

# NH EVV Provider Meeting on June 1, 2023

## Questions & Answers

- **Contact email for DHHS's EVV project:** [evv@dhhs.nh.gov](mailto:evv@dhhs.nh.gov)
- **Website:** <https://www.dhhs.nh.gov/programs-services/adult-aging-care/electronic-visit-verification>
- **Declaration Link\*:** <https://www.dhhs.nh.gov/documents/nh-evv-system-declaration-form>  
\*Due 6/1/2023
- **EVV Required Services List:**  
<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents/2021-11/evv-services-list.pdf>

Is there a deadline for the MCOs to select their preferred EVV aggregator?

**Answer** – EVV Declarations were due June 1, 2023; that has been extended to June 16, 2023. There is no deadline to select your vendor, however, the vendor would need to complete NH EVV Attestation form and have interfaces established and tested for go live on 1/1/2024.

Who has AmeriHealth chosen as an EVV vendor?

**Answer** – AmeriHealth is considering HHAX, but they are still in the review process.

Would this count towards respite? What is the turnaround time for reimbursement?

**Answer** – If the services is on the list, then yes. There will be a nightly interface for claims submissions, however the payments will remain weekly.

Can you please clarify whether claims are required to be submitted through AuthentiCare? Is it required for some payers but not all?

**Answer** - All visit data will need to go through AuthentiCare aggregator for reporting. All claims will need go through the AuthentiCare application or potentially the AmeriHealth Caritas New Hampshire (ACNH) EVV solution for adjudication.

Please restate which diagram is for NH healthy families.

**Answer** – Diagram 1 is direct to AuthentiCare, and the left side of Diagram 2 is if using an alternate EVV Solution.

Would this mean agency EMR would need different interfaces if the managed care plans use different EMR aggregators?

**Answer** – Up to the provider if they want to submit visit data to both AuthentiCare and HHAX. It's acceptable to only submit visit data to AuthentiCare where claims will be submitted to all 3 MCO's.

I understand this applies to Home Care Aides, Personal Care Attendants and Skilled Nursing and Personal Care Services CFI, has this been extended to Residential and CPS DSP's serving people through the DD waiver by 1/24?

**Answer** – Please review service list, does apply to Developmental services, but not if the member is in a facility, only if in a personal home.

Will CFI be billed through MMIS?

**Answer** – Refer to EVV services list for services that will require EVV. Those services will need to be processed via AuthentiCare. All CFI services are paid by the MMIS.

It's unclear regarding how visit data is submitted. Is it required or optional to bill claims from the AuthentiCare system? Can providers continue to bill as they have previously?

**Answer** – All claims will need to be submitted through AuthentiCare, except those paid by ACNH (AmeriHealth Caritas New Hampshire). Providers may have the option to submit ACNH directly if they choose.

Who would connect the family with the EVV AuthentiCare application once approved for a service? Especially if this is for respite services?

**Answer** – The worker will be setup in the system. Will be discussed in more detail in the Developmental Services meeting in August 2023.

Has the EVV service list changed since our last meeting on 4/27?

**Answer** – Yes, providers should be reviewing the service list for changes on a monthly and on-going basis.

I don't see that EVV applies to DD services related to Community Support Services which are uncertified residential services for people who need minimal supports and who live in their home or apartment. Should EVV apply in this situation?

**Answer** – We will review this question as part of BDS meeting in August 2023.

I heard that there will be grant monies available to purchase the interfaces needed. These interfaces with our EMR are very expensive and if two are needed this is a huge financial investment.

**Answer** – ARPA grant application will be going out later this month and will include the single time costs such as interface setup.

When will the 3rd party meeting be held? / Do you have an estimate on when the specifications will be available?

**Answer** – Working with Fiserv as to when the specs are available. We are planning a Third-party/Alternative EVV vendor meeting for the end of June 2023.

What if family members providing does not have a smart phone?

**Answer** – There is an IVR (Interactive Voice Response) service option as well.

When will we be hearing back from you all regarding our decision to go with the state EVV solution?

**Answer** – Provider Demonstration is being scheduled for end of June. Next steps will be reviewed in a future provider meeting.

Services like CFI are paid based on a single unit per day. The provider is technically working 24 hours. Will they punch in whenever they are directly providing services, which may be dozens of times each day? And how will that be handled when the EVV data goes to MMIS.

**Answer** – Live-in caregivers are currently not required for EVV.

If a family selects a respite provider and pays the respite provider and then our agency reimburses the family, does that fall under EVV requirements? The person providing the respite is not an employee of anyone.

**Answer** – If Medicaid is paying the bill at all, then EVV is required. The respite provider will still need to check-in and check-out.

We have received the Form, but are still waiting to receive the Medicaid Provider Number, should we still submit the Declaration Form today?

**Answer** – Yes, please do submit the declaration form, even without the Medicaid ID.

Follow up to the respite question - how do we require it if a respite provider is not our employee?

**Answer** – We plan to address this in the BDS session in August.

Will the BDS group meeting in August be outside of this regular meeting time?

**Answer** – This is still being discussed.

Will there be a sandbox site for us to train our staff and families before go-live?

**Answer** – There will be train the trainer style training. Fiserv to confirm if there will be a provider training environment.

Can AmeriHealth EVV be submitted thru the AuthentiCare?

**Answer** – Yes.

When you say providers are you including RN's, PT's OT's etc.?

**Answer** – Yes. Please refer to the EVV Services list for specifics.

If we wanted to set up a demo for our agency prior to or besides the one that is being scheduled, is there a contact at Fiserv/AuthentiCare that we can get in touch with?

**Answer** – A provider demo will be scheduled for the end of June.

Thank you for your time. Please reach out if you have any further questions or need additional clarification.

The next provider meeting will be scheduled for July 6.