSW locked out of system), the State expects EVV to be used as the primary method of service entry. The percentage of manual entries/edits will be reviewed to determine if a provider is in compliance with this requirement.

If additional training is required on use of LaSRS®, providers should contact SRI at 225-767-0501 to schedule training.

c: Tara Leblanc
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