



DELAWARE HEALTH AND SOCIAL SERVICES

Third Party Electronic Visit Verification (EVV) System Checklist

This checklist is intended to serve as a tool for providers who are using Third Party EVV systems to track the steps necessary to send required data to the AuthentiCare Aggregator.

	Item	Responsibility	Complete?	Date Completed
1	Complete the DMMA EVV Provider Survey	Provider Agency	<input type="checkbox"/>	
2	Send the AuthentiCare Aggregator Tool Kit	Fiserv	<input type="checkbox"/>	
3	Complete DMMA Third Party Attestation Form	Provider Agency	<input type="checkbox"/>	
4	Reach out to your Third Party EVV System Vendor to validate/confirm that the system will be able to aggregate to the ACR EVV AuthentiCare aggregation solution	Provider Agency and/or Third Party EVV Solution Vendor	<input type="checkbox"/>	
5	Choose Upload Mechanism: <ul style="list-style-type: none"> • SFTP • Web Portal • Web Services Data Transfer/API 	Provider Agency	<input type="checkbox"/>	
6	If SFTP Chosen, Complete the Multi File Transfer (MFT) Questionnaire and Submit to Fiserv	Provider Agency	<input type="checkbox"/>	
7	Sign up for EVV Aggregator Training provided by Fiserv via Training Registration on the DMMA EVV Web page	Provider Agency	<input type="checkbox"/>	
8	Complete EVV Aggregator Training	Provider Agency and/or Third Party EVV Solution Vendor	<input type="checkbox"/>	
9	Testing environment user ID and password are created and emailed to provider agency post training for testing environment access	Fiserv	<input type="checkbox"/>	
10	Attend Third Party EVV Vendor Forum	Provider Agency	<input type="checkbox"/>	
11	As part of training, Fiserv will send provider agency the technical preparation checklist to set up the integration testing environment with Fiserv	Fiserv	<input type="checkbox"/>	



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12	Work with Fiserv to identify, MCDID that provider will use for billing services subject to EVV	Provider Agency and Fiserv	<input type="checkbox"/>	
13	All providers must submit the technical preparation document provided during the training and data upload method via email to AuthenticareDESsupport@fiserv.com within two weeks of training completion	Provider Agency	<input type="checkbox"/>	
14	<p>Fiserv will review checklist and either:</p> <ul style="list-style-type: none"> • Send back to agency to complete outstanding items <p>OR</p> <ul style="list-style-type: none"> • Validate as “complete” <p>Fiserv technical contact will engage Third Party EVV System Vendors or providers as necessary in order to exchange credentials and complete setup and validate completion of connectivity for testing environment</p>	Fiserv	<input type="checkbox"/>	
15	If necessary, complete any outstanding checklist items and email back AuthenticareDESsupport@fiserv.com to re-test in the testing environment until everything is successful	Provider Agency	<input type="checkbox"/>	
16	<p>Upon completion of testing, training, submission and approval of Third Party EVV System Attestation Form provider agency will be granted production credentials</p> <p>If provider agency has connectivity issue in production environment, contact Fiserv at AuthenticareDESsupport@fiserv.com</p>	Fiserv	<input type="checkbox"/>	
17	Confirm the date of data exchange with provider agency	Fiserv	<input type="checkbox"/>	
18	Confirm the date of data exchange with Fiserv	Provider Agency	<input type="checkbox"/>	



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	Item	Responsibility	Complete?	Date Completed
19	Confirm the data on production, if any data is absent or incorrect, work with Fiserv to troubleshoot issues Once successful data transmission is confirmed, email Fiserv at AuthenticareDESsupport@fiserv.com to confirm successful transmission of data	Provider Agency	<input type="checkbox"/>	
20	Fiserv to validate successful completion of the data exchange and integration of data	Fiserv	<input type="checkbox"/>	
21	Complete Third Party Vendor Change Form at least 45 days in advance if making a change in EVV vendor	Provider Agency	<input type="checkbox"/>	