



# EVV Provider Forum

February 4, 2021

Delaware Division of Medicaid and Medical Services

# Today's Agenda

Welcome

Pre Go-Live Activities

Training Update

3<sup>rd</sup> Party System Processes

Q&A

# Pre Go-Live Activities

- Training including refresher training
- Testing of visit files sent to aggregator
- User IDs Distribution
- Workers loaded into AuthentiCare

# Training Updates

- Upcoming Training Will Include:
  - Pre-recorded webinars
  - Virtual-Instructor Led
- An updated schedule with course descriptions will be posted on DMMA website and sent to EVV list serve in the next few days.
- Live trainings will resume in late April.

# AuthentiCare Overview

## Course Overview-Pre-Recorded Webinar

- Electronic Visit Verification (EVV) is an electronic-based system that collects information through a secure website, a mobile application (“app”) or a telephone. Federal law, requires all states to implement EVV for Medicaid-funded personal care and home health care services.
- States can select and implement their own EVV design. DMMA has partnered with Fiserv in the implementation of an Electronic Visit Verification (EVV) system. In this informational session, you will learn more about the AuthentiCare EVV Solution. Topics Include:
  - 21st Century Cures Act
  - EVV System Features
  - Devices
  - Introduction to AuthentiCare
  - AuthentiCare Functionality
  - AuthentiCare Workflow Overview
  - Getting Started
  - Managing Information
  - Authorizations
  - Claims
  - Reports
  - Training Information

## Who should attend?

- Providers, MCOs and FMSAs planning to use the AuthentiCare EVV solution.

# Aggregator Workshop

## Course Overview-Pre-Recorded Webinar

- The AuthentiCare Data Aggregator is the interface engine that collects visit data from third-party EVV systems and feeds that information into AuthentiCare®. The AuthentiCare Data Aggregator workshop provides an open specification for all third-party EVV systems to integrate with the Aggregator and ensure the claim adjudication process is seamless.
- Participants will learn how to use the tools and templates needed to support the data gathering, file creation, and upload or file transfer process using the file layout designer. They will also learn how to navigate technical documentation available to use the aggregator and understand how the AuthentiCare EVV Data Aggregator normalizes data across all EVV vendors.

## Who should attend?

- Providers and/or their 3<sup>rd</sup> Party Vendors who are using their own EVV systems should attend the Aggregator workshop to understand the requirements of the data exchange requirements and the toolkit available to assist them with this process. Since the main focus of this session is what the Aggregator is, these Providers will also need to attend the Aggregator-Only Provider training in order to ensure that they understand how to use the Aggregator.

# FMSA Training

## **Course Overview-Virtual Instructor Led**

- FMSA training will include information on the AuthentiCare web portal, integration with the MMIS, as well as the mobile application. Participants will learn how to:
  - Log into AuthentiCare and get started
  - Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
  - Perform visit maintenance, make corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services and add workers.
  - Generate and schedule reports

## **Who should attend:**

- FMSA staff who will be using the AuthentiCare solution or supporting workers who do.

# MCO Training

## **Course Overview-Virtual Instructor Led**

- Fiserv will train MCO's on how to log in, usage, searching and reporting elements of AuthentiCare. Participants will learn how to:
  - Log into AuthentiCare and get started
  - Search and find all necessary program Provider Agencies, member, authorization, visit and claim data
  - Perform visit maintenance, make corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services and add workers
  - Generate and schedule reports

## **Who should attend:**

- MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports.

# Provider Training

## **Course Overview-Virtual Instructor Led**

- Training for Provider agencies, addresses the administrative hub for AuthentiCare. This includes claims, scheduling, visit maintenance, onboarding workers and system monitoring. Training topics include:
  - Logging into AuthentiCare and getting started
  - Searching and finding all necessary provider, client, authorization, and claim data
  - Adding Workers
  - Creating schedules (optional)
  - Creating claims on the web and performing claim maintenance
  - Generating and scheduling reports
  - Performing visit maintenance, process for making corrections to clock-in and clock-out information in the EVV system to accurately reflect the delivery of services

## **Who should attend:**

- Fiserv will train Provider Agency EVV Admin staff (up to 3 people per agency), on how to utilize the AuthentiCare web portal for Reports, Claims and other applicable processes.

# Training for Trainers

## Course Overview-Virtual Instructor Led

- Fiserv provides Instructor led virtual training on how Agencies should train both the Workers in their Agencies on the AuthentiCare Mobile Application and Interactive Voice Response (IVR) solution for visit confirmation and any associated Agency staff utilizing AuthentiCare System from a user or admin perspective for claims, visits, reports, scheduling.
- Curriculum:
  - Understanding Claims process in AuthentiCare
  - Visit maintenance
  - Onboarding workers and system monitoring
  - Training Workers on Mobile Application and IVR

## Who should attend:

- Providers that have selected AuthentiCare as their EVV solution, trainers and individuals identified as responsible for training others within their agency including workers staff should attend. This training is *optional* for providers that are using their own EVV solution.
- Fiserv will supply instructions, guidelines, handouts, and hold workshops on how Provider Agencies should train workers in the AuthentiCare EVV solution.

# Aggregator-Only Provider Training

- **Course Overview-Virtual Instructor Led**

- Training for Providers that will only be using the Aggregator. Topics will include:
  - Steps to view claims
  - Steps to edit/modify and clear exceptions

- **Who should attend:**

- Providers who are using an EVV system other than AuthentiCare.

# 3<sup>rd</sup> Party System Processes

- Changes/Corrections

## Q&A / Wrap-up

