


# PROVIDER BULLETIN

 <b>AETNA BETTER HEALTH® OF FLORIDA</b>  261 N. University Drive Plantation, FL 33324 <a href="http://www.AetnaBetterHealth.com/Florida">www.AetnaBetterHealth.com/Florida</a>	<b>Date:</b>	October 24, 2023
	<b>Purpose:</b>	EVV Updates: Educate providers on important upcoming changes to EVV requirements capturing missed visit data
	<b>Subject:</b>	Upcoming Changes to EVV Requirements – Capturing Missed Visit Data
	<b>Products:</b>	All Providers (MMA, LTC)
	<b>From:</b>	<u>Provider Relations</u>

## Aetna Better Health® of Florida

### Upcoming Changes to EVV Requirements – Capturing Missed Visit Data

Dear Providers,

Please note that an upcoming change is coming soon to your EVV workflow. **Effective November 13, 2023, all Providers who miss performing a visit will be required to report the missed visit reason inside of their EVV solution.** Aetna and Netsmart will be hosting townhall webinars to prepare Providers for this upcoming change. Training materials will also be provided to give providers the opportunity to understand how to report on a missed visit as per Aetna's requirements.

What this means for your Caregiver: When a scheduled visit is not performed (i.e. the visit is missed), your Caregivers will soon have the ability to select a missed visit reason along with a missed visit action taken within the EVV mobile application. Additionally, Caregivers will have the ability to enter free text regarding the missed visit. If the Caregiver does not select this information on their mobile application, then the Provider Admin will be required to fill this information out inside of the Netsmart Mobile Caregiver+ Provider Portal. Reporting this information will be required for all missed visits.

If you are using a third-party vendor, please reach out to your vendor to ensure they are aware of the changes. Alt vendors will need to ensure readiness for this change on their end. Please communicate accordingly to your alternate EVV vendor to ensure compliance with this new requirement.

Aetna will be providing training on our upcoming provider townhall to introduce Providers to the new missed visit requirement and share important information. **We will also provide additional information on upcoming Webex provider trainings that will be available November 2<sup>nd</sup>, 2023.**



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We appreciate the excellent care you provide to our members. As always, please don't hesitate to contact our ABHFL Provider Services line if you have any questions at:

**Phone:** MMA: [1-800-441-5501](tel:1-800-441-5501) TTY (711)

LTC: [1-844-645-7371](tel:1-844-645-7371) TTY (711)

FHK: [1-844-528-5815](tel:1-844-528-5815) TTY (711)

**Email:** [FLMedicaidProviderRelations@aetna.com](mailto:FLMedicaidProviderRelations@aetna.com)

Thank you,

**Aetna Better Health of Florida**

[www.aetnabetterhealth.com/florida](http://www.aetnabetterhealth.com/florida)

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