

All third-party EVV systems must comply with the 21st Century Cures Act and must capture the following elements:

1. The type of service performed
2. The individual receiving the service
3. The date of the service
4. The location of the service delivery
5. The individual providing the service
6. The time the service begins and ends

The third-party EVV system vendor must configure the system with the following rules:

1. Scheduling is not mandatory
2. English and Spanish languages must be available
3. Check in and out must be available via mobile and Interactive Voice Response (IVR) landlines
4. Geo Fence must be set at 1/8 of a mile
5. Early visit threshold must be set at 7 minutes
6. Last visit threshold must be set at 7 minutes
7. Missed visit threshold must be set at 30 minutes
8. Unit calculation must follow DHS guidelines:

Please note that items 5, 6, and 7 above only apply if scheduling is used. The State did not require scheduling to be mandatory due to agency feedback, but it is optional.

	Minutes	Units
	0 min–7 mins	0 units
	8 mins–22 mins	1 unit
	23 mins–37 mins	2 units
	38 mins–52 mins	3 units
	53 mins–67 mins	4 units
	68 mins–82 mins	5 units
	83 mins–97 mins	6 units

- Passwords must meet the following criteria:

- Minimum of 9 characters, at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character
- The user's password cannot be one of the last 10 passwords
- Passwords are required to be changed every 60 days
- The user will be locked out after 3 failed login attempts
- Access must be role-based driven access
- The third-party EVV system must be able to receive prior authorizations and client membership information from Arkansas DHS sources
- The third-party EVV system must be able to handle exceptions as noted below:

Exception	Exception Level	Exception Description
Authorization Units	Critical	The visit was performed for a number of units that is beyond the units available on the authorization.
Duplicate Visit	Critical	This visit was found to be a duplicate of a previously filed visit.
Client Eligibility	Critical	The client was ineligible at the time of the visit.
Worker Eligibility	Critical	The worker was ineligible to perform services at the time of the visit.
Out Of Fence Check In	Critical	The check in location does not match the client's location.
Out Of Fence Check Out	Critical	The check out location does not match the client's location.
Activity Code Missing	Informational	The visit requires an activity code to be entered upon check out, and no activity code was entered.
Phone Check In	Critical	The visit check in phone number does not match the authorized phone number for the client.
Phone Check Out	Critical	The visit check out phone number does not match the authorized phone number for the client.
Overlapped Service	Critical	The client is receiving multiple services at the same time.

Overlapped Claim	Critical	The provider is providing services for a member for multiple services at the same time.
Overlapped Worker	Critical	The worker is providing services to multiple clients at the same time.
Attestation	Informational	This visit does not have client attestation.