



# Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is



# Agenda

**Current EVV Timeline** 

**BDS Services Update** 

**EVV Updates** 

Worker Uploads Guide & Template

NH EVV Guidance & Attestation

Pilot Information

Continuing Steps for Providers

AutheniCare Training

AutheniCare In-Person Training

Questions/ Additional EVV Info



## **Current EVV Timeline**

## 1/23 – 2/15/2024 Training for Providers

- 1/23-1/25 In-Person
- 1/30-2/15 Virtual (Tues, Weds, Thurs)

2/19/2024 Pilot Go-Live

• Claims Entry









2/12/2024 Pilot Data Configuration

- Initial Imports
- Worker Uploads
- Client Association
- Scheduling Setup

3/18/2024 Statewide Go-Live



# **BDS Services Update**

## 10 BDS Services that will be delayed:

Service	Procedure Code	
IHS Respite	T2025 SE UC U4	
DD Respite	T1005 SE UA U1	
DD Med/ Behavioral Respite	T1005 SE UA U2	
Respite PDMS	T1005 SE UB U2 U9	
CDS Family Support Respite	T2025 SE UA U5	
ABD Respite	T1005 SE UB U1	
ABD Med/Behavioral Respite	T1005 SE UB U2	
ABD Respite PDMS	T1005 SE UB U2 U9	
ABD CDS-Family Support/Respite	T2025 SE UB U5	
In Home Residential Habilitation	T2025 SE UC U1	



## **EVV Updates**

#### Place of Service Codes to be added:

- 28 Live- In Caregivers
- 29 Community
- When services are rendered, the provider needs to ensure it was in the correct place of service. Please avoid using Place of Service 99

#### TT Modifier:

• Use when there is one worker and two recipients receiving services in the same time-period.



# Worker Upload Guide & Template

## Worker Template and Guide will be posted on EVV Website by 1/12:

- Included in the packet on the website:
  - 1. Worker Template CSV file
  - 2. Guide Document describing fields and entry
  - 3. Services List with ID field

\*The Worker Template cannot be modified and must be completed as is, including required fields.

Please hold onto Worker template until Fiserv is ready to upload for implementation.





## NH EVV Guidance & Attestation



- Providers who currently have their own EVV Solution are required to complete the NH EVV Attestation form.
- Once the Attestation has been completed and submitted to the state the Third-Party Vendor can reach out to Fiserv at <u>AuthentiCare.Support@fiserv.com</u> or via the "AuthentiCare Data Aggregator Flyer" on the website to select their option for submitting data
  - SFTP
  - API
  - Web Upload



## Pilot Information

## **Pilot Timeline**

- Pilot configuration setup will begin on February 12<sup>th</sup>.
- Claim entry is expected to begin on February 19<sup>th</sup>.

## **Pilot Providers**

- North Country Health Care Third Party Attestation Needed
- Community Partners Register for Training
- Granite State Independent Living Third Party?
- Easterseals
- Regency Home Healthcare
- Alliance



# **Continuing Steps for Providers**

- □ Validate your contact information, phone, & email address is up to date in MMIS.
- □ Verify your 3<sup>rd</sup> Party Vendor has contacted AuthentiCare Support to obtain specifications.
- □ Identify Roles Provider HR/Billing EVV representatives.



# AuthentiCare Training

- In-Person Trainings are scheduled for January 23 January 25, 2024 at the Holiday Inn in Concord NH
- Training Schedule and Outline of sessions are published to the NH EVV website.
- Providers will be required to create an account in Fiserv's Learning Management System,
   Xchange to select their preferred training dates and register.
- Virtual Instructor Lead training will be offered.
- Recorded trainings will be available in the Fiserv Learning Management System,
   Xchange.

#### **Important:**

Training progress is monitored, and if training is not completed, credentials will not be issues.



# AuthentiCare In-Person Training

January 23, 24, & 25

#### Web Portal

(9am-11:30pm)

- Provider Administrators including those using 3<sup>rd</sup> party EVV solutions
- MCOs
- Human Resource Administrators
- Third Party Billing Agencies

## Mobile/IVR

(12:30pm-1:30pm)

Provider Administrators

### Reporting

(1:45pm-2:15pm)

- Provider Administrators including those using 3rd party EVV solutions
- MCOs
- Third Party Billing Agencies

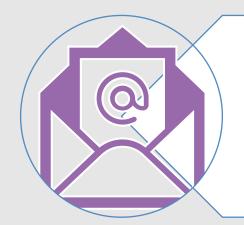


# Questions/ Additional EVV Info



Visit the website for up-todate information:

https://www.dhhs.nh.gov/programsservices/adult-aging-care/electronicvisit-verification



Email our Team: EVV@dhhs.nh.gov

