



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

OAAS-P-21-031
OCDD-P-21-042

TO: Office of Aging and Adult Services (OAAS) In-Home Direct Service Providers
Office for Citizens with Developmental Disabilities (OCDD) In-Home and Center Based Direct Service Providers
OAAS and OCDD Adult Day Health Care Providers
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)
Personal Care Services (PCS) Direct Service Providers

FROM: Patrick Gillies, Medicaid Executive Director
Elizabeth Adkins, OAAS Interim Assistant Secretary
Julie Foster Hagan, OCDD Assistant Secretary

Handwritten signatures in blue ink for Patrick Gillies, Elizabeth Adkins, and Julie Foster Hagan.

DATE: November 19, 2021

SUBJECT: Revised Electronic Visit Verification (EVV) Policy and Procedures and Updated Threshold Requirements for In-Home Services

The Louisiana Department of Health (LDH) is continually working to ensure that there are clear policies and procedures regarding proper use of Electronic Visit Verification (EVV). The EVV Policy and Procedures document has been updated to provide the following clarifications:

- Defining an EVV record as having both an EVV clock in and an EVV clock out.
- Providing direction to prepare and retain all supporting documentation for manual entries and edited EVV records.
- Clarifying when a LaSRS® Connectivity Test form may be used by in-home service providers.

Additionally, the EVV Policy and Procedures document has been revised to update the service records that will affect a provider's compliance threshold. The following EVV service records submitted by in-home providers will be counted **against** the 20% allowance threshold **effective January 1, 2022**, with the exception of EPSDT-PCS services:

- Partial EVV records (records where only the EVV clock in or EVV clock out data was captured in the system);
- EVV record(s) that are edited adding time to the beginning of a shift;
- EVV record(s) that are edited adding time to the end of a shift;
- EVV record(s) that are edited changing the begin date on the record; and
- EVV record(s) that are edited changing the worker who provided the service.

EVV records that are edited by removing time from the beginning or end of a service record will not be counted as edited EVV records.

Providers will begin seeing new threshold messages in the alert section of LaSRS® beginning December 1, 2021 that will identify the number of partial EVV, edited EVV, and manually entered records captured in the system. A total threshold percentage of all records counted against the threshold for the month will be provided.

Questions regarding the revised EVV Policy and Procedures document should be directed to EVVHelp@LA.GOV.

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