

Dear Medicaid Provider:

Please be aware of the following information related to Electronic Visit Verification (EVV).

Effective immediately, the **Arkansas EVV** inbox, evvarkansas@dhs.arkansas.gov, will serve as the primary method for submitting questions to the Arkansas EVV team and for providing information requiring additional research.

We ask that you use this inbox to submit questions regarding:

- Policy and billing
- Worker and client information/data
- Issues related to overlapped claims
- Or if you are unable to find a worker in AuthentiCare

This new group inbox will be monitored by Arkansas EVV team members and will help streamline communication related to EVV inquiries; allow for more timely responses; and help the team to identify issues more effectively as they are received.

Thank you for your continued patience and participation as we work towards a successful Arkansas EVV system.

If you have additional questions or concerns regarding the above, please contact evvarkansas@dhs.arkansas.gov.

Thank you.