



Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

fiserv.

Welcome to NH EVV Provider Presentation

Introductions

- DHHS
- Fiserv

4/28/2023



Agenda

- What is EVV?
- CMS Requirement
- EVV Benefits
- What do providers need to know?
- NH's Open Model
- Third-Party Attestation
- NH EVV Timeline
- How does AuthentiCare® work?
- What's Next?
- FAQ
- Questions
- Additional EVV Info

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What is EVV?

Electronic Visit Verification (EVV) is an electronic scheduling, tracking, reporting and billing system for in-home care providers. This paperless, web-based system also provides real-time access to information.

Visits are EVV compliant when the following 6 data elements are met:

- Type of service performed
- Individual receiving the service
- Date of service
- Location of service delivery
- Individual providing the service
- Time service begins and ends

CMS Requirement

Centers for Medicare and Medicaid Services (CMS) mandated that all states implement Electronic Visit Verification (EVV) for agencies and/or caregivers providing in home personal care and home health care services. This federal requirement is the result of [the 21st Century Cures Act](#). EVV helps to prevent against fraud and ensures clients get the care they need.

Scheduling feature that provides real-time alerting

Recipients see lower re-admission rates and better health outcomes

Generates Claims automatically & transmits them to MMIS for processing

EVV Benefits

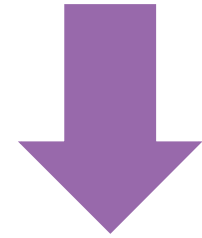
Provides dashboards & reports including electronic timesheets

The system captures the location of check in and check out only

Providers can verify claims prior to submission

What do providers need to know?

NH Chose this



Provider Choice

Providers select their EVV vendor-of-choice and self-fund its implementation.

MCO Choice

MCO select their EVV vendor-of-choice and self-fund its implementation.

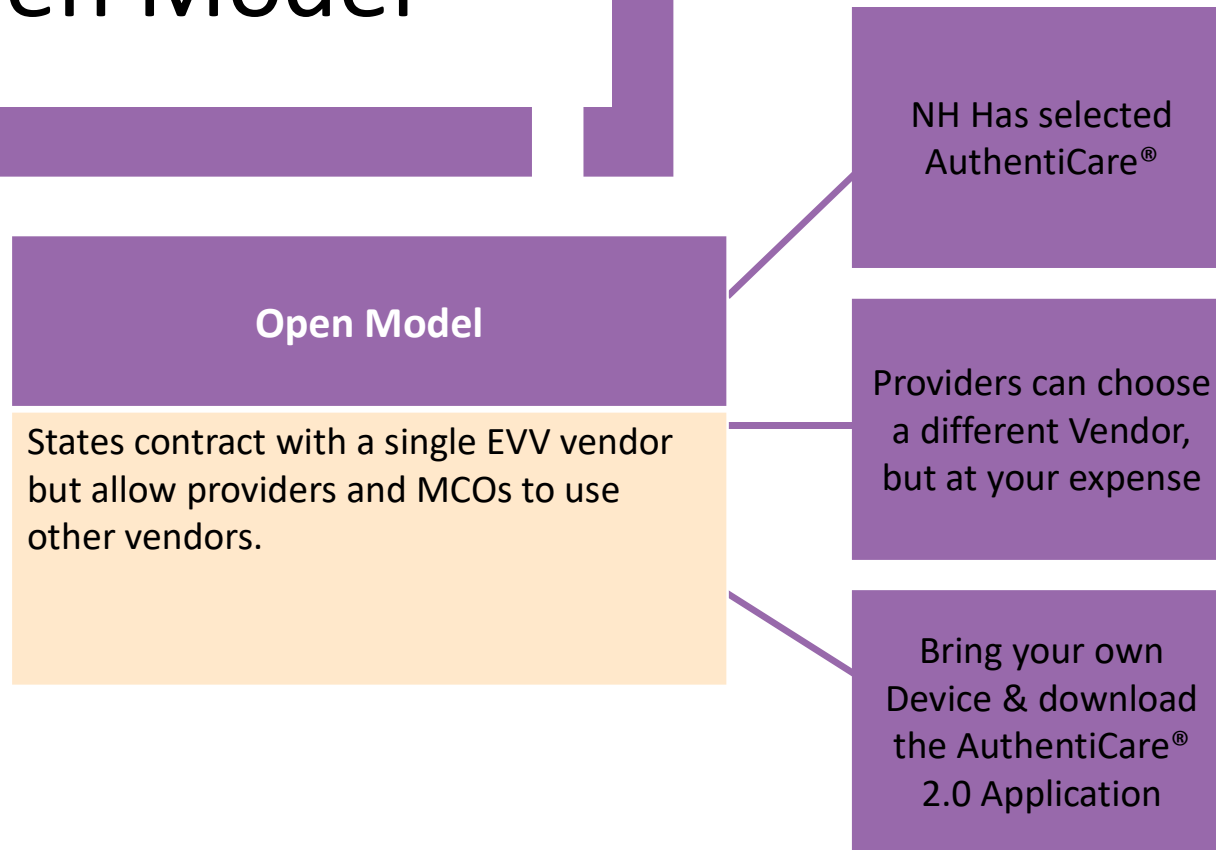
State Choice

States contract with EVV vendor(s) that all providers must use.

