


PROVIDER BULLETIN

 AETNA BETTER HEALTH® OF FLORIDA 261 N. University Drive Plantation, FL 33324 www.AetnaBetterHealth.com/Florida	Date:	April 14, 2020
	Purpose:	Provider Bulletin: EVV Guidance
	Subject:	COVID-19 Electronic Visit Verification (EVV) Requirements
	Products:	All Lines of Business
	From:	<u>Provider Relations</u>

Dear Providers,

In a recent Policy Transmittal (PT 2020-18) dated March 25, 2020, the Agency of Health Care Administration (AHCA) provided Electronic Visit Verification (EVV) guidance with the response efforts to the COVID-19 state of emergency. The policy transmittal outlined that during the state of emergency and to facilitate prompt payment for home health services providers, the managed care plan must not require providers to submit claims through the EVV system but must continue to require providers to verify the delivery of services using EVV technology to the extent possible.

Please be advised that Aetna Better Health of Florida (ABHFL) will continue to comply with the Agency of Health Care Administration (AHCA) provisions of Policy Transmittal: 2020 -18 **by requiring all providers to verify the delivery of services using EVV technology throughout the duration of the state of emergency period.**

For additional information, you can view the full Statewide Medicaid Managed Care (SMMC) Policy Transmittal: 2020 -18 on our website.

- [COVID-19 State of Emergency: Coverage of Services and Other Provisions](#)

We appreciate the excellent care you provide to our members. If you have any questions please feel free to contact us via e-mail: FLMedicaidProviderRelations@Aetna.com. You can also fax us at 1-844-235-1340 or call us through our Provider Relations telephone line: 1-844-528-5815.

Thank you,

Provider Relations Department

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