



## Division of Provider Services and Quality Assurance



P.O. Box 1437, Slot S530 · Little Rock, AR 72203-1437  
501-682-2441 · Fax: 501-682-8155

January 26, 2021

Dear IndependentChoices Self-Direction Clients and Caregiver(s),

Please review this letter to learn about mandatory changes to your Arkansas Self Direction Program, IndependentChoices or ARChoices.

In response to the 21<sup>st</sup> Century Cures Act, a Federal mandate, the Arkansas Department of Human Services (DHS) must implement a new process known as Electronic Visit Verification (EVV) with all self-directed clients, employers, and their employee caregivers enrolled in IndependentChoices or ARChoices programs. **EVV will start on 03/30/2021.**

### **What is Electronic Visit Verification (EVV)?**

EVV is a process that uses electronic means to verify caregiver(s) visits when they are in your home to provide care. This federal mandate is designed to enhance the quality and accuracy of services provided to you. Upon implementation of the EVV program, your caregiver(s) will be required to electronically record information about the types of services provided to you, the dates and times of services, information about the person who is providing the services, and the clock in and clock out times for the visits. **Upon implementation of EVV, paper timesheets will no longer be accepted.** Your employees will record the visits using, either the AuthentiCare mobile application on a smartphone or tablet, or by using the Interactive Voice Response system (IVR). The IVR will allow your caregiver(s) the option to clock in and out using a landline home phone.

Regardless of the option you choose, an email address and access to the internet are required for you and your caregiver(s).

### **Provider Enrollment**

All caregivers who will be using EVV for personal care, attendant care, and respite services must enroll with Arkansas Medicaid. This is a mandatory requirement that must be met to bill for services.

Caregivers can enroll with Arkansas Medicaid online through the Provider Portal (<https://portal.mmis.arkansas.gov/armedicaid/provider/Home/ProviderEnrollment/tabid/477/Default.aspx>), or by completing and mailing in a paper application using the DMS 7708 Form (enclosed).

While paper applications are accepted, providers are strongly encouraged to submit their applications electronically through the Medicaid Provider Portal.

When completing an application,

- enrollment type is atypical
- provider type is 95 — registered, non-credentialed provider
- specialty code is NT — registered, non-credentialed

Additionally, there will be a question asking if the application is for a personal care aide – mark “yes,” even if the applicant is providing attendant care or respite. Once the caregivers are enrolled, they are given a provider number which may also be called a personal identification number, or PIN.

Please note **the caregiver must have a valid and working email address** and the caregiver must enter their personal email address on the form. The form also requires you to sign in ink and complete all fields entirely otherwise the form will not be approved.

### **EVV Registration**

Every caregiver must complete an EVV Registration form following the instructions below:

1. Visit: [www.surveymonkey.com/r/palcoevvaric](http://www.surveymonkey.com/r/palcoevvaric)
2. Enter all your information on the form and select your method for using EVV. You may only choose one.
  - a. Authenticare application on a smart phone or device; or
  - b. Interactive Voice Response (IVR)
3. Click submit.

If you choose to use the Authenticare application, you must obtain your Device ID following the instructions below:

1. Using the caregiver’s smart phone or device, go to the App Store on your iPhone or GooglePlay store and search for the “Authenticare” application and download the AuthentiCare mobile application.
2. When the download is finished, open the application.
3. Tap “allow” for the app to access the device’s location and to make and manage phone calls.
4. Enter the set-up code for Arkansas which is **ARKANSASPRD.**
5. On the login screen, click on “Settings” at the bottom right of the screen.
6. Click on “See Device Identifier” from the menu options.
7. Record your Device ID exactly as it is shown on the screen on to the EVV Registration SurveyMonkey Form. Please include all letters, numbers, and dashes.

Note: The Device ID is **NOT** your cell phone number, IMEI number or any other number given to you through the phone.

A user guide containing pictures of this process can be found here by visiting the Palco website at <https://palcofirst.com/arkansas/>

### **EVV Training**

The participant's Palco Support Coordinator will contact you with more information about these trainings and to provide participants/employers with instructions for using EVV. It will be critical that all employers attend training so that employers can train their employees on the steps for clocking in and out, and employers understand how to approve their employee's time. Again, paper timesheets will not be accepted once EVV is implemented so it is critical you have the information for capturing time.

### **What happens if you and your caregiver do not use an EVV system?**

Failure to use an EVV option to capture information about your caregivers' work shifts may result in a delay or denial in payroll processing. It is *very important* that you and your caregiver(s) urgently respond to efforts by Palco and DHS to complete registration for this new system to avoid any disruptions in payments to your caregiver(s).

### **Provider Support**

If you have questions regarding registering for EVV and the online EVV Registration form, contact Palco Customer Service at 501-604-9936.

For questions about Provider PIN Enrollment, please contact Gainwell Technologies at:  
1-800-457-4454

Hours of operation are Monday – Friday, 8:00 am to 5:00 pm (CST).

For other questions and concerns, or if escalation is needed, please contact the EVV Call Center:  
1-833-916-1093

Hours of operation are Monday to Friday, 8:00 am to 4:30 pm (CST). Voicemail is also accessible, and after-hours will be returned in the order received within one business day.

For more about EVV, visit <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

Sincerely,

**Division of Provider Services and Quality Assurance | IndependentChoices**  
**Arkansas Department of Human Services**  
**PO Box 1437 Slot S530 | Little Rock AR 72203-1437**