



## 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-23-002  
OCDD-P-23-005

**TO:** OAAS/OCDD Home and Community Based Services (HCBS)  
Provider Agencies  
EPSDT Personal Care Services Provider Agencies  
OBH 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*  
Karen Stubbs, OBH Assistant Secretary *Karen Stubbs*

**DATE:** January 27, 2023

**SUBJECT:** Updated Electronic Visit Verification (EVV) Documents

The Louisiana Department of Health (LDH) Electronic Visit Verification (EVV) policy and procedures have been updated to provide clarification and incorporates the new requirements. Updates to the EVV policy, procedure and documents include:

1. EVV Policy and Procedures
  - Addition of Behavioral Health Personal Care Services;
  - Implementation of the 90 day rolling lookback period; and
  - Clarification of documentation requirements for EVV manual and edited entries.
2. Attestation for Providers Utilizing Their Own EVV System form
  - Addition of requirement that services not submitted within the daily submittal requirements will be counted against the compliance threshold for purposes of blocking the release of services for payment; and

- Clarification that manually edited records must also capture the IP address of where the edit originated (as stated in the EVV Data Bridge Elements document).
3. Data Integration Process for a Third Party Electronic Visit Verification (EVV) Vendor document
- Explanation of Louisiana's Open EVV System;
  - Listing of services that must be captured in the third party EVV system and notice that these are the only services that can be submitted via a third party EVV system;
  - Clarification that initial test files must contain all of the required elements outlined in the Data Bridge Elements document to be considered for testing;
  - Clarification that a client/participant will appear more than once in the client file, if participating in two programs simultaneously;
  - Clarification of services and elements to be submitted in the initial test file;
  - Notice that initial test files received after the deadline (45 days prior to go live) will be considered for the next quarter's testing period and "go live" date; and
  - Notice that LDH reserves the right to request parallel testing.

Documents can be found at <https://ldh.la.gov/page/3819>. Review all documents carefully to ensure your agency is in compliance with the requirements. Questions should be directed to [EVVHelp@la.gov](mailto:EVVHelp@la.gov)

cc: OAAS Program Office  
OCDD Program Office  
EPSDT Program Manager  
OBH PCS Program Manager  
Statistical Resources, Inc.