



# Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is



# Agenda

EVV Timeline- 3/18/2024

NH EVV Updates

Next Steps for Providers

AuthentiCare Process Flow

3<sup>rd</sup> Party EVV Process Flow

NH AuthentiCare Training

NH EVV Guidance & Attestation

Communication & Outreach

Questions/ Additional EVV Info



# EVV Timeline



# EVV Updates

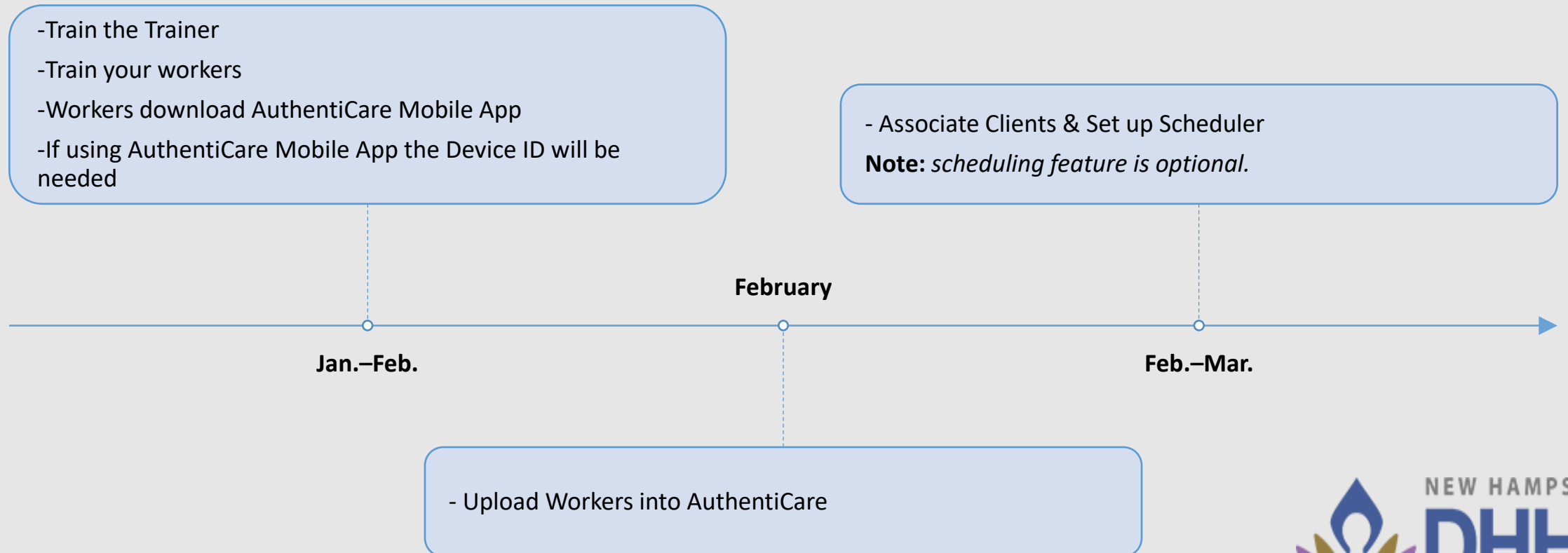
## Place of Service Codes to be added:

- 28 Live- In Caregivers
- 29 Community
- Please use the appropriate place of service codes for EVV Services. Please refrain from using 99 when another code is appropriate

TT Modifiers- All services must use a time in and time out when a caregiver is providing care for two recipients.



