



EVV Steering Committee & Provider Forum

December 23, 2020

Delaware Division of Medicaid and Medical Services

Today's Agenda

Welcome and Introductions

Training

Devices

Attestation Form

Aggregator Tool Kit

Worker Spreadsheet and Crosswalk

Testing and Production Credentials

Q&A

Devices

- Providers who recently changed survey responses from using a 3rd party system to AuthentiCare may receive state-issued devices however delivery of these device prior to go-live is not guaranteed.
- Devices have been shipped to providers who have previously indicated a need.
- If devices are not available providers will need to use the IVR to record visits, pending the receipt of state-issued devices.

3rd Party EVV System Attestation Form

- Providers using a 3rd party EVV system must complete the 3rd Party EVV System Attestation form and send to DMMA as soon as possible.
- DMMA has also developed a checklist for providers who are using a 3rd party EVV system that will help providers determine what steps they need to take in order to send their visit data to the aggregator.

Aggregator Tool Kit

- If you are a provider using a 3rd party EVV system you must have the Aggregator tool kit.
- If you have not received the Aggregator tool kit please request one now at: AuthenticareDESsupport@firstdata.com.

Worker Spreadsheet

- All providers must have their direct service workers uploaded into AuthentiCare.
- Providers have two options to accomplish this:
 - Manually enter information directly into AuthentiCare (this may a good option for providers with relatively few direct service workers)
 - Complete the EVV Worker Spreadsheet for all direct service workers and send to AuthentiCare @ AuthenticareDESUPPORT@firstdata.com
 - Fiserv will then upload the information on the providers behalf
 - The EVV Worker Spreadsheet can be found at <https://dhss.delaware.gov/dhss/dmma/files/acrdeevvworkerfile.xlsx>

Upcoming Training Dates

Date	Time	Topic
12/28	9:00 am-12:00 pm	Train-the-Trainer
12/29	9:00-11:30 am	FMSA Training
12/29	1:00-3:00 pm	Provider Training
1/5	9:00-12:00 am	Train-the-Trainer
1/6	9:00-11:00 am	Provider Training

- Providers using AuthentiCare as their EVV solution need both provider training and Train-the-Trainer.
- Providers using a 3rd party system need Aggregator Training.
- Please be sure to register for training.

EVV Services Crosswalk

- Providers who are not using AuthentiCare as their EVV Solution need to use the Service Identifier Number rather than the Procedure Code when entering visits.
- A crosswalk of Procedure Codes to Service Identifier Numbers can be found at:
<https://dhss.delaware.gov/dhss/dmma/files/acrdeevvservicescrosswalk.xlsx>

Testing and Production Credentials

- All providers who are using AuthentiCare as their EVV solution will receive their production credentials prior to go-live.
 - As part of that process, providers will be given the MCDID# that should be used in the system.
- Providers using a 3rd Party EVV Solution will receive their production credentials after 1/1/21.
 - Providers using 3rd Party Systems who are interested in testing their uploads of visit data may do so and may request testing credentials by contacting Fiserv at: AuthenticareDESsupport@firstdata.com.

Known Production Issues

- These effect only providers who are using AuthentiCare as their EVV solution
 - Activity codes captured via mobile or IVR do not show on visit record. The data is stored, but not displaying properly.
 - Notes captured when editing a visit are not always displaying correctly. The data is stored, but not displaying properly.
 - IVR claims that span midnight are supposed to create 2 visits that are connected, one for each date of service. This is not working correctly but visits are not effected.
 - Representative alert emails are not being received on check in and check out.

Q&A / Wrap-up