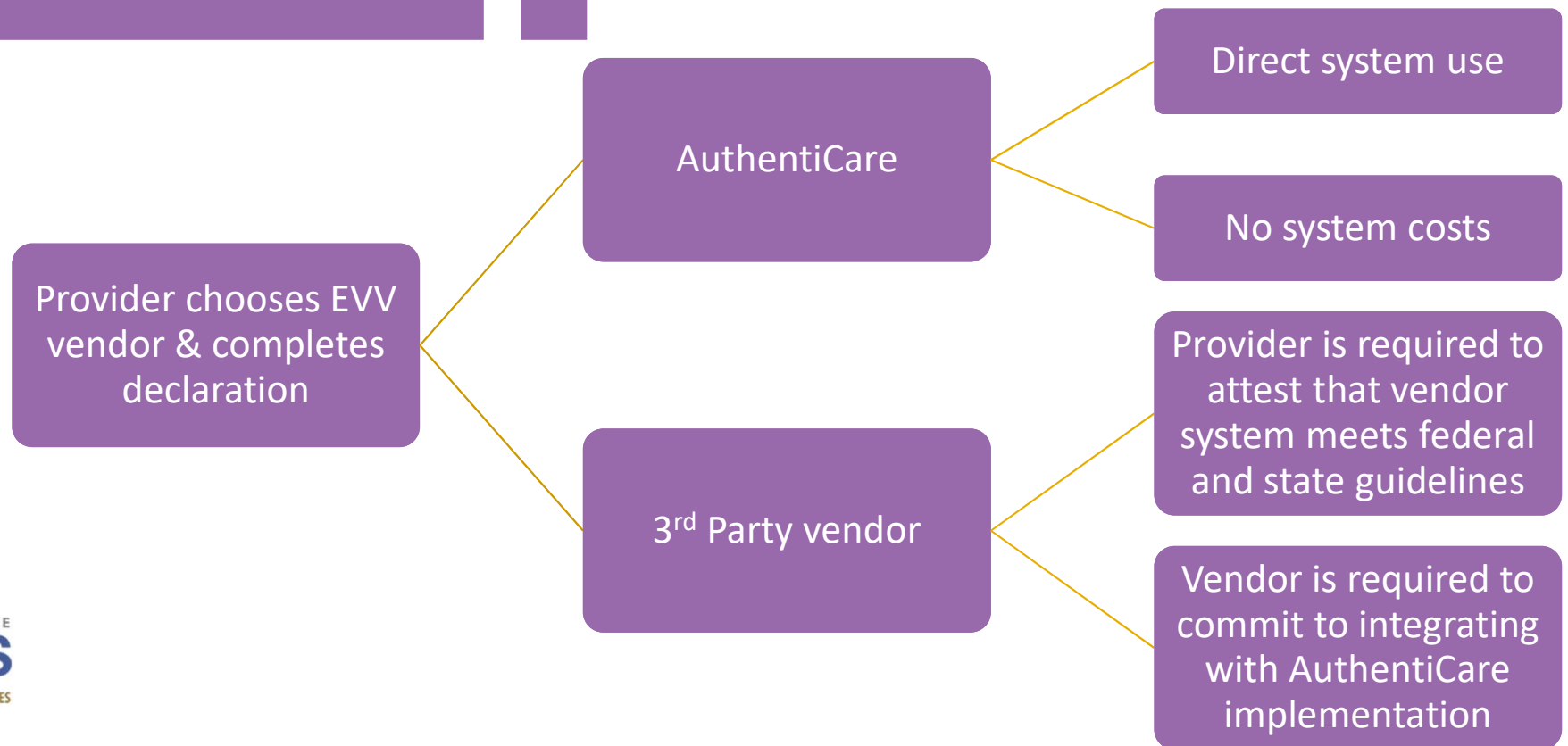
Open Model

States contract with a single EVV vendor but allow providers and MCOs to use other vendors.