# Timeline for Provider Preparation

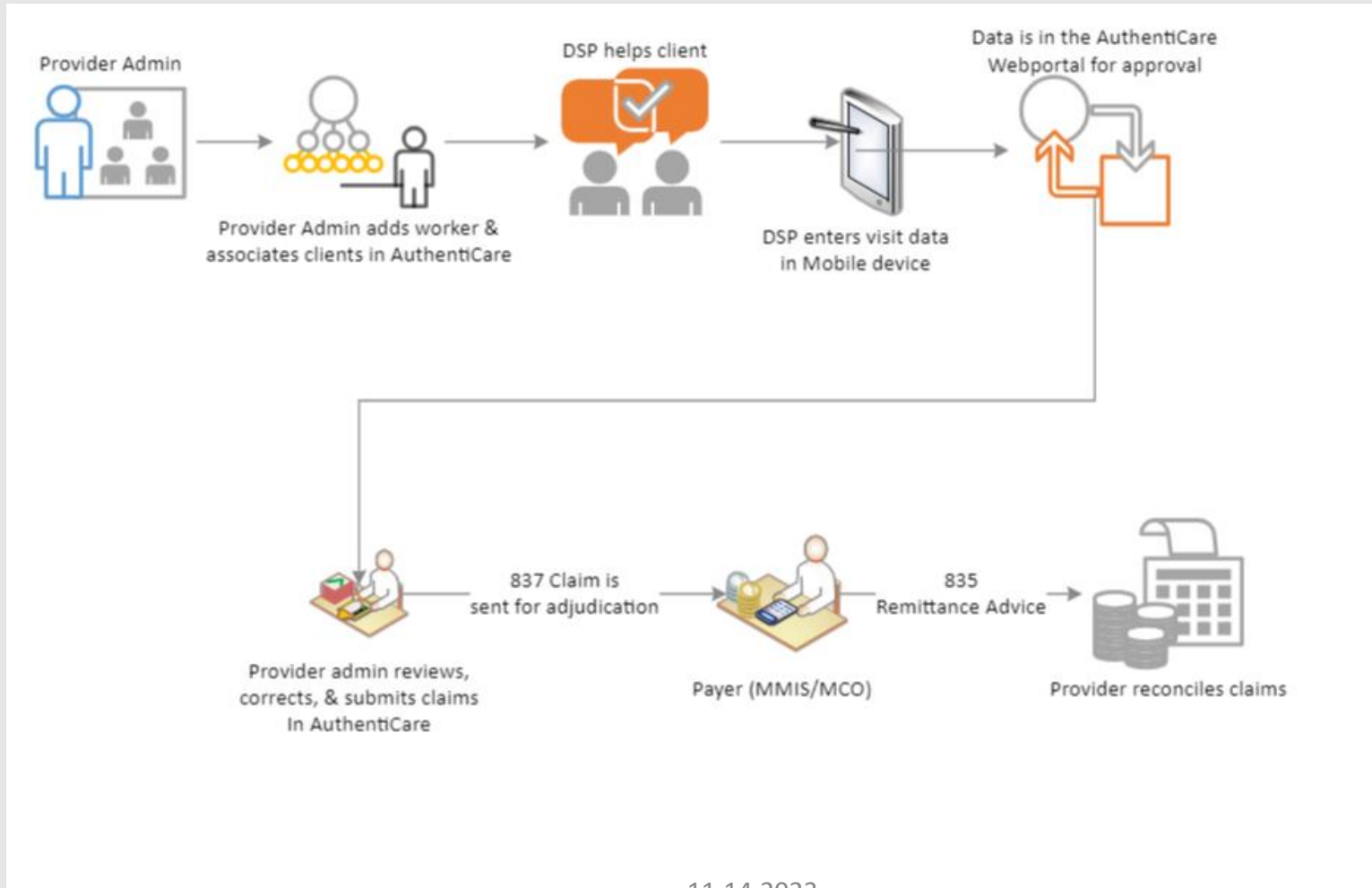


# Next Steps for Providers

- Validate your contact information, phone, & email address is up to date in MMIS.
- Verify your 3<sup>rd</sup> Party Vendor has contacted AuthentiCare Support to obtain specifications.
- Identify Roles - Provider HR/Billing EVV representatives.
- Determine who will attend training sessions.
- Worker upload spreadsheet will be provided prior to implementation to be uploaded into AuthentiCare. Providers **MUST** provide a mechanism for secure data upload.
  - **Note:** Providers do **NOT** need to provide information this information as you have the option of manually loading workers.
- Once providers and workers are loaded into AuthentiCare, Provider Administrators will need to associate their clients.
- We encourage providers to utilize the Scheduling feature in AuthentiCare to assist in managing your processes.
- If you are using AuthentiCare, please start documenting worker data and device Information.
  - **Note:** If you are using a 3<sup>rd</sup> Party EVV solution you will **NOT** need to provide worker device information as your EVV Vendor will have that information.

