



# Electronic Visit Verification Implementation in New Hampshire

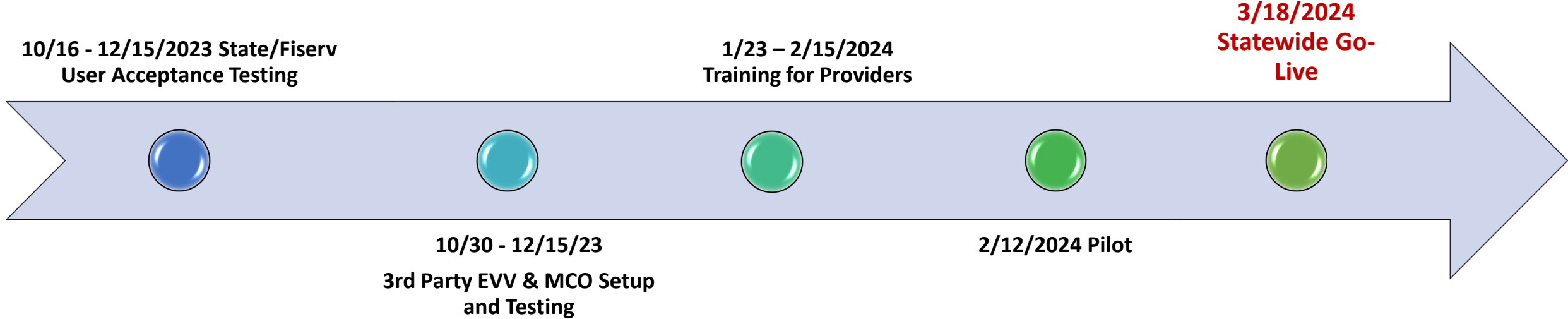
Our contracted vendor is

**fiserv.**

# Agenda

- **New** EVV Timeline
- NH EVV Guidance & Attestation
- Next Steps for Providers
- NH Authenticare Training
- Communication & Outreach
- Questions
- Additional EVV Info

# New EVV Timeline



# NH EVV Guidance & Attestation

- Providers that use currently have their own EVV Solution are required to complete the NH EVV Attestation form for data can be sent to NH Authenticare.
- 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



# Next Steps Providers

- Providers need to validate their contact information, phone, & email address is up to date in MMIS.
- Verify your Third-Party Vendor has made contact with Authenticare Support in order to obtain specifications
- Identify Roles - Provider HR/Billing EVV representatives
- Determine what staff will be attending training/sessions
- Start documenting worker data and device Information



# NH Authenticare Training

## Trainings

- 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
- Virtual trainings will occur
- Pilot Providers should ensure they are registered for one in person training
- Recorded trainings will be available on the Fiserv website.

## Session Breakdown

- Web Portal
  - Provider Administrators (including those using separate EVV solution)
  - MCO's
  - Human Resources Administrators
  - Third Party Billing Agencies
- Mobile/IVR
  - Train the trainer for Workers
- Reporting
  - Provider Administrators (including those using separate EVV solution)
  - MCO's
  - Third Party Billing Agencies



# 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
  - 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 provider, 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
  - Family Arranged Respite under the DD, ABD, and IHS waivers -Family log in as provider and AA would approved - Area agency would be entered as provider and the family would be added as workers

# 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)