



Electronic Visit Verification for Home Health and EPSDT Personal Care Services

UnitedHealthcare Community Plan is sharing [IB 25-29: Electronic Visit Verification for Home Health and EPSDT Personal Care Services](#) on behalf of the Louisiana Department of Health. Louisiana Medicaid requires EVV for Home Health and EPSDT Personal Care Services to verify service delivery using GPS and time tracking. Providers must document the exact start and end times of services.

Agency Requirements

LDH offers the Louisiana Service Reporting System (LaSRS) as a free EVV solution for providers to electronically record service start and end times using GPS-based tracking. Providers using LaSRS must schedule training through LDH's EVV contractor, Statistical Resources Incorporated (SRI), by calling 225-767-0501.

Agencies already using a third-party EVV vendor may continue doing so if the vendor meets LDH's integration and reporting requirements. To use a third-party system, providers must submit the necessary approval forms, which are available at [Electronic Visit Verification \(EVV\) | Louisiana Department of Health](#).

Fee-for-Service (FFS) Compliance

Starting December 1, 2025, LDH will validate FFS claims against EVV records. Claims must match EVV data for service type, date, and beneficiary details. If discrepancies are found between the submitted claim and the EVV record, LDH will apply one or more of the following edit codes, which may result in claim denial or delay:

- 370 – No corresponding EVV record on file for the claim.
- 450 – CPT code and modifier differ from what was reported in the EVV record.
- 518 – The practitioner or caretaker listed is not registered in the EVV system.
- 651 – CPT code differs from what was reported in the EVV record.
- 700 – CPT code modifier differs from what was reported in the EVV record.
- 744 – No EVV records exist for the date of service that match the submitted claim

Providers who receive any of the listed edit codes should carefully review both their EVV records and submitted claims to ensure all information is accurate and complete. Any discrepancies or missing data must be corrected to align with service documentation and resubmitted.

LDH has published Informational Bulletin 25-29 for your reference [IB25-29.pdf](#).

For questions, contact Justin Owens at Justin.Owens@la.gov or 225-342-6888.