

Dear Medicaid Provider:

The Arkansas Medicaid Electronic Visit Verification (EVV) system is live and operational. Federal mandate requires that all agencies who provide Personal Care, Attendant Care, and Respite services fully transition to using an EVV system to collect and submit visit data.

The majority of EVV transactions are properly processed and paid using EVV. Due to a small percentage of claim-related issues, provider agencies are currently allowed to submit those claims directly to the MMIS for payment. Please be aware this is a temporary option.

Did you know?

- Approximately 60% of agencies have transitioned to using an EVV system
- For the last 3 months, the MMIS claim denial rate has been 6.2%, while the AuthentiCare claims denial rate has been 1.25%

You are urged to begin using an EVV system as soon as possible to avoid any negative implications when the MMIS is no longer available. Please take a few moments to complete the survey below, so DHS can better assess the EVV transition from a provider perspective.

<https://www.surveymonkey.com/r/6V96BQD>

If you have questions, concerns, or would like to provide feedback, please send an email to evvarkansas@dhs.arkansas.gov.

Thank you!