

Electronic Visit Verification (EVV)

November 3, 2020



humanservices.arkansas.gov

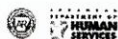
Electronic Visit Verification (EVV) is a process that uses electronic means to verify visits for certain in-home services.

Effective December 4, 2020, Arkansas will begin EVV for

- Personal Care
- Attendant Care
- Respite

The information collected during visits includes:

- The type of service provided;
- The client receiving the service;
- The date of the service;
- The location of the service;
- The individual providing the service; and
- The start and end time of the service.



Implementing EVV


Congress mandated that all states implement Electronic Visit Verification (EVV) for agencies and/or caregivers providing in home personal care, attendant care and respite services.

Arkansas must implement by January 1, 2021 for Personal Care and Attendant Care services.

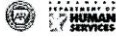
Home Health Care EVV must be implemented by January 1, 2023.

EVV protects clients and ensures they get the care they need through verification.

EVV is also another way to prevent Fraud, Waste and Abuse in the Medicaid program.


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Date	Title Line
August 7, 2020	EVV System Selection
August 31, 2020	Training Registration Period Opens
September 23, 2020	Pilot Provider Agency Training Begins
September 28, 2020	Provider Training Workshops for AuthentiCare and Third-Party Aggregator Providers
October 23, 2020	Pilot Begins
November 30, 2020	CMS conducts Operational Readiness Review (ORR)
December 4, 2020	EVV System Go-Live


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Provider Enrollment

All caregivers who will be using EVV for personal care, attendant care and respite services must enroll with Arkansas Medicaid. This is a mandatory requirement that must be met for agencies to bill services.

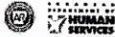
Caregivers enroll online through the [Provider Portal](#), or by filling out and mailing in a paper application.

Once the caregivers are enrolled, they are given a provider number which may also be called a PIN (personal identification number).

As of October 31, 2020:

- 11,368 caregivers were enrolled.

DHS will continue outreach efforts to ensure ALL caregivers are enrolled before December 4, 2020.


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DHS has partnered with Fiserv (formerly First Data Government Solutions) in the implementation of an Electronic Visit Verification (EVV) system.

AuthentiCare is an electronic application - smartphone compatible and can be used on multiple devices in a flexible and secure way and it offers real-time reporting and monitoring via mobile application and through an Interactive Voice Response (IVR) system.

The IVR system can be used with a landline telephone to provide access to those who do not have smartphones or wireless access.

AuthentiCare is available to all provider agencies at no cost.

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Third Party EVV Option

Arkansas allows provider agencies and managed care organizations (MCO) to use a third-party EVV system, if they opt out of using AuthentiCare.

All three PASSEs and many providers have chosen this option.

The selected, third party, vendor must meet the State's system criteria:

- Must be able to comply with CMS requirements.
- Must be able to configure their system to match AuthentiCare's configuration rules.
- Must provide attestation that the configuration settings have been applied.
- Must be able to capture all the data fields required as specified in the AuthentiCare Data Aggregator Interface Guide.
- Must successfully transmit the information via one of the approved transport methods to Fiserv for upload into AuthentiCare for daily claims processing



Training is required for all agencies, regardless of whether they have chosen to use AuthentiCare or a third-party EVV system.

Sessions include an overview, live demonstrations, and hands-on operational scenarios.

Training for use of the AuthentiCare system is conducted by Fiserv and runs through December 2, 2020 with support and representation from DHS.

Fiserv utilizes a train-the-trainer model. All caregivers must be trained prior to the go-live date of December 4, 2020.

No in-person training sessions will be held due to the restrictions surrounding COVID-19.




Customer Support

DHS Ongoing Support

- DHS EVV Website <https://medicaid.mmis.arkansas.gov/general/programs/EvvInfo.aspx>
- General EVV Program Questions: EVVarkansas@dhs.arkansas.gov
- Third-Party Vendor EVV Questions: ARthirdpartyevv@dhs.arkansas.gov


Fiserv - AuthentiCare


- Phone: **Arkansas-specific EVV inquiries- 1-800-540-5126**
Monday to Friday, 7 AM to 7 PM CST
- Email: Authenticare.support@firstdata.com
- Aggregator and Third-Party Vendors: AuthentiCareAggregatorSupport@firstdata.com
- AuthentiCare User Manual (access via the AuthentiCare Portal) and Quick Reference Guide

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For more information on EVV, visit:
<https://medicaid.mmis.arkansas.gov/general/programs/evvinfo.aspx#b-EVVinfo>

For Questions or Comments:
Elizabeth Pitman
Elizabeth.Pitman@dhs.arkansas.gov
501-244-3944

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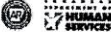



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