

Network Notification – Humana Healthy Horizons in Louisiana

Notice date: October 14, 2025
To: Humana Healthy Horizons® in Louisiana provider network
From: Humana Healthy Horizons in Louisiana
Subject: Informational Bulletin 25-30: Electronic Visit Verification Guidance for Home Health Providers

Louisiana Medicaid has provided informative guidance on Electronic Visit Verification Guidance for Home Health Providers.

This bulletin provides guidance to home health care service providers on the process for submitting new member information to the Louisiana Service Reporting System (LaSRS) Electronic Visit Verification (EVV) system. This process is required for services that are not prior authorized and may also be utilized for services requiring prior authorization before the authorization is processed and approved.

Providers may enter member information into the EVV system as early as when a referral is received. This allows home health care providers to report services in the EVV system even if a prior authorization is not required or pending approval.

Member Entry into LaSRS

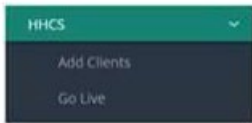
The provider can use the Add Client functionality to add a recipient to their agency within the LaSRS system. See instructions on the following page for using the Add Client feature in LaSRS. Once the member data is submitted, it will be matched against Medicaid eligibility data. If there are no validation errors, the member will be available for the selected procedure codes in the EVV system within three hours.

Member Entry into Third-Party EVV Systems

For providers using a third-party EVV system, the member information should be entered into the third-party EVV system and this data will be transmitted to LaSRS overnight. For instructions on entering member information, please consult with your EVV vendor.

Instructions for Adding Clients in LaSRS:

Step 1: Select HHCS



Step 2: Select Add Clients

To add a client click on the “Add a Client” [Add a Client](#) button and enter the client information. Add the client name, date of birth and Medicaid ID. The Social Security Number (SSN) is an optional field. The

Add Clients screen also includes the date the client form was created and updated, the status of the client form, the return reason, and the Add Service Codes button.



| Last Name | First Name | SSN | DOB | Medicaid | Created | Updated | Status | Return Reason | |
|-----------|-------------|-------------|------------|----------------|------------|------------|--------------------|---------------|-----------------------------------|
| One | Test Client | xxx-xx-1111 | 01/01/2011 | 11111111111111 | 10/15/2023 | 10/15/2023 | Pending SRI Review | | Add Service Codes |

Step 3: Select Add Service Codes

The procedure codes of the service(s) that will be provided must be assigned for each client. To assign the service codes for a client click on the “Add Service Codes” [Add Service Codes](#) button.



Select each code that will be provided, click the “Process” [Process](#) button to submit the form or click the “Cancel” button to cancel the form.

LDH has advised that questions regarding this process may be submitted to EVVHelp@la.gov.