

Dear Medicaid Provider:

***Please note that the deadline for billing through the EVV system has been extended.***

There is not yet a definitive date for billing through the EVV system, as opposed to the MMIS. When a date is determined, you will be notified immediately. If you are able, please begin the transition of billing through the EVV system as soon as possible, to ensure no impact to claims processing when a date is determined.

Please also be aware of the important notes below.

Regarding the geofence critical exception for third-party EVV systems:

- We have made a temporary change to the geofence exception for third-party aggregators. For the time being, geofence exceptions will be informational only, not critical. This temporary measure has been put into place to stop the geofence exception from resulting in a critical error. We are currently working on a long-term solution.

If you are already using the EVV system:

- Please continue to load required information into the system. Please also begin or continue to submit visit information and process claims.

If you have not received your credentials:

- You will receive credentials when training completion is confirmed, when your attestation form has been received by both you and your third-party vendor (if using third-party and not AuthentiCare), and when you have made any requested address change updates.
- If you have not yet completed training, or have questions about your credential status, you must contact [evvarkansas@dhs.akransas.com](mailto:evvarkansas@dhs.akransas.com) as soon as possible.

Please use the following contact information for any questions related to EVV.

For Provider Enrollment questions, please contact: 1-800-457-4454

- Hours of operational are Monday – Friday, 8:00 am to 4:30 pm (CST).
- For AuthentiCare system or functionality related questions, and/or need to open a ticket with Fiserv, please contact AuthentiCare Support: 1-800-540-5126, or [AuthentiCare.Support@firstdata.com](mailto:AuthentiCare.Support@firstdata.com)
  - Hours of operation are Monday – Friday, 7:00 am to 7:00 pm (CST).
- For other questions/concerns, or if escalation is needed, please contact the EVV Call Center: 1-833-916-1093
  - Hours of operation are Monday – Friday, 8:00 am to 4:30 pm (CST). Voicemail is also accessible, and after-hours will be returned in the order received within one business day.