EVV Provider Forum

January 7, 2021

Delaware Division of Medicaid and Medical Services

Today's Agenda

Welcome and Introductions

Go-Live

Training

Worker Spreadsheet and Crosswalk

Testing and Production Credentials

Q&A

Go Live

- 1/1/21 Go Live Date Postponed
- DMMA will make an announcement of new date as soon as possible
- Work must continue to insure smooth implementation

Provider To Do's

- Attend Training
- Worker Spreadsheet
- 3rd Party Attestation Form (Providers using 3rd party systems)
- Testing of Visit File Upload (Providers using 3rd party systems)

AuthentiCare Training Descriptions

Course	Who Should Attend
Aggregator Workshop	Providers who are using their own 3rd party EVV system should attend the Aggregator workshop
FMSA Training	FMSA staff who will be using the AuthentiCare solution or supporting workers and/or providers who do
MCO Training	MCO staff who will be using the AuthentiCare solution to review authorizations, visit and claims data and reports
Provider Training	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	For providers using AuthentiCare as their EVV solution. Trainers and individuals identified as responsible for training others within their agency or worker staff. Training focuses on using the AuthentiCare mobile application and IVR.
Aggregator- Only AuthentiCare Provider Training	Providers with an existing system using AuthentiCare Aggregator Only. Training focuses on activities providers may need to perform within AuthentiCare.

Upcoming Training Dates

Date	Time	Topic
1/14	1:00-4:00 pm	FMSA Training
1/19	10:00 am -12:00 pm	Provider Training for Aggregator Users
1/19	1:00-4:00 pm	Train the Trainer
1/20	1:00-3:00 pm	Provider Training for Aggregator Users

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 @AuthentiCareAggregatorSupport@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

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 close to go live.

- 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: AuthentiCareAggregatorSupport@firstdata.com

Q&A / Wrap-up