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FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

March 27, 2020

Provider Type(s): 65, 67, 70, 97

Change in Electronic Visit Verification due to COVID-19 Emergency

The Medicaid health plans have implemented the federal mandate that requires providers to verify the delivery of home health services (i.e., skilled nursing, personal care services, etc.) using electronic visit verification (EVV) technology. **During this state of emergency, the Medicaid health plans will not require providers to submit claims through the EVV system.** 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 use the following contact information:

If you are contracted with the following plans, contact **Coastal Care Services, Inc.** at **833-204-4535** and:

- Community Care Plan: 855-819-9506
- Lighthouse Health Plan: 850-390-5003
- Miami Children's: 844-243-5188
- Prestige Health Choice: 800-617-5727
- Vivida Health: 502-785-8280

If you are contracted with the following plans, contact **HHaExchange** at **855-400-4429** and:

- Children's Medical Services Health Plan: PR_Ancillary_Team@wellcare.com
- Humana Medical Plan: 239-919-6815
- Molina Healthcare: 888-562-5442 ext. 222176
- Staywell: PR_Ancillary_Team@wellcare.com
- Sunshine Health: 844-477-8313

If you are contracted with the following plans, contact **Tellus, LLC** at **833-483-5587** and:

- Aetna Better Health: 305-389-7084
 - Florida Community Care: 833-322-7526
 - Magellan Complete Care: 800-327-8613
 - Simply Healthcare: 877-440-3738 ext. 106-122-9115
 - UnitedHealthcare: 877-842-3210
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QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 ▪

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).

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