EVV Provider Forum

May 13, 2021

Delaware Division of Medicaid and Medical Services

Today's Agenda

Welcome and Introductions

Training Update

UAT Update

Aggregator Tool Kit/3rd Party Vendor Visit File Testing

Requesting Credentials and Uploading Workers

Questions and Answers

Training Update

- Upcoming trainings include:
  - Pre-recorded webinars
  - Virtual-Instructor Led
    - Attendance at relevant virtual-instructor led trainings *is required* in order to receive production credentials [viewing a pre-recorded webinar does not meet the training requirement]
- An updated schedule with course descriptions is posted on the DMMA EVV website.
- Virtual-Instructor Led trainings have resumed.
  - Register Now!

UAT Update

- UAT has begun
- State, MCO and provider testers are working their way through specific test cases.

Aggregator Tool Kit

Providers and their 3rd Party Vendors have been sent the Aggregator Tool Kit:

- AuthentiCare Aggregator Getting Started
- AuthentiCare FLD Guide
- AuthentiCare Web Services Guide
- AuthentiCare SFTP Guide
- AuthentiCare Aggregator Manual Upload

Requesting Credentials

- Identify the method you will be using to upload your visit files.
- Provide planned upload method, along with user credential request to:
  - Mary McMichael: mary.mcmichael@Fiserv.com
  - Lee Russykevizc: Lee.Russykevizc@Fiserv.com
  - Brij Parmar: brijeshkumar.parmar@fiserv.com

- Include the following information for each user credential requested:
  - User's name
  - User's email
  - Expected role/functionality (will they be doing things other than visit upload).

Third Party Vendor Visit File Testing

- Once credentials are created:
  - Utilize FLD Guide, go to AuthentiCare website (Home Page > Administration > File Layout Designer)
- Create your File Layout for Encounters (Visits)
- Validate that you have included all required fields
- When you are ready to test your file upload, go back to the Administration tab on the AuthentiCare website and select 'File Upload' if you are going to do a manual upload
- Or, if you are going to do a SFTP or API submission, please work with Lee, Brij or Mary and we will connect you with the Aggregator test support

Uploading Workers

- All providers will need to upload workers in AuthentiCare for reporting purposes
- Request credentials for intended AuthentiCare users
- Request worker import file template and instructions
- Create worker import file per instructions, template and sample
- Ensure file naming convention is followed
- Sign in to AuthentiCare website, go to Administration > File Upload
  - Select File Type: 'Worker Import'
  - Select File: - browse for the file you want to upload and attach
  - Select 'Attach It'
  - Enter your email address to receive notification of upload completion

Worker File Layout Sample

Firstname	MiddleName	LastName	Gender	BirthDate	Email	BeginDate	PrimaryLanguage	SSN	AddressLine1	AddressLine2	City	State	Zip	PhoneNumber
John	Q	Smith	Male	2/14/1985	john.smith.test@authenticare.com	5/1/2021	English	9876	1025 C St	Apt 6	Rome	DE	01158	(302) 555-4444
Tyrone	M	Johnson	Male	7/4/1973	tyrone.johnson.test@authenticare.com	5/1/2021	English	5432	15862 Blondo St		Rome	DE	11258	(302) 555-3333
Keishea	L	Brown	Female	10/31/1990	keishea.brown.test@authenticare.com	5/1/2021	English	3690	13282 Center St		Rome	DE	01159	(302) 555-2222

Worker File Layout Template

Firstname	MiddleName	LastName	Gender	BirthDate	Email	BeginDate	PrimaryLanguage	SSN	AddressLine1	AddressLine2	City	State	Zip	PhoneNumber

File Naming: ACR_DE_**[AuthentiCareProviderID]**_WorkerFileImport_**yyyyMMddHHmmss**.xlsx

- Provider's AuthentiCare Provider ID goes between "DE_" and "_WorkerFileImport" with no brackets as seen above in the example file.
- It is recommended to use the date and time you create the file to support any troubleshooting.
- The date / time format should be four digit year, two digit month, two digit day, two digit 24 hour format, two digit minute, and two digit second. For example 5:03 PM on May 4th 2021 would be written as 20210504170300.
- The file extension xlsx is required for the process.
- Any column with numbers that may have leading zeros, such a zip code in the case of New Jersey, should be formatted as Text for clarity when viewing the data in excel.