



**PROVIDER BULLETIN**

<b>Date:</b>	<b>August 20th, 2019</b>
<b>Subject:</b>	Electronic Visit Verification (EVV) solution Implementation
<b>Products:</b>	Home Health
<b>From:</b>	<b><u>Provider Relations - Medicaid</u></b>

Dear Providers,

This communication is to inform you that **effective October 1<sup>st</sup>, 2019, Aetna Better Health of Florida (ABHFL) will stop processing claims that are not submitted via the Tellus eVV platform.**

The attached notice contains detailed information about the Electronic Visit Verification (EVV) solution implementation for your review.

Thank you for your partnership in caring for our members. Please feel free to contact us via e-mail [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com) or fax 1-844-235-1340. You may also speak to a Provider Relations Representative by calling: (MMA) 1-800-441-5501, (LTC) 1-844-645-7371, or (FHK) 1-844-528-5815.

Sincerely,

Provider Relations

**CONFIDENTIALITY NOTICE:** This message is intended only for the user of the individual or entity to which it is addressed and may contain confidential and proprietary information. If you are not the intended recipient of the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is prohibited. If you received this communication in error, please notify the sender at the phone number above.

**NOTICE TO RECIPIENT(S) OF INFORMATION:** Information disclosed to you pertaining to alcohol or drug abuse treatment is protected by federal confidentiality rules (42 CFR Part 2), which prohibit any further disclosure of this information by you without express written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is NOT sufficient for this purpose. The federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient

**Aetna Better Health® of Florida**  
261 N. University Dr  
Plantation, FL 33324



August 19, 2019

## **Notice of Implementing Electronic Visit Verification (EVV) solution for Medicaid-reimbursed home and community-based services**

Dear Aetna Provider:

Aetna is implementing an Electronic Visit Verification (EVV) solution for Medicaid-reimbursed home and community-based services. EVV is a technology solution that electronically verifies the utilization and delivery of care services. It captures the time and location that those services are delivered to ensure that members receive the care and support that they need.

Effective July 1, 2019, Aetna Better Health of Florida has selected **Tellus** as our technology partner to deliver the EVV solution. Tellus eV is an easy-to-use, web and mobile-based solution that gives you a comprehensive set of tools to easily manage your visit schedules, verify care delivery, and process claims.

With the Tellus eV Administrator Console, you will have a real time view into what's happening with your visits. You can process claims more quickly because visit data is automatically matched to the pre-authorized services without all the paperwork and manual data entry. Plus, the Tellus eV Mobile App is easy and intuitive to use to document and verify your visits.

We encourage you to contact Tellus as soon as possible to arrange your adoption and implementation of the Tellus eV technology platform. Per the Florida Agency for Health Care Administration (AHCA) mandate of EVV, **Aetna will stop processing claims that are not submitted via the Tellus eV platform beginning October 1, 2019.** Hence, your cooperation and timely adoption of eV are critical in ensuring a smooth transition and uninterrupted care for our members.

If you have questions or want to learn more about Tellus eV, visit [4tellus.com](http://4tellus.com), call 833-4Tellus or email [support@4tellus.com](mailto:support@4tellus.com).

Sincerely,

**Aetna Better Health of Florida**