

Dear Medicaid Provider:

Please see the information below related to the timeline of information processing from the MMIS to the AuthentiCare Electronic Visit Verification (EVV) system.

AuthentiCare is automatically updated with Client, Agency, Worker, and Prior Authorization information directly from the MMIS, which is the system of record. Updates are processed daily, with most updates available in AuthentiCare by 8:00 AM the morning after the day updates are processed and reflected in the MMIS. On rare occasions, if the file is received late from the MMIS, the file will be processed in the evening and reflected the following day.

AuthentiCare also processes full file replacement of Agency, Worker, and Prior Authorization on a weekly basis; and Client information is processed monthly, in order to guarantee a full sync of any errored records.

The standard processes for Client Eligibility updates, Provider and Worker enrollment, and Prior Authorization processing are used to update the MMIS to propagate to AuthentiCare. Please be aware that as a provider agency, you must have the most current client Medicaid ID to bill through an EVV system, and it is your responsibility to obtain this through an eligibility inquiry (ref. Section I of the Medicaid Policy).

If the provider agency or PASSE uses a third-party EVV system (a system other than AuthentiCare directly), those systems have their own method of updating data. Please contact your selected third-party vendor for updates on processes and their timeline.

If you have questions about the above, or need additional support related to EVV, please contact 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/>

For certification and address questions, as well as process assistance, please contact the Division of Provider Services and Quality Assurance (DPSQA):

- 501-682-2441

Thank you.