

Jul 16, 2019

IN MEDICAID MEMBER

Re: New Electronic Visit Verification Process

Dear Member:

Indiana Medicaid wanted to share information about an upcoming change. On or before January 1, 2020, some Indiana Medicaid providers will begin to use a system called Electronic Visit Verification. The pilot part of this new process will begin July 1, 2019, so you may see your provider use the new system soon. This adds a little to your normal routine with your provider.

This system will help providers confirm following information about your service:

- Who received the service
- Type of service
- Date of the service
- Time the service begins and ends
- Individual providing the service
- Location where the service took place

To follow this process, you will soon see your provider do one of the following:

- They may call in, using their own phone or your home phone (only with your permission) at the beginning and the end of your appointment, or
- They may use a mobile app.

You may be asked to provide either a voice recording or your signature as part of this process. Your provider will talk you through these specifics, and you should make sure that you understand everything.

Any expenses associated with this requirement are the responsibility of the State and the provider. You **will not be charged** anything for this new system.

If you have any questions, please call 800-457-4584 or send an email using the form at the bottom of this webpage: <https://www.in.gov/medicaid/members/135.htm>

Thank you,

Indiana Medicaid

