

RON DESANTIS  
GOVERNORSHEVAUN L. HARRIS  
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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

November 10, 2020

**Provider Type(s): 39**

### Behavior Analysis Fee-for-Service Regions 9, 10, and 11

### Electronic Visit Verification (EVV) Implementation Date is December 1, 2020

#### EVV Will Now Go Live December 1, 2020

The Agency for Health Care Administration (Agency) is excited to announce the implementation date for electronic visit verification (EVV) for behavior analysis (BA) services is December 1, 2020 for the pilot Regions 9, 10, and 11. Providers must bill through the Tellus EVV System and must no longer bill via the Medicaid Provider Web Portal. Beginning December 1, 2020, claims that are billed through FMMIS will not be paid. Providers should act now to reorient themselves to using the Tellus EVV System and take advantage of the options outlined below for training and technical assistance.

#### Take the Following Actions to Ensure You can Receive Payment:

##### Update Contact Information

- Verify that all rendering providers have current and unique contact information in the Tellus EVV System and in the Florida Medicaid Management Information System (FMMIS). Detailed instructions for updating Tellus can be found at: <https://4tellus.com/ahca-ba-training-resources/#>. To update FMMIS, providers should access the secure portal at: <https://home.flmmis.com/home>.

##### Tellus Townhall Meetings

- Register to attend the fourth in a series of virtual townhall webinars scheduled for Monday, November 23, 2020, at 2:00 p.m. The meeting will be hosted live and will include a question and answer session. Please register at the following link: <https://attendee.gotowebinar.com/register/5712429509625306380>.

### Training

- To register for training, listen to pre-recorded trainings on demand, or review training modules, please go to <https://4tellus.com/ahca-ba> and select the Training & Resources tab.

### Tellus EVV System Is Available Now

- Providers should start using the Tellus EVV System now for scheduling, checking in/out of visits, and for billing claims. This will ensure all providers are successfully getting their claims paid by the mandatory implementation date of **December 1, 2020**.

### Dedicated BA EVV Hotline

- Call 1-833-622-2422 to speak to a Tellus agent or email at [ahcabaevv@4tellus.com](mailto:ahcabaevv@4tellus.com) if you have any questions or need technical assistance.

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**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto: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](http://www.FloridaHealthFinder.gov). Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA\\_FL\)](#) and [YouTube\(AHCAFlorida\)](#).*

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.myflorida.com>