



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