



# Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

The logo for Fiserv, consisting of the word "fiserv." in a bold, lowercase, orange sans-serif font.

# Agenda

Current EVV Timeline

BDS Services Update

EVV Updates

Worker Uploads Guide & Template

NH EVV Guidance & Attestation

Pilot Information

Continuing Steps for Providers

AutheniCare Training

AutheniCare In-Person Training

Questions/ Additional EVV Info



# Current EVV Timeline

## 1/23 – 2/15/2024 Training for Providers

- 1/23-1/25 In-Person
- 1/30-2/15 Virtual (Tues, Weds, Thurs)

## 2/19/2024 Pilot Go-Live

- Claims Entry

## 2/12/2024 Pilot Data Configuration

- Initial Imports
- Worker Uploads
- Client Association
- Scheduling Setup

## 3/18/2024 Statewide Go-Live



# BDS Services Update

10 BDS Services that will be delayed:

Service	Procedure Code
IHS Respite	T2025 SE UC U4
DD Respite	T1005 SE UA U1
DD Med/ Behavioral Respite	T1005 SE UA U2
Respite PDMS	T1005 SE UB U2 U9
CDS Family Support Respite	T2025 SE UA U5
ABD Respite	T1005 SE UB U1
ABD Med/Behavioral Respite	T1005 SE UB U2
ABD Respite PDMS	T1005 SE UB U2 U9
ABD CDS-Family Support/Respite	T2025 SE UB U5
In Home Residential Habilitation	T2025 SE UC U1



# EVV Updates

## Place of Service Codes to be added:

- 28 Live- In Caregivers
- 29 Community
- When services are rendered, the provider needs to ensure it was in the correct place of service. Please avoid using Place of Service 99

## TT Modifier:

- Use when there is one worker and two recipients receiving services in the same time-period.

# Worker Upload Guide & Template

Worker Template and Guide will be posted on EVV Website by 1/12:

- Included in the packet on the website:
  1. Worker Template CSV file
  2. Guide Document describing fields and entry
  3. Services List with ID field

\*The Worker Template cannot be modified and must be completed as is, including required fields.

Please hold onto Worker template until Fiserv is ready to upload for implementation.



# 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

# Pilot Information

## Pilot Timeline

- Pilot configuration setup will begin on February 12<sup>th</sup>.
- Claim entry is expected to begin on February 19<sup>th</sup>.

## Pilot Providers

- North Country Health Care – **Third Party Attestation Needed**
- Community Partners – **Register for Training**
- Granite State Independent Living – **Third Party?**
- Easterseals
- Regency Home Healthcare
- Alliance





# Continuing 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.



# 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 are published to the NH EVV website.
- Providers will be required to create an account in Fiserv's Learning Management System, Xchange to select their preferred training dates and register.
- Virtual Instructor Lead training will be offered.
- 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 In-Person Training

January 23, 24, & 25

Web Portal  
(9am-11:30pm)

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

Mobile/IVR  
(12:30pm-1:30pm)

- Provider Administrators

Reporting  
(1:45pm-2:15pm)

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



# 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)

1.11.2024