

Aetna Better Health® of Florida
261 N. University Dr
Plantation, FL 33324



December 9, 2019

Notice of Electronic Visit Verification (EVV) Implementation solution for Medicaid-reimbursed home and community-based services

Dear Aetna Better Health of Florida Provider:

The Agency for Health Care Administration has issued an update to the EVV Implementation Parameters. Beginning December 1, 2019, providers are required to verify delivery of services using EVV system (i.e. by having caregivers logging visits with EVV app).

Aetna Better Health of Florida is currently live with Tellus for EVV and many providers have begun to submit claims to us via the Tellus Claims Portal. **If you are using the Tellus EVV mobile app**, please begin to submit claims using the Tellus Claims Portal AS SOON AS POSSIBLE. This will ensure that your claims will be paid accurately and on time. Aetna Better Health of Florida deadline to begin using EVV for claims submission is January 1, 2020.

If you are using a Third Party EVV Vendor, please ensure that your EVV Vendor is fully integrated with Tellus PRIOR to January 1, 2020, or your claims may be denied. Below are the milestones for Third Party EVV Vendors to be compliant with Tellus integration.

1. Testing Approval from Tellus by **December 13th**
2. Complete a successful pilot by **December 20th**
3. In production by **December 27th**

As a provider, it is your responsibility to be compliant with the EVV mandate.

If you have any Tellus EVV system questions or concerns, please contact Tellus at 833-483-5587 or support@4tellus.com.

If you have any integration questions or concerns, please contact Tellus at integrations@4tellus.com.

Sincerely,
Aetna Better Health of Florida

aetnabetterhealth.com/florida
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