

Electronic Visit Verification (EVV)

December 8, 2020



What is Electronic Visit Verification?

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

Arkansas has begun phasing EVV for

- Personal Care
- Attendant Care
- Respite

The information collected during visits includes the:

- Type of service provided;
- Client receiving the service;
- Date of the service;
- Location of the service;
- Individual providing the service; and
- Start and end time of the service.



Why Are We 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.



EVV Timeline

Important Dates

| Date | Title Line |
|--------------------|--|
| August 7, 2020 | EVV system selection |
| August 31, 2020 | Training registration period opened |
| September 23, 2020 | Pilot provider agency training began |
| September 28, 2020 | Provider training workshops held for AuthentiCare and Third-Party Aggregator Providers |
| October 23, 2020 | Pilot began |
| November 30, 2020 | CMS conducted Operational Readiness Review (ORR) |
| December 2020 | EVV system phased roll-out |



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 for services.

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

When completing an application,

- enrollment type is atypical
- provider type is 95 — registered, non-credentialed provider
- specialty code is NT — registered, non-credentialed

Provider Enrollment

Additionally, there will be a question asking if the application is for a personal care aide – mark “yes,” even if the applicant is providing attendant care or respite.

While paper applications (Word) are still accepted, all providers are strongly encouraged to submit applications electronically.

Note: The paper-application processing will be delayed due to staffing shortages caused by the coronavirus pandemic.

When completing the application, the aide’s personal email address will be needed. This will allow the aide to reset the password using the “forgot password” option on the AuthentiCare website.

Provider Enrollment

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

To date, there are more than 13,000 caregivers enrolled.

DHS will continue outreach efforts to ensure ALL caregivers are enrolled for the phasing of the EVV program.

EVV Systems

AuthentiCare

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 that can be used on multiple devices in a flexible and secure way; 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.



Third Party EVV Systems

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, including:

- Complying with CMS requirements;
- Configuring their system to match AuthentiCare's configuration rules;
- Providing attestation that the configuration settings have been applied;
- Capturing all the data fields required, as specified in the AuthentiCare Data Aggregator and Interface Guide; and
- Successfully transmitting the information through one of the approved transport methods to Fiserv for daily upload into AuthentiCare for claims processing.

EVV Training

Training is required for all agencies, regardless of whether they have chosen to use AuthentiCare or a third-party EVV system to help ensure the system is useful for providers and delivers higher quality care for clients.

- Sessions include an overview, live demonstrations, and hands-on operational scenarios.
- Training for use of the AuthentiCare system was conducted by Fiserv and will run through December 15, 2020, with support and representation from DHS.
- Fiserv utilizes a train-the-trainer model with a focus for all caregivers within an agency to have received training.
- No in-person training sessions will be held due to the restrictions surrounding COVID-19.



Provider 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

For More Information

For more information on EVV, visit:

<https://medicaid.mmis.arkansas.gov/general/programs/evvinfo.aspx#b-EVVinfo>

For Questions or Comments:

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