



Electronic Visit Verification Implementation in New Hampshire

Our contracted vendor is

fiserv.

Agenda



- NH DHHS EVV Timeline
- Claim Flow Diagrams
 - AuthentiCare Exclusively
 - Third-Party Application
- Provider Communication & Outreach
- Recent Questions & Answers
- Open Questions
- Additional EVV Info

NH DHHS EVV Timeline



8/25/2023-Ongoing
State Staff and Provider
Training



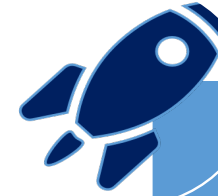
9/11/2023-10/23/2023
User Acceptance Testing



10/31/2023
Third Party EVV Provider
Set-Up & Testing



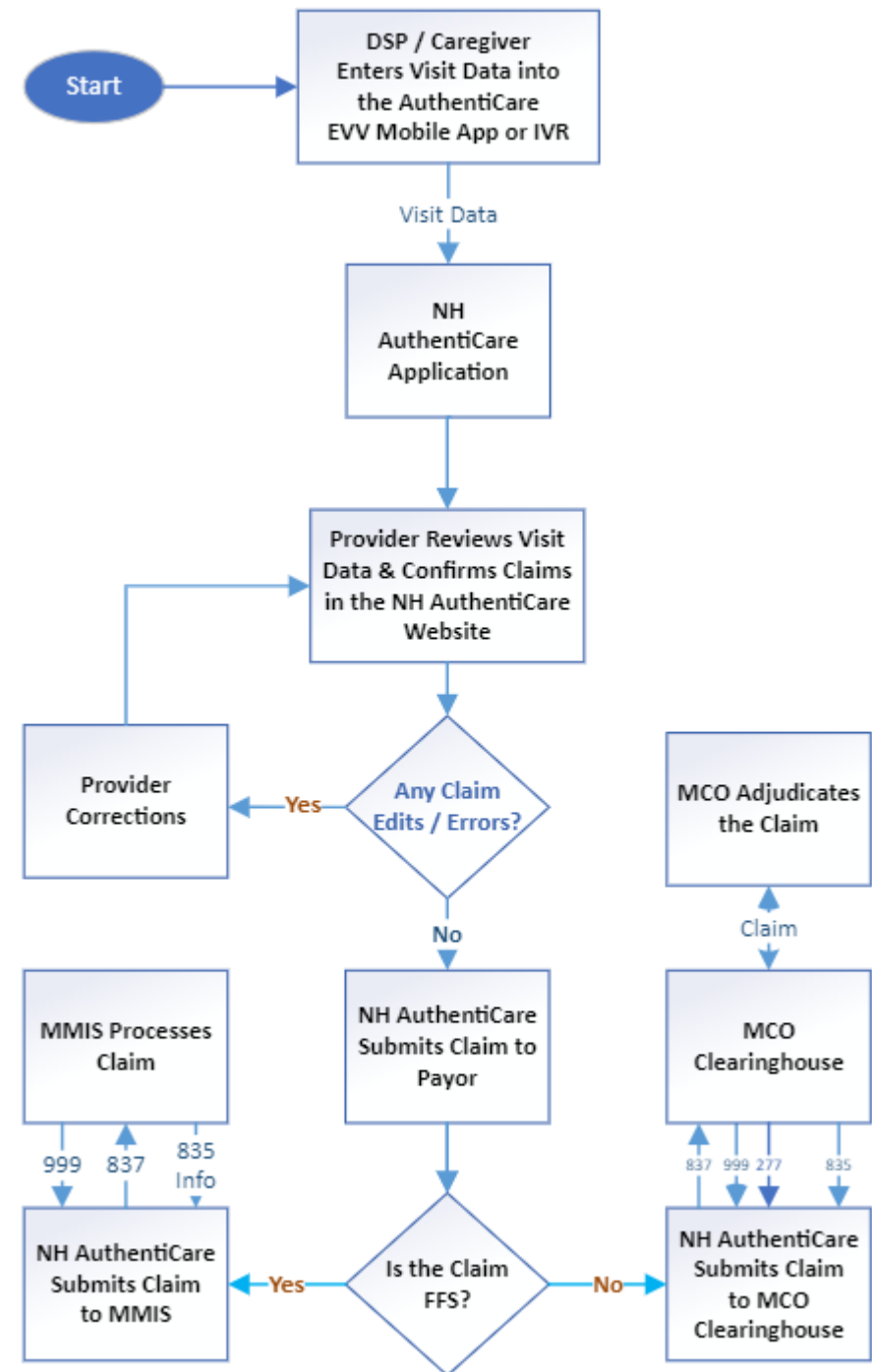
11/27/2023-12/31/2023
Pilot with Limited
Providers



