



Electronic Visit Verification Implementation in New Hampshire

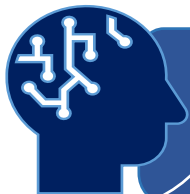
Our contracted vendor is

fiserv.

Agenda

- NH EVV Timeline
- Provider Communication Statistics
- NH EVV Guidance & Attestation
- Next Steps for Providers
- Communication & Outreach
- Questions
- Additional EVV Info

NH EVV Timeline



Ongoing
Provider Outreach

8/22/2023



9/11/2023-10/06/2023
User Acceptance Testing



10/06/2023
Third Party EVV Provider
Setup & Testing



10/10/2023- 11/1/2023
Training for Providers



11/27/2023-12/31/2023
Pilot with Limited
Providers



1/1/2024
Statewide Launch

Provider Communication Statistics

- Our reporting indicates that there are 119 providers who have submitted for EVV services since January 2023.
- Approximately 80 Providers have submitted Declarations.
- Providers who have not completed Declarations & Attestations or communicated with the EVV team NEED to complete the required paperwork or, after go live, they will not get paid for services requiring EVV.

NH EVV Guidance & Attestation

- NH EVV Guidance & Attestation form were sent to Providers and the Third-Party Vendors that they indicated on their Declarations.
 - 36 Providers indicated they were using a Third-Party EVV Solution
 - 23 Attestations have been received
 - 14 – Attestations have NOT been received
 - ✓ State has reached out to Providers and Third Parties who have not submitted their form.
 - ✓ It is pertinent that provider's get the attestations completed in order to obtain specifications.
- 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 or via the “AuthentiCare Data Aggregator Flyer” on the website to select their option for submitting data
 - SFTP
 - API
 - Web Upload

Next Steps Providers

Add Worker Information to AuthentiCare

- One-time load from a spreadsheet completed by the provider and delivered encrypted to AuthentiCare
 - AuthentiCare will provide the template and it will be added to the NH EVV website.
- Entered manually by each provider after go live and if an encryption method is not available for the one-time load.

Update Provider Information in MMIS

- Providers need to go into the MMIS Portal and make sure their contact information, phone, & email address is up to date.

Make note of new Place of Service

- Providers will need to make sure they use the appropriate place of service
- Live-In Caregiver will be a designated place service and will not be required to participate in EVV at this time
- DHHS will be implementing a place of service code of for all Live-in caregivers and it will be required on the claim.

Communication & Outreach

- Meetings
 - Provider Demonstration #2 scheduled for September 6, 2023
- Forms
 - Declarations Forms received
 - **Attestation Forms are due.**
- Trainings
 - Training Survey is complete
 - Total of **61** responses, 50% of providers responded
 - Feedback received is to hold 3 in-person training sessions
 - Remove Whitefield / Increase Manchester
 - Virtual trainings will occur
 - Providers will be required to register for trainings
 - Train-the-Trainer experience
 - Recorded trainings will be available on the Fiserv website.
 - Providers will have to register to view recordings
 - Schedule is still being updated. Trainings will start in October.



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