

# Electronic Visit Verification - Home Health Providers

In compliance with the Agency for Health Care Administration (AHCA) Statewide Medicaid Managed Care contract, Prestige Health Choice has partnered with Coastal Care Services, Inc. (Coastal) for use of their electronic visit verification (EVV) system.

Effective October 1, 2019, Home Health providers who provide home health services to Managed Medicaid Assistance (MMA) members must comply with Prestige's requirements to use EVV.

Home health providers are encouraged to visit Coastal's website for training materials. Providers may also request one-on-one training by contacting Coastal's Provider Relations Director, Lisette Sanchez, at: 1-855-481-0505 ext. 1904 or via email: [ProviderRelations@ccsi.care](mailto:ProviderRelations@ccsi.care). Training materials will cover functionalities of the EVV system including:

- Authorization Process
- Checking in and out using the EVV GPS Mobile Application
- Checking in and out using the EVV Telephonic Application
- Billing for services rendered

Coastal's system allows the use of EVV third-party integration for approved integratable systems. Third-party integration means that home health providers who have an EVV system may continue to use it to capture and send EVV data. Providers who are interested in EVV third-party integration should contact Coastal's Provider Relations Department.

## What Services are part of the Program?

- Home Health Aide
- Home Health Nursing
- PDN – LPN
- PDN – RN
- Therapies: Physical, Occupational, and Speech

## Questions?

For additional information or to learn more, contact Coastal Care Services, Inc. at 1-855-481-0505.

## Current Coastal Providers:

<http://www.ccsi.care/providers/>