NH's Open Model



Third-Party Attestation

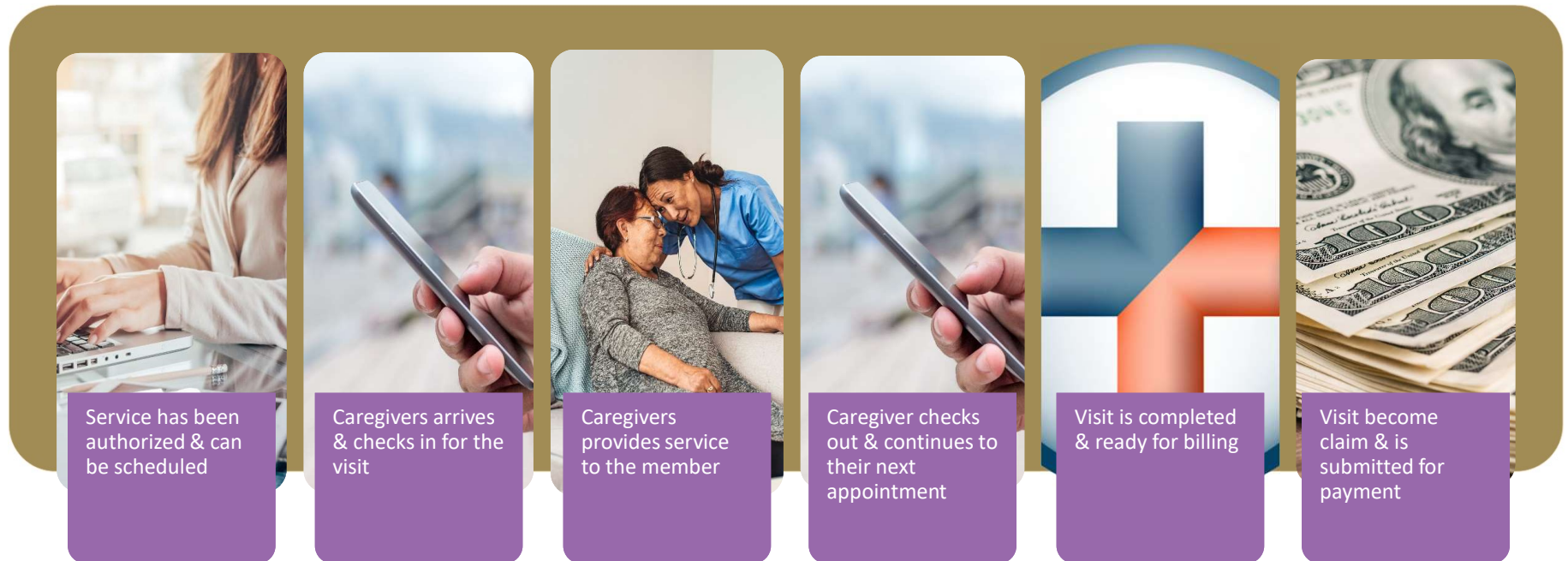


NH DHHS EVV Timeline



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How does AuthentiCare[®] work?



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Is there assistance for the extra things I need?

- The State will be publishing a RGA (Request for Grant Application), based on ARPA funds, that is expected to award providers limited funds associated with implementation of EVV.
 - Allowable expenses
 - One-time costs associated with infrastructure
 - Cost of Devices
 - Training Expenses
 - Not Allowable
 - No monthly fees
 - No software purchases
 - No reimbursement of past implementation costs



What's Next?

We will be scheduling monthly provider sessions; the schedule will be posted on the EVV website.

Tentative Agenda

- Product Overview & Demonstration Review
- Third Party EVV
- Pilot providers
- Q & A

Trainings for Providers will be scheduled in the future



FAQ

Q: Can I opt out?

- A: NH will not receive reimbursement if visits are not EVV compliant. This means all providers are required to be EVV enabled, and adoption rates are monitored to ensure funding remains. Providers who remain outside of EVV, claims requiring EVV will be denied.

Q: Can A Caregiver Clock-In / Clock-Out If They Begin Work-Related Services Away From The Client's Service Location?

- A: Yes, the intent of EVV is to meet the recipients where they are and with what they need.

Q: Is The System Tracking Me Everywhere I Go?

- A: No, the mobile application does not track your location. It captures the caregiver's location at check-in & check-out.

Q: What If There Is No Cell or Internet Available At The Service Location?

- A: The mobile application will store visit data in the local application at the time of check-in and check-out when the worker is no connectivity. When the caregiver returns to an area with connectivity, they will open the mobile application and then the visit information will automatically send to the AuthentiCare web portal.

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

