



Electronic Visit Verification

Reminder

As stated in the Statewide Medicaid Managed Care Policy Transmittal 2021-14, providers who deliver personal care services and home health services must validate the delivery of such services via an Electronic Visit Verification (EVV) system.

This communication serves as a reminder that the delivery of all home health services to Medicaid recipients must be electronically verified via HHA eXchange, Molina Healthcare of Florida's (Molina) designated EVV vendor. This includes the requirement that providers use the vendor's mobile application and that GPS functionality be enabled on a provider's Smartphone, to fully comply with utilizing the mobile application for clocking in and out at the beginning and end of each home health service (home health visits, private duty nursing, and personal care services) encounter.

Claims for personal care and home health services that are submitted to the managed care plan outside of the EVV system will be denied.

Claims submitted for personal care and home health services that have not been EVV verified will be denied, whether or not they were submitted through the EVV system.

Providers use this link <https://app.hhaexchange.com/hhax/Login.aspx> to log in into your HHA Exchange Portal.

HHA eXchange Portal Functionality Highlights:

- Accept service authorizations within the portal.
- Clock in and out in real-time using EVV mobile devices.
- Timesheet is automatically created based on clocking in and out.
- Providers can check their Exception Rate.

If you have questions, please visit HHA eXchange at www.hhaexchange.com/FL-SMMC or contact Molina by phone at 855-322-4076, M–F 8am–7pm EST, or via email at: MFLProviderServices@molinahealthcare.com.

Thank you for your continued care to our members!

Molina Healthcare of Florida