

Medicaid Provider:

Thank you for your continued participation during the Arkansas EVV transition. As a reminder, you will no longer be able to bill through the MMIS for the following services after July 31, 2021.

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

You are strongly encouraged to begin billing through the EVV system as soon as you are able as to not impact payment processing.

Please see below for information related to questions that have come up recently during the EVV Provider Q&A sessions.

How to confirm claims for the same service / same day, and information regarding split shifts:

If you have a worker providing services for a client on a split shift, it is important that you confirm billing for each shift at the same time to prevent a denial in MMIS.

For example:

A worker provides personal care services for a client on Monday from 8:00 am to 10:00 am and then again from 4:00 pm to 6:00 pm.

If the agency confirms billing on the 8:00 am to 10:00 am shift Monday afternoon, AuthentiCare will create a claim at 11:30 Monday night and send it to MMIS. Then when the agency confirms billing on the 4:00 pm to 6:00 pm shift on a later date, it will create a new claim that appears to be a duplicate of the claim sent on Monday night because it will have the same provider, worker, date of service and service code. It will deny in the MMIS.

Alternatively, if the agency waits and confirms both shifts at the same time, it will combine the units for both shifts and create a single claim to go to MMIS.

How to inactivate a claim in AuthentiCare:

Claims cannot be "voided" or "deleted" in AuthentiCare. If you need to make a claim obsolete, there is an option to "inactivate". Claim data will be retained for audit history but it will no longer be an active claim.

To make a claim inactive in AuthentiCare, navigate to the claim using the search functions on the home page. On the right side in the yellow box, select "Inactive Claim". A message will pop up asking if you want to make the claim inactive – select "Yes". Enter a note in the box and click save.

Claim Details

*** Client**
LEDWARD, EDWARD

*** Worker**
TURLOUGH, VISLOR

*** Service**
RESPITE

*** Provider**
REDLICH'S AGENCY TEST SPEC-CHAR ROUND 3

Payer Assignment
Current Payer For Client

Date	Time	Amount	Date	Time
06/02/2021	04:00 PM	02:00	06/02/2021	06:00 PM

Reason Code:

Click here more service(s)

Total Lines: 1 Total Claims: 1 Total Amount: \$36.24 Total Authorized: \$36.24

Critical Exceptions | Add Lines Above | Add Lines Below | Move Up | Move Down

Claim ID: **11929**

Filed On: **Web**

Printer Friendly

Show All Claims

Total Claims: **1**

Total Calculated Amount: **\$36.24**

Total Authorized Amount: **\$36.24**

Total Units: **8**

Total Hours: **02:00**

Scheduled Units: **0**

Scheduled Hours: **00:00**

Inactive Claim

Note:
Claim submitted in error

How to resolve a duplicate claim:

First, verify if the claims are in fact duplicates. If you identify duplicate claims, void the non-AuthentiCare (MMIS) claim.

If either claim is not an AuthentiCare claim (i.e., both are web claims, or one is a web claim and the other is from a Trading Partner other than AuthentiCare), please make the best business decision for your agency regarding which claim to void.

Please see the examples below for additional clarity:

- Example 1 - Web claim or AuthentiCare claim OR web claim and web claim
 - Void the claim when the Rendering Provider Type (PT) equals 95.
 - Claim 1 – Rendering PT equals 32; the duplicate claim 2 – Rendering PT equals 95.
 - Decision: Void Claim 1
- Example 2: Web claim or AuthentiCare claim OR web claim and web claim
 - Claim 1 – Rendering PT equals 32; the duplicate Claim 2 – Rendering PT equals 32.
 - Decision: Void the claim that makes the most business sense for you.

If you have questions or concerns, please utilize the following:

- Technical questions can be directed to **AuthentiCare Support**:
 - Email: 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

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