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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

November 24, 2020

Provider Type(s): **65, 67, 70, 97**

New EVV Requirements Effective December 4 for Providers in Statewide Medicaid Managed Care

BACKGROUND

Effective January 1, 2021 home health providers contracted with Statewide Medicaid Managed Care health plans must verify home health and personal care service visits through the plan's electronic visit verification (EVV) system and bill for service through that system. This is required by the federal 21st Century Cures Act, and the Centers for Medicare & Medicaid Services has indicated that it will enforce compliance with the law starting early in 2021. The Agency issued a provider alert on January 31, 2020, directing the SMMC plans to continue to require providers to use their vendor's EVV systems and establishing compliance thresholds for the plans.

The deadline for full compliance is less than six weeks away, and provider use of the plan's EVV systems (i.e., entering schedules and electronically verifying service delivery by checking-in and out at the start and end of each visit using a valid EVV method) is well below expected levels. Where providers have entered schedules and verified the delivery of services, submission of claims through the EVV system is even lower.

NEW DEADLINES

As an interim step towards full compliance with the 21st Century Cures Act, the Agency has directed plans that, effective for dates of service beginning **December 4, 2020**, providers must submit claims for personal care services and home health services through the plan's EVV vendor.* Effective for claims with dates of service beginning December 4, 2020, the plans must deny claims submitted to the plan outside of the EVV system by providers who are submitting less than 25 percent of their personal care services or home health services claims through the plan's EVV system. The measurement of EVV compliance rates will be based on a historical look back period, and the plans

will notify providers that fall below the 25 percent threshold by November 30. Provider claims for personal care services and home health services may be processed outside of the plan's EVV vendor system for dates of service through December 3, 2020.

The Agency will continue to enforce the mandate for providers and plans to ensure that all home health and personal care service visits are verified in, and paid through, the system.* The Agency expects that **at least** 85% of all visits paid will be verified using EVV technology (without the need to override exceptions to submit the claim or through manual data entry). To view the Agency's communications to the plans, click the following link:

http://ahca.myflorida.com/Medicaid/statewide_mc/mcp_plan_comunications.shtml

*Note: An exception to this mandate is Florida Community Care, which will continue to allow providers to submit claims directly through its claims system for an extended period of time as long as services are verified using EVV technology. FCC ensures compliance with the law through post-payment audits.

FOR MORE INFORMATION

If you are contracted with the following plans, contact **Coastal Care Services, Inc.** at **833-204-4535** and:

- Community Care Plan: 855-819-9506
- Lighthouse Health Plan: 850-390-5003
- Miami Children's: 844-243-5188
- Prestige Health Choice: 800-617-5727
- Vivida Health: 502-785-8280

If you are contracted with the following plans, contact **HHAeXchange** at **855-400-4429** and:

- Children's Medical Services Health Plan: PR_Ancillary_Team@wellcare.com
- Humana Medical Plan: 239-919-6815
- Molina Healthcare: 888-562-5442 ext. 222176
- Staywell: PR_Ancillary_Team@wellcare.com
- Sunshine Health: 844-477-8313

If you are contracted with the following plans, contact **Tellus, LLC** at **833-483-5587** and:

- Aetna Better Health: 305-389-7084
- Florida Community Care: 833-322-7526
- Magellan Complete Care: 800-327-8613
- Simply Healthcare: 877-440-3738 ext. 106-122-9115
- UnitedHealthcare: 877-842-3210

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

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