

Dear Medicaid Provider:

This message is for your information only, no action is needed.

You have some claims that have not been processed for various reasons. We have identified the claims and will be pushing these claims through to the MMIS manually to get them paid. No action is required of you. Please see a list of claims specific to your agency attached to this email.

**What will happen?** On Wednesday, June 30<sup>th</sup>, the Fiserv team will update the unprocessed claims with the correct payer assignment, which should trigger them to be sent to the MMIS for payment. If payment is successful, you should see these claims as successfully paid within the MMIS and on your next remittance advice. If the claims are denied, it is most likely due to the units on the prior authorization being exhausted. In this case, please follow the normal process to address any claims that deny.

If you need additional support for questions or concerns related to EVV:

- Technical questions, anything system or functionality related, can be directed to **AuthentiCare Support**:
  - Email: [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com)
  - Phone number: 800-540-5126 (Monday through Friday, 7:00 am to 7:00 pm CST)
  
- Policy or billing questions can be directed to **DHS**:
  - Phone: 1-833-916-1093
  - Email: [Evarkansas@dhs.Arkansas.gov](mailto:Evarkansas@dhs.Arkansas.gov)

Thank you for your continued patience and participation in the Arkansas EVV transition.