

Dear Medicaid Provider:

Thank you for continued engagement in the EVV implementation, including the Provider Q&A sessions. These open sessions are valuable for both provider agencies and the project team—it allows an opportunity for open communication and issue resolution. We at the Department of Human Services Division of Medical Services greatly value the input we've gotten so far.

We want to continue this line of open communication to support providers for the duration of the implementation and beyond. We are moving to one day per week sessions starting next week to align with participation levels.

Once we establish a new date for MMIS billing cutoff, we will resume a more frequent meeting schedule. Please know that you will get at least a 30-day notice for the MMIS billing cutoff date.

The updated Provider Q&A session schedule is below.

Current Schedule:

- Provider Q&A Session: Monday, Wednesday, and Friday of each week at 2- 3 p.m. CST
- Provider & Third-Party Vendor Discussion: Tuesday of each week at 2 to 2:30 p.m. CST

Updated schedule, effective week of September 20, 2021:

- Provider Q&A Session: Wednesday of each week at 2- 3 p.m. CST
- Provider & Third-Party Vendor Discussion: Tuesday of each week at 2- 2:30 p.m. CST (no change)

If you need support or have questions, you also may reach out to the following:

- Technical questions, anything system or functionality related, should be directed to **AuthentiCare Support**:
  - Email: [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com)
  - Phone number: 800-540-5126 (Monday through Friday, 7 a.m. to 7 p.m. CST)
- Policy or billing questions should be directed to **DHS**:
  - Phone: 1-833-916-1093 (Monday through Friday, 8 a.m. to 4:30 p.m. CST)
  - Email: [Evvarkansas@dhs.Arkansas.gov](mailto:Evvarkansas@dhs.Arkansas.gov)
  - Webpage: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

If you have any questions or concerns, please do not hesitate to reach out.

Thank you,