

September 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

ABHLA wishes to advise providers about a change to Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) Personal Care Services (PCS) effective October 1, 2020.

In accordance with a federal requirement outlined in [Health Plan Advisory HPA19-15](#), the Louisiana Department of Health (LDH) requires Electronic Visit Verification (EVV) for providers of EPSDT PCS.

EVV is a web-based system that electronically verifies service visit occurrences and documents the precise time services begin and end via smart devices. The purpose of an EVV system is to verify that individuals are receiving the services authorized in their plans of care, reduce inappropriate billing/payment, safeguard against fraud, and improve program oversight.

Agencies must use the EVV system designed by LDH, the Louisiana Service Reporting System (LaSRS), to electronically report begin and end times (i.e. clock-in and clock-out) for EPSDT PCS. Providers will have access to this system at no cost and should schedule training for the EVV system through the LDH's EVV contractor, Statistical Resources Inc. Providers may call (225) 767-0501 to schedule training.

ABHLA may withhold or deny reimbursement for services if an EPSDT PCS provider fails to use the EVV system beginning October 1, 2020. Due to Covid-19, the State has delayed denials until this date.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.