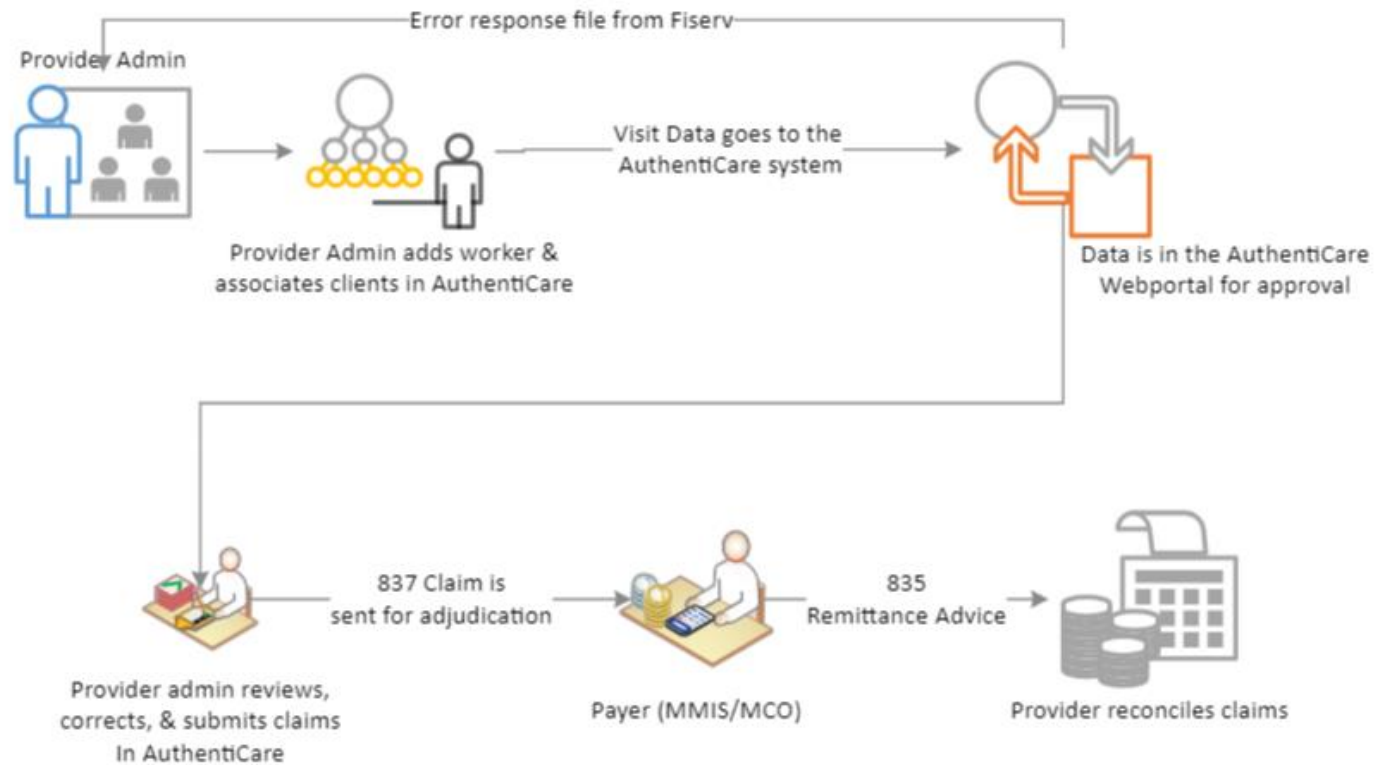


# AuthentiCare Process Flow



11.14.2023

# 3<sup>rd</sup> Party Process Flow



11.14.2023



# AuthentiCare Training

- In-Person Trainings are scheduled for January 23 – January 25, 2024 at the Holiday Inn in Concord NH
- Training Schedule and Outline of sessions will be published to the NH EVV website.
- Providers will be required to register for trainings in Fiserv's Learning Management System, Xchange.
- Virtual Instructor Lead training will be offered.
- Pilot Providers should ensure they are registered for one in-person training.
- Recorded trainings will be available in the Fiserv Learning Management System, Xchange.

## Important:

Training progress is monitored, and if training is not completed, credentials will not be issued.



# AuthentiCare Training

## Web Portal

- Provider Administrators- including those using 3<sup>rd</sup> party EVV solutions
- MCO's
- Human Resource Administrators
- Third Party Billing Agencies

## Mobile/IVR

- Provider Administrators

## Reporting

- Provider Administrators- including those using 3<sup>rd</sup> party EVV solutions
- MCO's
- Third Party Billing Agencies

# NH EVV Guidance & Attestation



- Providers who currently have their own EVV Solution are required to complete the NH EVV Attestation form.
- Once the Attestation has been completed and submitted to the state the Third-Party Vendor can reach out to Fiserv at [AuthentiCare.Support@fiserv.com](mailto:AuthentiCare.Support@fiserv.com) or via the “AuthentiCare Data Aggregator Flyer” on the website to select their option for submitting data
  - SFTP
  - API
  - Web Upload

# Communication & Outreach

## Meetings



- Provider meetings and demonstrations have occurred since May.
- Recording of Demonstration, recordings and Q & A's from each meeting are posted on the NH EVV website
- One FAQ sheet is being prepared and will be on EVV website by end of month
- Third Party vendors will work directly with Fiserv for connection, setup and testing.

## BDS Providers – Developmental Services

- Before 7/1/23 Area agencies were only entities enrolled as providers, now that all providers are enrolled communication will go out to all vendors.
- Streamlining communication to newly enrolled BDS Providers
- Participant Directed and Managed Services and In Home Supports

# Questions/ Additional EVV Info



Visit the website for up-to-date information:

<https://www.dhhs.nh.gov/programs-services/adult-aging-care/electronic-visit-verification>



Email our Team: [EVV@dhhs.nh.gov](mailto:EVV@dhhs.nh.gov)

11.14.2023