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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

February 20, 2020

Provider Type(s): 39 Behavior Analysis Fee-for-Service Regions 9, 10, and 11

Electronic Visit Verification Implementation Date Change - Now April 1, 2020

The Agency for Health Care Administration (Agency) has delayed the mandatory go-live date for behavior analysis (BA) electronic visit verification (EVV) in Regions 9, 10, and 11 to April 1, 2020. This is to ensure that providers have additional time to resolve any technical issues related to the TELLUS EVV System, and to ensure that group administrators have updated the TELLUS EVV System with their rendering providers' unique contact information.

Take Action Now to Ensure You Can Receive Payment

In order to be ready by the mandatory start date of April 1, 2020, it is the responsibility of the group administrator to ensure that all of their rendering providers have unique contact information in the TELLUS EVV System no later than March 13, 2020.

- Detailed instructions for how group administrators can update provider contact information (email address and phone number), via the TELLUS EVV System, are available by using the following link: [AHCA BA • Updated Instructions to Resolve Provider Contact Information](#).

Rendering providers should also ensure that the Florida Medicaid Management Information System (FMMIS) has their most current and unique contact information. To update the FMMIS, providers should access the secure Portal at: <https://home.flmmis.com/home>. Detailed instructions can be found at: <https://4tellus.com/ahca-ba-•-instructions-to-update-provider-contact-information>. **Do not delay** -- Once updated in the FMMIS, it can take several days before the new information is in the TELLUS EVV System to allow visit scheduling.

Other Information

To view training materials, please go to <https://4tellus.com/ahca-ba> and select the Training & Resources tab. If you have questions regarding training or system registration you may contact TELLUS at: 1.833.622.2422.

If you are experiencing technical issues using the EVV system and you have reported it to TELLUS, but have not received timely resolution, please contact the Agency's Medicaid Helpline online through the complaint form: <https://www.flmedicaidmanagedcare.com/complaint/#/>.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 ▪

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(AHCAFlorida\)](#).

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