



Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

fiserv.

Provider Agenda

- Go Live Updates & Timeline
- Schedule of Provider Communications
- Pilot Lessons Learned
- Next Steps
- Important – Interim Processes
- Trainings
- Questions/Additional EVV Info

Go Live Updates & Timeline

- On 3/15 there will be a Provider Touchpoint Meeting
 - Providers should receive credentials and be able to log in the AuthentiCare Web application
- 3/18-3/22:
 - Providers will set up their administrator users (see user roles & rights)
 - Once workers are loaded into AuthentiCare – providers using AuthentiCare as their EVV solution will need to add their workers device ID and passwords
 - Providers will associate their clients to their practice/agency.
 - If the client doesn't have a Prior Authorization, then providers will need to associate the Client to their practice.

Schedule of Provider Communications

- 3/6 - Provider Touchpoint
- 3/11 - Meeting to ensure all actions have been complete
- 3/15 - Meeting to address any outstanding questions / issues
- 3/18 - Provider administrator reviews credentials and signs into AuthentiCare
- 3/19 - Meeting with providers to review next steps

NOTE: Daily provider briefing calls will be scheduled after 3/19



Pilot Lessons Learned

If a provider has multiple Provider ID's, then AuthentiCare will need a separate email address per Provider Administrator.

Agency Name	Agency ID	Provider Type
XYZ Agency	3077928	060 Home Health
XYZ Agency	3076718	006 Hospice
XYZ Agency	3076431	059 HCBC Choice for Independence

If a worker provides care under both provider IDs, then they should be added to both csv files with their appropriate service IDs.

XYZ Provider Agency (3077928)		
Admin Full Name	Email Address	Parent Provider ID
Josh Maden	Josh.Maden1@abc.com	3077928

XYZ Provider Agency (3076718)		
Admin Full Name	Email Address	Parent Provider ID
Josh Maden	Josh.Maden2@abc.com	3076718

Next Steps

1. State will send out information to provider groups with detailed instructions the information that Fiserv needs to setup users.
 - Provider Response Deadline – 3/11/24
 - The state will continue to track communications to ensure all providers are captured.
2. Plan who the other agency users will be in your agency. The roles & rights sheet was sent out last meeting and will be sent out again.
2. After you receive word that your workers have been loaded, we recommend that you schedule time with your workers to:
 1. Download the AuthentiCare Mobile application on their device.
 2. Your worker will need to follow steps laid out in the **Mobile Application Instructions***
***The steps are best completed side by side with the worker, administrator, and device.**



Important – Interim Processes

Due to MCO Readiness Providers may need to continue to bill Medicaid Members with MCO plans to the MCOs directly (as you currently are).

Trainings

Providers need to attend training in order to obtain credentials and receive a NH AuthentiCare access

Training information can be found on the Xchange Site:

Providers need to create an Xchange account in order to:

- Register for Future Trainings
- Register for Office Hours (Live Q&A Sessions)
- Training FAQs
- View previously recorded trainings (under Curriculum):
 - Wednesday, March 6, 2024
 - Wednesday, March 13, 2024
 - Wednesday, March 20, 2024
 - Wednesday, March 27, 2024
- NOTE: Please note that it could take up to two business days xChange account approval

Office Hours: Live Q&A Sessions	
Tuesday February 27, 2024	9am-10am
Tuesday March 12, 2024	9am-10am
Tuesday March 26, 2024	9am-10am
Tuesday April 9, 2024	9am-10am



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