

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: October 10, 2025
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: Informational Bulletin 25-29: Electronic Visit Verification for Home Health and EPSDT Personal Care Services

Louisiana Medicaid has provided the following guidance for Electronic Visit Verification for Home Health and EPSDT Personal Care Services.

Background Information

Section 12006(a) of the 21st Century Cures Act mandated that states implement an electronic visit verification (EVV) program for home health and for Early and Periodic Screening, Diagnostic and Treatment Personal Care Services (EPSDT-PCS). EVV electronically verifies services via global positioning system (GPS) location and documents the precise time services begin and end.

For Agencies

Agencies may use the EVV system designed by the Louisiana Department of Health (LDH), the Louisiana Service Reporting System (LaSRS), to electronically report begin and end times (i.e., clock-in and clock-out) for home health services and EPSDT-PCS. Providers will have access to this system at no cost and should schedule training for the EVV system by calling LDH's EVV contractor, Statistical Resources Incorporated (SRI), at 1-225-767-0501.

Agencies that currently utilize a third-party EVV vendor may be able to use that vendor in lieu of LaSRS. The required forms are located here. If you have any questions, please call SRI at 1-225-767-0501.

An FAQ has been created to assist providers with their implementation of EVV. It can be found here.

Fee-For-Service (FFS) Compliance

Beginning December 1, 2025, LDH will validate FFS claims to ensure the accuracy of the following claim elements:

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- Service provided (CPT codes),
- Date(s) of service,
- Beneficiary identifying information.

If the information included on the claim does not match a corresponding EVV record, the following edit codes will be applied:

370 – there is no corresponding EVV record on file for the claim.

450 – the CPT code and modifier are different from what was reported on the EVV record.

518 – the reported practitioner/caretaker is not registered in the EVV system.

651 – the CPT code is different from what was reported on the EVV record.

700 – the CPT code modifier is different from what was reported on the EVV record.

744 – there are no EVV records on the date of service that match the submitted claim.

Providers receiving one of these edits should ensure that the claim aligns with the provider's service records, correct the claim where appropriate, and resubmit the claim for processing.

LDH advised for questions related to their guidance, contact Justin Owens at Justin.Owens@la.gov or 1-225-342-6888.