

PERSONAL CARE SERVICES

The MCO shall comply with the Personal Care Services Provider Manual [and Specialized Behavioral Health Provider Manual](#) chapters of the **Medicaid Services Manual** and the additional requirements below.

Electronic Visit Verification for EPSDT PCS [and Behavioral Health PCS](#)

The Louisiana Service Reporting Systems (LaSRS) is LDH's electronic visit verification (EVV) system for providers of Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) personal care services (PCS) [and behavioral health personal care services](#). Utilization of an EVV system is a federal requirement that applies to all managed care [EPSDT-PCS](#) providers.

In accordance with the 21st Century Cures Act, LDH collects the following identifiable information for Home and Community-Based Services (HCBS) waiver and Louisiana Medicaid State Plan services through LaSRS:

- ❖ The type of service performed;
- ❖ The enrollee receiving the service;
- ❖ The date of the service;
- ❖ The location of service delivery;
- ❖ The individual providing the service; and
- ❖ The time the service begins and ends.

LaSRS does not “track” direct service workers—it only collects the location of service delivery at the time of clock-in and clock-out. LaSRS can be accessed by devices with internet connectivity (e.g., computer, smartphone, tablet). When a worker “clocks in” or “clocks out”, the system collects the location of the device being used at that time, as well as the time, date, individual providing the service, and the individual receiving the service. The intent of this system is to ensure that enrollees receive services authorized in their plans of care, reduce inappropriate billing/payment, safeguard against fraud, replace paper timesheets, and improve program oversight.

The MCO must require its [PCS](#)-providers to use LaSRS. The MCO must withhold or deny reimbursement for services if a [n-EPSDT-PCS](#) provider fails to use the EVV system as directed by LDH.