



# Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

**fiserv.**

# Provider Agenda

- EVV Timeline Update
- Newly Added
- Pilot Provider Shout Out
- Next Steps for Providers & Third Party EVV solutions
- Outreach & Meetings
- Questions/Additional EVV Info

# EVV Update

## **EVV Implementation is on target for June 1, 2024.**

Effective June 1st the EVV will be live for all Providers and will be required to submit their Medicaid visits through an Electronic Visit Verification (EVV) system.\*

There will be a "soft edit" in place when claims are submitted to MMIS. This edit will message to providers that their claims were not submitted through an EVV solution when they should have been. The claims will be paid during the soft edit phase.

The pilot is continuing with increased provider participation.

Two outstanding items remain:

1. MCOs are finalizing testing with Fiserv to be completed by end of week.
2. The MMIS is planning a full load of member and service authorizations on May 27, 2024.

\*PT/OT/ST group providers and well as individual providers (206, 207, 209, 210) will be excluded until additional functionality has been implemented.



# Newly Added...

## 1. Activity codes are going to be required (by end of June)

- Three new codes to be added (42 - Skilled RN Assessment; 43 – Skilled RN Education; 69 – Other)
- Activity codes are currently required by NH Medicaid Policy to be on every EVV visit. There is a change being made in AuthentiCare to make Activity Codes mandatory when sending EVV visit data for payment.
- Aggregated claims can be received without the activity code, but a critical exception will generate in the AuthentiCare, and the provider will have to manually enter the activity code to clear the exception.
- Third Party EVV Vendors may need to update their file layouts to include the Activity Codes. Vendors can do this by adding the field via the File Layout Designer (FLD).

## 2. PT/OT/ST Group Providers - Rendering provider NPI field will be added to the worker profile (Timeline TBD)

- Provider types 206, 207, 209, 210 will have to update their workers to include the NPI numbers in NH AuthentiCare prior to confirming claims.

## 3. Additions of Time-of-Day Modifiers to the ServiceIDs (Timeline TBD) for G0156 Procedure Code...

- Providers will be notified and the EVV Services sheet will be updated once this has been implemented.
- Third parties will have advanced notice of all codes.
  - UF – Service time beginning in the morning (6am-11:59am)
  - UG – Service time beginning in the afternoon (12:00pm-6:00pm)
  - UH – Service time beginning in the evening (6:01pm-11:59pm)
  - UJ – Service time beginning in the night (12:00am-5:59am)



# Pilot Provider Shout Out



Thank  
You!

# Next Steps

## Upcoming Weeks:

- Providers need to ensure they have completed the web training and obtained credentials for NH AuthentiCare.
  - If you have not received your credentials, contact AuthentiCare Support at [AuthentiCare.Support@fiserv.com](mailto:AuthentiCare.Support@fiserv.com)
- If you have received access to NH AuthentiCare. Please review your provider information to ensure you have all your workers uploaded. If you are missing workers or have new ones you will have to add the worker via the NH AuthentiCare portal. See instructions in AuthentiCare User Manual.
- If you are using NH AuthentiCare as your EVV Solution, have your workers download the app on their device and get their set up complete. Please see Mobile Instructions under Custom Links in NH AuthentiCare.
- If you plan on using the Scheduler function, you can set up your worker schedules prior to June.

**If your Third Party EVV Vendor is not ready for June 1, 2024, you will have to use NH AuthentiCare to capture your visit data.**

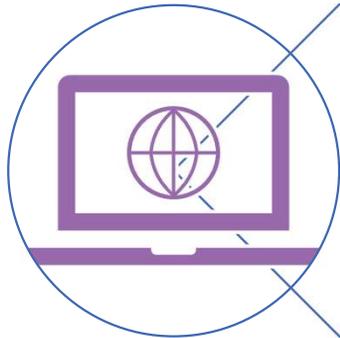


# Outreach & Meetings

## Ongoing Project Activities:

- Daily provider touchpoint meetings be scheduled starting June 3<sup>rd</sup> @ 9:00am.
- All EVV related business/policy questions should be sent [EVV@dhhs.nh.gov](mailto:EVV@dhhs.nh.gov)
- All Provider related updates should be directed to MMIS – Medicaid Provider Relations Call Center at 1-866-291-1674 or 603-223-4774, Monday – Friday from 8:00 AM to 5:00 PM
- Technical or application issues should be directed to NH AuthentiCare Support: [AuthentiCare.Support@fiserv.com](mailto:AuthentiCare.Support@fiserv.com)
- Review of trainings can be found in your Exchange Learning account. <https://fiserv.csod.com/client/fiserv/default.aspx>
  - Please see EVV website if you have not created an account, or attended training as you will not be able to obtain NH AuthentiCare credentials.

# 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)



AuthentiCare Support  
[AuthentiCare.Support@fiserv.com](mailto:AuthentiCare.Support@fiserv.com)