



Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

fiserv.

Provider Agenda

- EVV Update
- Next Steps for Providers & Third Party EVV solutions
- Questions/Additional EVV Info

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 that will not be fixed until the end of May. We anticipate to go live at the beginning of June.

Upcoming Weeks:

- Pilot Providers that only provider CFI services can start using AuthentiCare
- All other providers will continue to submit claims as you currently do (not EVV system) while completing training and onboarding for EVV readiness

Next Steps

If you would like to be considered as part of Pilot and have completed training, sent your worker uploads, have received your credentials, added users, and set up worker devices (if using Authenticare as your EVV solution). Please send an email to the evv@dhhs.nh.gov and we will add you to the Pilot meetings.

- If your client is in Authenticare, but there is NO authorization you will need to “associate” your worker to the client to collect the visit data.
- If one of your clients is NOT in Authenticare you will have to track visit manually and bill directly to Payor (MMIS or MCO)



2/2/2024

Outreach & Meetings

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

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