

Florida Medicaid/Long-Term Care (LTC): Change in Electronic Visit Verification due to COVID-19 State of Emergency

During the coronavirus (COVID-19) State of Emergency, the Agency for Health Care Administration (Agency) has waived the requirement for providers to submit claims using electronic visit verification (EVV) technology.

Providers can continue to submit claims through the EVV system if they wish, but are not required to do so. Providers must, however, continue to verify the delivery of services (checking in at the start of a visit and checking out at its conclusion) using EVV technology, to the fullest extent possible.

For questions regarding EVV in the SMMC program, please contact HHAeXchange at 1-855-400-4429, and us at 1-239-919-6815.

For more information related to COVID-19 from the Agency, please visit:
<https://floridahealthcovid19.gov/>.