



State of Louisiana
Louisiana Department of Health
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-23-001
OCDD-P-23-001

TO: OAAS/OCDD Home and Community-Based Services (HCBS)
Provider Agencies
EPSDT Personal Care Services Provider Agencies

FROM: Brian Bennett, MPSW Section Chief *Brian Bennett*
Julie Foster-Hagan, OCDD Assistant Secretary *Julie Foster Hagan*
Melinda Richard, OAAS Assistant Secretary *Melinda Richard*

DATE: January 3, 2023

SUBJECT: Updated LaSRS® Connectivity Test Form

The Louisiana Service Reporting System (LaSRS®) Connectivity Test Form has been revised and is effective from the date of this memo. The LaSRS® Connectivity Test Form should be completed when HCBS providers are serving individuals in areas with limited or no internet/cell phone connectivity and are experiencing Electronic Visit Verification (EVV) issues.

Effective January 3, 2023, the LaSRS® Connectivity Test Forms will be used to identify and document the following:

- The provider agency has confirmed that the device used by the Direct Service Worker (DSW) to clock in and out has internet access, a data plan, available data, and GPS is enabled;
- The provider agency's staff (not DSWs) have physically tested the device at the service location;
- The device was unable to connect to the internet due to **poor cell or internet service/access at the service location**; and
- The provider agency's supervisor/staff completing the form attests to **ALL** of the above.

NOTE: Poor cell or internet service/access which prevents the user from electronically clocking in or out is the only valid reason for completing a LaSRS® Connectivity Test Form.

An updated LaSRS® Connectivity Test Form is required to be completed as current LaSRS® Connectivity Test Forms expire. The provider agency staff must test the phone/device that the DSW uses for connectivity at the home (service) location each time the form is prepared by completing the following steps:

- Ensure that the phone has internet access,
- Ensure that the phone has a data plan **with** available data.
- Ensure that the GPS is enabled.
- Attempt to log into the LaSRS® database from the DSW's phone.

The data from these forms must be entered into LaSRS®, and the signed forms must be retained by the provider agency. The person who signed the attestation on the form must be identified in LaSRS®.

LDH will complete routine audits of the LaSRS® Connectivity Test Form data to determine if providers are submitting an excessive number of forms. Provider agencies are required to comply with the EVV Policy and Procedures document located at https://ldh.la.gov/assets/medicaid/EVV/OCDD-P-21-043AttachmentA_EVV-Policy11.19.21.pdf

If you have questions regarding the LaSRS® Connectivity Test Forms, please contact EVVHelp@la.gov.

Attachment – LaSRS Connectivity Test Form – OAAS-PF-23-001, OCDD-PF-23-001

c: OAAS Regional Offices
OCDD Local Governing Entities
Medicaid EPSDT Program Manager
Statistical Resources, Inc.