



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: NH Medicaid Enrolled EVV Providers
From: NH Division of Medicaid Services
Date: May 23, 2024
Subject: NH Electronic Visit Verification (EVV) is going live on June 1, 2024

Providers who provide any of the services listed on the NH DHHS EVV website* for Medicaid recipients in the home will be required to submit their visits through NH Medicaid's EVV solution, AuthentiCare.

If you currently use your own EVV solution, your visit data will need to be sent to NH AuthentiCare. With either solution, providers will need to confirm visits in AuthentiCare to submit a claim for payment.

Claims submitted to MMIS not using an EVV solution will receive an edit, informing providers that their claims were not submitted through an EVV solution, when they should have been. The claims will be paid during this soft edit phase. After 60 days, the edit will result in denials if the claim is not submitted via an EVV solution.

Prior to June 1, please make sure you are able to log in to NH AuthentiCare and verify your office staff and workers are enrolled and add users as necessary.

Where to go for questions and assistance:

*Please see the website for all **updated information**. [Electronic Visit Verification | New Hampshire Department of Health and Human Services \(nh.gov\)](#)

All **EVV related training and technical issues (including credentials)** should be routed to AuthentiCare.Support@fiserv.com (i.e. issues with AuthentiCare application, log in, not seeing visit data etc.).

Medicaid Provider Relations Call Center at 1-866-291-1674 or 603-223-4774, Monday – Friday from 8:00 AM to 5:00 PM. EVV Provider Forms and updates can be found on the NH EVV website: [Electronic Visit Verification | New Hampshire Department of Health and Human Services \(nh.gov\)](#).

If there are any questions on how one of the **NH Medicaid Managed Care Organizations** (MCOs) handle the above information, please reach out to your MCO provider representative directly.

EVV related policy questions should be sent to EVV@dhhs.nh.gov.

Upcoming Changes:

1. **Activity codes are going to be required (towards the end of June)**

- Three new codes to be added (42 - Skilled RN Assessment; 43 – Skilled RN Education; 69 – Other)
- Activity codes are currently required by NH Medicaid Policy to be on every EVV visit. There is a change being made in AuthentiCare to make Activity Codes mandatory when sending EVV visit data for payment.
- Aggregated claims can be received without the activity code, but a critical exception will generate in AuthentiCare, and the provider will have to manually enter the activity code to clear the exception and bill the claim.
- Third Party EVV Vendors may need to update their file layouts to include the Activity Codes. Vendors can do this by adding the field via the File Layout Designer (FLD).

2. **PT/OT/ST Group Providers - Rendering provider NPI field will be added to the worker profile (Timeline TBD)**

- Provider types 206, 207, 209, 210 will have to update their worker profiles in AuthentiCare to include the NPI numbers in NH AuthentiCare prior to confirming claims.
***These provider types will continue to submit claims through the normal processes (not EVV) until this has been added to NH AuthentiCare. You will not be penalized for submitting without EVV, until the 60 days after go live.**

3. **Additions of Time-of-Day Modifiers to G0156, T1019, S9123, S9124 (Timeline TBD)**

- Providers will be notified and the EVV Services sheet will be updated once this has been implemented.
- Third parties will have advanced notice of all codes.
- Provider will have to update their worker profiles in AuthentiCare to include the worker services list in NH AuthentiCare prior to creating schedules and claims.
***These provider types will continue to submit claims through the normal processes (not EVV) until this has been added to NH AuthentiCare. You will not be penalized for submitting without EVV, until the 60 days after go live.**

If there are any questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid EVV & Provider Relations Teams