1/1/2024
State Wide Launch

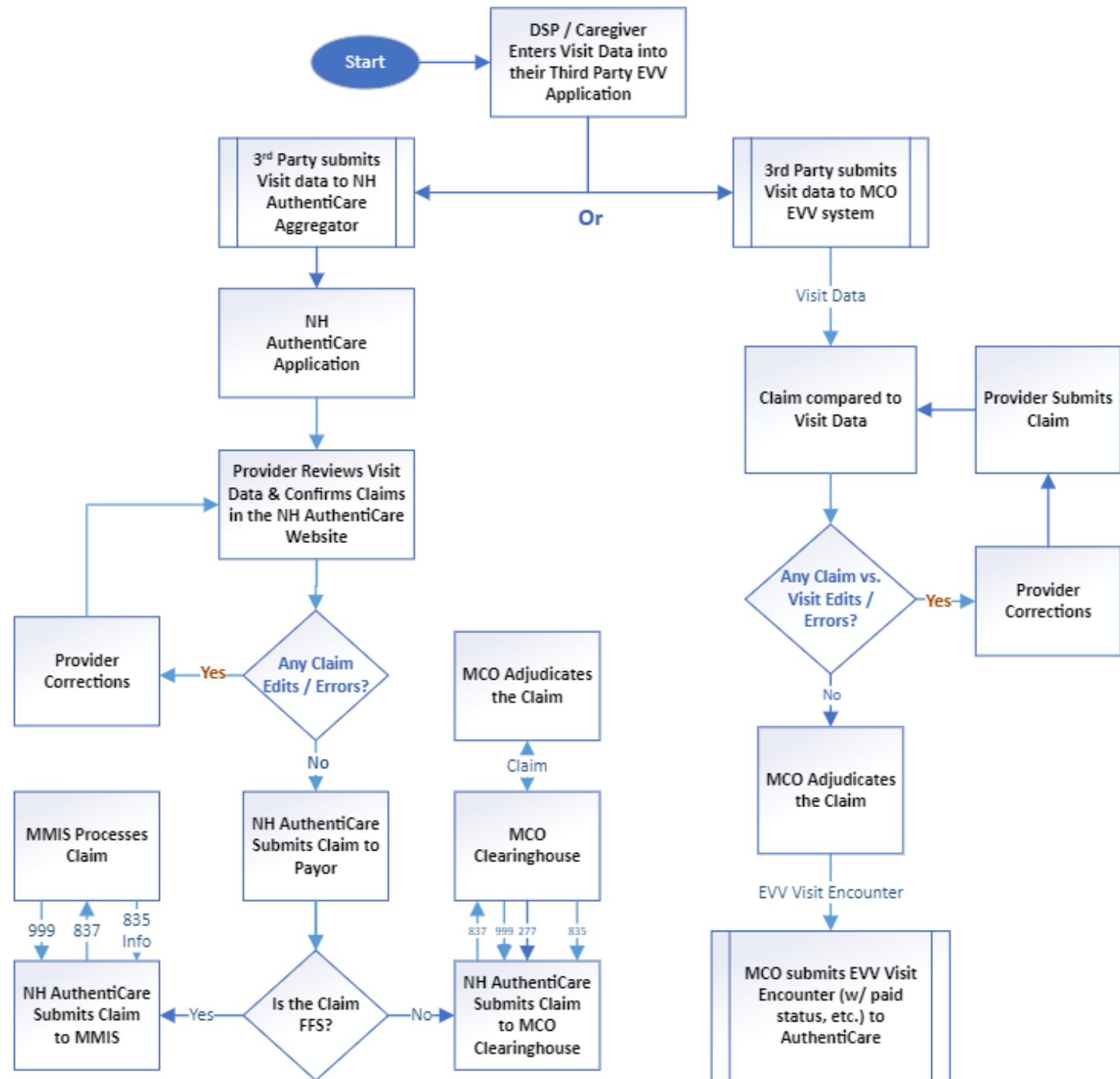
Claim Flow Diagram 1

AuthentiCare Exclusively



Claim Flow Diagram 2

Alternate/Third-Party Application



Communication & Outreach

- Forms
 - Declarations Forms – Due Today
 - Attestation Forms – Currently under MCO review
- Third-party meeting will be scheduled to review interface specifications
- Provider Demonstration of AuthentiCare to be scheduled in June.
- Next provider meeting will be scheduled for Thursday, July 6, 2023.
- Trainings
 - Feedback received is to hold 2 in-person training sessions
 - Recorded trainings will be available
 - Virtual trainings will occur



Recent Questions & Answers

We are a consumer directed agency and we do not have scheduled visits. Will this be an issue with using AuthentiCare, not having a schedule?

Answer: *No, using the scheduling tool is not required.*

Does AuthentiCare capture clock-in/clock-outs without a schedule?

Answer: *Yes, it does capture clock in/out without using the scheduler*

If we opt in to use AuthentiCare as our EVV system and it's not a good fit, are we able to go back to our current EVV provider?

Answer: Yes, however your EVV provider would need to complete the EVV compliance attestation form and setup the interface to send the visit data to the AuthentiCare aggregator, prior to switching from AuthentiCare to avoid a delay in payment.

When will providers have another chance to get demo of Authenticare?

Answer: Fiserv is working on putting a demo together for providers.

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