



## **Electronic Visit Verification Guidance for Home Health Providers**

UnitedHealth Community Plan of Louisiana is sharing IB 25-30 Electronic Visit Verification Guidance for Home Health Providers on behalf of the Louisiana Department of Health. This bulletin provides guidance to home health care service providers on the process for submitting new member information to the Louisiana Service Reporting System (LaSRS) Electronic Visit Verification (EVV) system. This process is required for services that are not prior authorized and may also be utilized for services requiring prior authorization before the authorization is processed and approved.

Providers may enter member information into the EVV system as early as when a referral is received. This allows home health care providers to report services in the EVV system even if a prior authorization is not required or pending approval.

### Member Entry into LaSRS

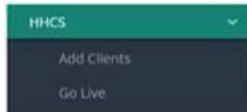
The provider can use the Add Client functionality to add a recipient to their agency within the LaSRS system. See instructions on the following page for using the Add Client feature in LaSRS. Once the member data is submitted, it will be matched against Medicaid eligibility data. If there are no validation errors, the member will be available for the selected procedure codes in the EVV system within three hours.

### Member Entry into Third-Party EVV Systems

For providers using a third-party EVV system, the member information should be entered into the third-party EVV system, and this data will be transmitted to LaSRS overnight. For instructions on entering member information, please consult with your EVV vendor.

## Instructions for Adding Clients in LaSRS:

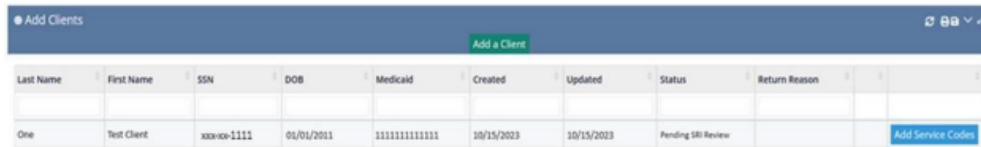
### Step 1: Select HHCS



### Step 2: Select Add Clients

To add a client click on the “Add a Client” [Add a Client](#) button and enter the client information. Add the client name, date of birth and Medicaid ID. The Social Security Number (SSN) is an optional field.

The Add Clients screen also includes the date the client form was created and updated, the status of the client form, the return reason, and the Add Service Codes button.



| Last Name | First Name  | SSN         | DOB        | Medicaid       | Created    | Updated    | Status             | Return Reason |                                   |
|-----------|-------------|-------------|------------|----------------|------------|------------|--------------------|---------------|-----------------------------------|
| One       | Test Client | xxx-xx-1111 | 01/01/2011 | 11111111111111 | 10/15/2023 | 10/15/2023 | Pending SRI Review |               | <a href="#">Add Service Codes</a> |

### Step 3: Select Add Service Codes

The procedure codes of the service(s) that will be provided must be assigned for each client. To assign the service codes for a client click on the “Add Service Codes” [Add Service Codes](#) button.



Add Service Codes for: Client Name

- ☒ G0101 - SERVICES OF PT IN HH SETTING, 15 MIN
- ☒ G0102 - SERVICES OF OT IN HH SETTING, 15 MIN
- ☒ G0103 - SERVICES OF SPEECH LANG HH 15 MIN
- ☒ G0104 - SERVICES OF HH AIDE EACH 15 MINS
- ☒ G0109 - SERVICE OF SKILLED NURSE RN 15 MIN
- ☐ G0209 PT - SERVICE OF SKILLED NURSE RN (MULTIPLE RECIPIENTS) 15 MIN

[Process](#) [Cancel](#)

Select each code that will be provided, click the “Process” [Process](#) button to submit the form or click the “Cancel” [Cancel](#) button to cancel the form.

Any questions about this process can be directed to [EVVHelp@la.gov](mailto:EVVHelp@la.gov).

LDH has published Informational Bulletin 25-30 for your reference [IB25-30.pdf](#) .

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.