



# Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

**fiserv.**

# Provider Agenda

- EVV Pilot
- EVV Update
- Questions/Additional EVV Info

# EVV Pilot

We would like to acknowledge to the providers that a claims edit inappropriately went into place this week causing 300 claims to inappropriately deny. **All claims are reprocessed for payment at this time, While this defect has been resolved, we are available if there are additional questions on this defect.** We are working on additional identified Pilot defects.



# EVV Update

EVV Implementation will continue to Roll Out, however claims submission will be put on hold until the end of April due to MCO Readiness and a critical defect identified in Pilot.

## Ongoing Project Activities:

- EVV Project Team will expand outreach
- Providers to register for EVV training
- Providers should start receiving their credentials to log in to AuthentiCare
- Set up users and workers

## Upcoming Weeks:

- Pilot will include 2-3 additional CFI providers with AuthentiCare
- All providers will continue to submit claims as you currently do (not EVV system) while completing training and onboarding for EVV readiness
  - 60 day denial notification will be delayed until further notice.

# 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)