



FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

May 5, 2021

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

Home Health Electronic Visit Verification in Managed Care Mandatory by June 21

As required by the federal 21st Century Cures Act, Medicaid home health claims must be submitted through the health plan's electronic visit verification (EVV) vendor. Effective for **dates of service beginning June 21, 2021**, the Statewide Medicaid Managed Care (SMMC) health plans will deny all claims for personal care services and home health services submitted outside of their EVV vendors.

Claims for personal care services and home health services may only be processed outside of the health plan's EVV vendor system on a case-by-case basis where there is a documented plan vendor system issue that prevents the provider from billing through the plan's EVV vendor system. When there are technical issues between providers and a vendor's platform, providers should inform the SMMC health plan(s), via their provider helpline and notify the Agency through the established [complaint process](#).

To view a copy of the Agency's communication to the SMMC health plans, click the following link:

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

For questions regarding EVV in the SMMC program, please use the following contact information:

If you are contracted with the following plans:

- **Community Care Plan:** 855-819-9506
- **Prestige Health Choice:** 800-617-5727
- **Vivida Health:** 502-785-8280

Contact **Coastal Care Services, Inc.** at **833-204-4535**

If you are contracted with the following plans:

- **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

Contact **HHAeXchange** at **855-400-4429**

If you are contracted with the following plans:

- **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

Contact **Tellus, LLC** at **833-483-5587**

*Note: Florida Community Care will continue to allow providers to submit claims directly through their claims system for an extended period of time as long as services are verified using EVV technology.

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 \(/AHCAFlorida\)](#).