URGENT: Electronic Visit Verification (EVV) Implementation Update

Attention provider types 30 (Personal Care Services – Provider Agency), 83 (Personal Care Services - Intermediary Service Organization), 48 (Home and Community Based Services Waiver for the Frail Elderly), 58 (Waiver for Persons with Physical Disabilities ("PD")):

The Division of Health Care Financing and Policy (DHCFP) would like to thank all agencies that have been actively involved with data validation in the AuthentiCare® system. DHCFP appreciates your feedback and participation in the system implementation process.

In response to the provider feedback, DHCFP is working on addressing and correcting the data anomalies in the system. **Therefore, we will be allowing an additional 2-4 weeks for data validation purposes. DO NOT CHECK-IN OR CHECK-OUT ON SEPTEMBER 1.**   DHCFP will continue to work with providers as it relates to client, prior authorization (PA) and provider records in AuthentiCare®. Corrections will be completed in the system before all agencies utilize the system for check-in and check-out purposes.

For those who have reached out with concerns, DHCFP is working on the items relating to:

(1) Worker record loads
(2) PA records that you cannot locate
(3) Recipients (clients) that you cannot locate
(4) Doing Business As (DBA) vs. Legal Name
(5) Service Address vs. Pay-to Address

Please continue to perform data validation through the AuthentiCare® system for the next 2-4 weeks, and report issues to AuthentiCare® Support: authenticare.support@firstdata.com.