Florida Medicaid Health Care Alert
August 30, 2019

Provider Type(s): 39

Behavior Analysis Electronic Visit Verification - Revised Instructions to Update Provider Contact Information

The following alert only applies to providers participating in the BA EVV pilot program that will be delivering BA services to recipients with home addresses in Regions 9, 10, and 11.

Providers were previously advised to update their Mail To/Correspondence address in the secure Florida Medicaid Provider Web Portal in error.

Providers instead need to update their Service Location Address.

Each provider must have an email and phone number that is unique to them. If the provider works with multiple group providers, the rendering provider only needs to make one update in the secure Florida Medicaid Provider Web Portal. To make this update the provider should access the secure Portal at: https://home.flmmis.com/home/ and follow these instructions:
To update the provider’s contact information, go to the Secure Web Portal and click on **Demographic Maintenance**.

Click on **Service Location**.
Click on **Location Name Address** and then click on **SVC LOCATION**:

Enter unique information in the **E-mail** and **Phone number** fields:

Then select **save** in the bottom right corner.

The portal displays instructions if providers have forgotten their login or password.

**Do not delay** -- Once updated in the FMMIS, it can take several days before the new information is in the Tellus eVV System to allow visit scheduling.

**Other Information**
Provider training for the eVV System has been extended through September. If you have not already registered for or attended training, please take this opportunity to do so; go to [https://4tellus.com/ahca-ba](https://4tellus.com/ahca-ba) and select the Training & Resources tab. If you have questions regarding training or system registration contact Tellus at: 1.833.622.2422.

Beginning **October 1, 2019**, providers must bill through the Tellus eVV System and must no longer bill via the Provider Web Portal Direct Data Entry (DDE). (The following services: H0031 Behavioral Assessments and H0032 Behavioral Reassessment, should continue to be billed as they are today).

**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)

**COMPLAINTS OR ISSUES?**

- **ON LINE** [http://ahca.myflorida.com/Medicaid/complaints/](http://ahca.myflorida.com/Medicaid/complaints/)
- **CALL** 1-877-254-1055