



STATE OF DELAWARE

DELAWARE HEALTH AND SOCIAL SERVICES  
DIVISION OF MEDICAID & MEDICAL ASSISTANCE

POLICY, PLANNING & QUALITY  
MEMORANDUM

REPLY TO  
ATTN. OF: Administrative Notice DMMA A-08-2021

TO: All DMMA and DSS Staff

DATE: March 11, 2021

SUBJECT: Electronic Visit Verification (EVV) Eligibility Data

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**BACKGROUND**

Electronic Visit Verification (EVV) is mandated by Section 12006 of the 21st Century Cures Act. It requires States to use an EVV system for personal care services (PCS) and home health care services (HHCS) that require an in-home visit. Delaware Medicaid is meeting the requirements of the 21st Century Cures act through an EVV Open Model. Delaware has partnered with Fiserv to develop, implement, and operate AuthentiCare, the state EVV solution. Go-live is scheduled for 07/01/2021.

**DISCUSSION**

It has come to our attention that the phone number used when a client has EVV services must match the phone number in our system hence the importance for our system to be up to date.


**ACTION REQUIRED**

We are asking staff to please make sure all eligibility information such as address, phone number and email address are current for all clients.

**DIRECT INQUIRIES TO**

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(302) 255-9574

March 11, 2021  
DATE

  
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Kimberly Xavier, Chief  
Planning & Policy  
Division of Medicaid & Medical Assistance