



Is Your Office EVV Compliant?

Medicaid policy requires providers who deliver personal care services and home health services to validate each visit **in real time**. Providers should **NOT** adjust the visit time manually after it has been clocked in and out via the EVV system. Doing so will negatively impact the **EVV Compliance Rate** for the provider.

Providers should use Molina's Electronic Visit Verification (EVV) vendor, HHAeXchange to:

1. Validate each visit **in real time** via the EVV system (no manual adjustments)
2. Bill directly through the free **HHAeXchange Portal** at <https://app.hhaexchange.com/hhax/Login.aspx>

Providers who are working with a third-party vendor for EVV (visit clock in/out) purposes and whose compliance rate is being negatively affected because the third-party vendor is manually entering and/or modifying visit clock in/out times should submit a ticket to HHAeXchange and their EDI vendor for further assistance.

If you have questions, please visit HHAeXchange at www.hhaexchange.com/FL-SMMC or contact Molina Healthcare by phone at (855) 322-4076 or via email at MFLProviderServicesManagement@molinahealthcare.com.

Thank you for your continued care to our members!

Molina Healthcare of Florida



Reminders:

- A new PA form for Private Duty/Attendant Nursing Care was posted on our forms page in early March. On our website, choose the Forms dropdown menu and click “Frequently Used Forms” to download this new form.
- Molina’s news, billing guides, and training material can all be found on our training page on the website: molinahealthcare.com/providers/fl/medicaid/comm/training.aspx
- The Q1 Provider Newsletter and updated manual are now both live on the website under the “Manual” dropdown.
- The 2024 contact lists for Provider regional managers are available to download. Visit our website, choose the Contact Us page from the dropdown and click the “Download Contact List” button to view and/or download the list.