



State of Louisiana
Department of Health and Hospitals
Office of the Secretary

August 28, 2015

Dear Louisiana Home and Community-Based Providers,

Over the last year we have provided updates regarding the implementation of a new Electronic Visit Verification (EVV) system to help better manage home and community-based services and supports. The Department opted to move implementation from April 2015 to July 2015, and then until September 2015, in order to allow First Data, the State's contractor implementing the system, to complete the necessary work to deliver an EVV system that met the needs of the Department and our providers. Unfortunately, First Data did not complete the required tasks necessary for a successful launch of their new system. **After careful consideration, the Department gave 30-day notice of cancelation to First Data on Aug. 21, 2015.**

The Department is now evaluating two interim projects to help reduce fraud and improve billing processes. The first project is a system to further ensure home-based services are not billed concurrently with center-based services, and the second will better integrate the Department's efforts with EVV mechanisms already in use by some providers. DHH is evaluating several options, including a new request for proposals for an EVV system. Any new efforts will be shared with you in the coming months.

We are grateful for your ongoing efforts to ensure your clients receive the best-possible care and to eliminate any waste in services provided using taxpayer dollars. You provide critical services to Louisiana residents that make it possible for them to live at home or in the community while helping improve their health outcomes.

If you have any additional questions, please send them via email to EVVHELP@la.gov.

Sincerely,

A handwritten signature in blue ink that reads "Hugh Eley".

Hugh Eley
Deputy Secretary



State of Louisiana
Department of Health and Hospitals
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-15-004

TO: Adult Day Health Care (ADHC) Providers

FROM: Tara A. LeBlanc *Tara A LeBlanc*
Assistant Secretary

DATE: November 9, 2015

SUBJECT: Mandatory Electronic Visit Verification (EVV) System for Adult Day Healthcare (ADHC) Centers

The purpose of this memorandum is to inform you of the new web-based Electronic Visit Verification (EVV) system developed by Statistical Resources, Inc. (SRI) called Louisiana Services Reporting System (LaSRS).

This system will be used by Adult Day Health Care centers to electronically record when waiver participant's check in and out of your centers. It can also be used to record transportation times. LaSRS will be implemented on January 1, 2016.

Some of the benefits of LaSRS include:

- Ease of use – one click for check-ins and one click for check-outs
- Provides accurate times of services.
- Data will be transmitted to the Louisiana Services Tracking System (LAST) allowing your current billing process to remain in place.
- Minimize manual data entry.
- Reduce non-payment of overlapping services

The Department of Health and Hospitals (DHH) will be testing this software in the next couple of weeks. Once the software has been approved, SRI will provide hands-on training sessions at their training lab located at:

***11505 Perkins Road, Suite H
Baton Rouge, LA 70810***

Please go to <http://training.statres.com> and use the online form to sign up for one of the training sessions below. Seating is limited so sign-up will be on a first-come, first-served basis and training will be limited to one session per agency.

December 15, 2015	9:30 - 11:30 a.m.	December 15, 2015	1:00 – 3:00 p.m
December 16, 2015	9:30 - 11:30 a.m.	December 16, 2015	1:00 – 3:00 p.m.
December 17, 2015	9:30 - 11:30 a.m.	December 17, 2015	1:00 – 3:00 p.m

Please feel free to bring your tablet, smart phone, or any other device with an Internet browser and wi-fi, or cellular connectivity and SRI will train you in accessing and using the application on your device. If the device is to be used for transportation, it must have cellular connectivity.

Please select three staff members who will benefit most from the training and will be capable of training additional staff at your agency with at least one (1) being an administrator.

If you have any questions, please email lasrs@statres.com or contact Patrice Dillard, OAAS Program Manager at 225-219-0222.

TL: pd

cc: Medicaid Program Supports and Waiver
Statistical Resources, Inc. (SRI)



State of Louisiana

Department of Health and Hospitals
Office for Citizens with Developmental Disabilities

OCDD-P-15-010

TO: OCDD Day Program, Supported Employment, Prevocational Services, Center-Based Respite Providers

FROM: Mark A. Thomas, Assistant Secretary
Office for Citizens with Developmental Disabilities

A handwritten signature in black ink, appearing to read "Mark A. Thomas".

DATE: December 15, 2015

SUBJECT: Supported Employment and Center-Based Services Electronic Visit Verification

On February 1, 2016, a mandatory electronic visit verification system will be implemented by the Office for Citizens with Development Disabilities (OCDD) for supported employment and center-based services. It will allow the provider to easily clock in/out a participant at a center or in the community using any electronic device with internet connection. The time stamp on the clock in/out will be automatically uploaded to Louisiana Service Tracking (LAST) allowing all OCDD providers to receive overlap notifications within two (2) business days of receipt by Statistical Resources Inc. (SRI) of the personal care attendant (PCA) provider's data.

Additionally, transportation provided by the supported employment or center-based service providers will be captured by the same process, again providing overlap notification to all providers within two (2) business days of receipt by SRI.

Use of this system will be mandatory for all OCDD supported employment and center-based providers unless a written exception is received from Medicaid Program Supports and Waivers.

You will soon receive notification of training opportunities scheduled January 11 through January 22, 2016 at the SRI office located in Baton Rouge. Once you receive the notification for training enrollment, please sign up. The notice will indicate how many participants can attend from each agency.

If you have any questions regarding implementation of this system, please contact Kim Kennedy (OCDD NOW Program Manager) by email at Kim.Kennedy@la.gov or by phone at 225-342-4464.