Aetna Better Health® of Louisiana
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Electronic Visit Verification (EVV) for Home Health Services Frequently Asked Questions

Please see below for a list of frequently asked questions from Louisiana Department of Health (LDH) regarding the upcoming mandatory use of EVV for Home Health Services.

1. **Why is EVV a requirement?**
   Section 12006(a) of the 21st Century Cures Act mandates that states implement an electronic visit verification (EVV) program for home health. EVV is a web-based system that electronically verifies service visit occurrences and documents the precise time services begin and end via smart devices.

2. **What services require the utilization of EVV?**
   All services provided in the home under the home health program require EVV.

3. **When does the requirement for EVV go into effect?**
   January 1, 2024

4. **What is the role of Statistical Resources, Inc.?**
   Statistical Resources, Inc. (SRI) is a contractor of LDH and hosts the state's EVV system. SRI aggregates data for third party EVV systems.

5. **How do I contact SRI?**
   Statistical Resources, Inc. may be reached via the following:
   Phone: **225-767-0501**
   Fax: **225-767-0502**
   Email: **HHCSEVV@STATRES.COM**

6. **What system will providers use for EVV?**
   Providers may use the LaSRS system or a third party program approved by LDH. The LaSRS program will work on any smart device with internet connection.

7. **How does my staff receive training on EVV?**
   Providers may contact SRI to schedule a training via the contact information provided above in question number 5.

8. **I use a third party EVV program. What do I do now?**
   Providers that wish to use a third party EVV program will have to contact SRI to set up a file exchange. Before this work can begin, both the provider and the EVV contractor/vendor must complete an attestation for providers using their own EVV system. The attestation and additional information are located at **https://ldh.la.gov/page/3819**.

9. **Does SRI/state of LA have the ability to accept EVV data from one provider who using two different third-party vendors?**
Yes

10. **When can we get access to the LaSRS program or begin the onboarding process of a third-party EVV provider?**
Providers may start the training or onboarding process immediately. LDH encourages providers to start the process as soon as possible to avoid any claim issues during the roll out on January 1, 2024.

11. **Will Medicare-Medicaid dual plans require EVV data submission?**
Yes. Any home health service that is billed to Medicaid will require an EVV record.

12. **My practitioner forgot to clock-in. Can the EVV record be edited?**
Edit options are available on claim lines and should be used judiciously. Some valid reasons to edit the record could be:
    a. The service location is not able to access any type of internet service;
    b. The practitioner forgot or is unable to clock in/out; or
    c. A manual entry was required due to the visit not requiring prior authorization.

13. **My staff does not understand how to operate a cell phone. What should we do?**
Providers are responsible for training their staff on how to clock in/out of the system. Gaps in training will be up to the individual provider to resolve.

14. **My business does not own any smart devices, and all of our records are kept via paper. What do I do?**
All providers will have to submit an EVV record via LaSRS or a third-party vendor. LaSRS is being provided to the providers at no cost. Obtaining a smart device is the responsibility of the provider.

15. **Will my claims be denied on January 1, 2024 if I have not completed setting up the EVV process?**
Providers will be required to report services through EVV effective January 1, 2024, and the use of EVV is required in order to avoid claims denial. However, a utilization threshold will not be in place on January 1. LDH will release additional guidance in the future when a utilization threshold is established for Home Health Services.

16. **Can you enable a "show password" option on the log in screen so a worker can see if they are entering something that is incorrect? This would reduce the number of lockouts.**
We are unable to do this due to HIPAA concerns.

17. **There are times when staff attempts to clock out and the system says, "still processing." When I try to print a prior authorization, the screen goes blank.**
All technical difficulties should be reported to SRI as close as possible to when they occur. When you call SRI (**225-767-0501**), tell the person that answers the phone that LaSRS is not responding and you need immediate assistance. Those calls are routed as high priority for a response.

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