

Dear Medicaid Provider:

The last day you will be able to submit claims through the MMIS for the service codes listed below is July 31, 2021.

- Attendant Care - S5125U2
- Personal Care 21 and Over - T1019U3
- Personal Care 21 and Under - T1019
- Respite - S5150

Starting Aug. 1, 2021, you must use an Electronic Visit Verification (EVV) system (AuthentiCare or a third-party system) to submit claims for the above service codes. There are no exceptions.

You should already be actively submitting claims through an EVV system to ensure a smooth transition on Aug. 1. If not, please take the following actions immediately:

- Log in to the AuthentiCare system and “associate” each one of your caregivers to your agency. This action must be taken regardless of whether you are using AuthentiCare directly, or a third-party system. Detailed instructions can be found in Section 5.0, on page 27, of your AuthentiCare User Manual. To perform the caregiver association:
 - Navigate to AuthentiCare Arkansas Web Portal, located [here](#)
 - Select "Create" in the upper left
 - Select "New Worker"
 - The Worker Entity Settings page will display
 - Navigate to the "Last Name" field, and enter the caregiver's legal last name
 - Navigate to the "Worker Medicaid ID" field and enter the caregiver's Medicaid ID
 - Select "Search"
 - When the results display, select the appropriate caregiver
 - Select "Save"
 - Perform this action for each caregiver within your agency
- If you are using a third-party vendor/system, work with your vendor representative to ensure setup is complete, integration with AuthentiCare is complete, and claims are being successfully passed from the third-party system to AuthentiCare.
- If you have clients within a PASSE (Arkansas Total Care, Empower, or Summit), work with the respective PASSE and its third-party vendor (HHAeXchange or CareBridge) to ensure encounters are being successfully passed from the system(s) to AuthentiCare.

Please find information below regarding billing claims through the MMIS vs. an EVV system, and date of service vs. date of claim submission. This information refers to the following services covered by EVV:

- Attendant Care - S5125U2
- Personal Care 21 and Over - T1019U3
- Personal Care 21 and Under - T1019
- Respite - S5150

1. Dates of service prior to 1/1/2021 are not subject to EVV requirements and must be submitted directly to the MMIS through an existing process (MMIS Portal, clearinghouse, etc.)
2. Dates of Service starting 1/1/2021 and prior to the MMIS billing cutoff date of 8/1/2021 can be submitted:
 - a. Directly to the MMIS through an existing process (MMIS Portal, clearinghouse, etc.)
 - b. Through AuthentiCare directly or through a third-party EVV vendor
3. Dates of Service on or after 8/1/2021 MUST be submitted through AuthentiCare - whether directly or via a third-party EVV system.

Thank you for your attention during this important transition. If you have questions or concerns:

- Technical questions, anything system or functionality related, can be directed to AuthentiCare Support:
 - Phone: 800-540-5126 (Monday through Friday, 7:00 am to 7:00 pm CST)
 - Email: AuthentiCare.Support@firstdata.com
- Policy or billing questions can be directed to DHS:
 - Phone: 1-833-916-1093 (Monday through Friday, 8:00 am to 4:30 pm CST)
 - Email: Evarkansas@dhs.Arkansas.gov
 - Webpage: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>