

Dear Medicaid Provider:

Because of provider concerns and ongoing technical issues related to the new Electronic Visit Verification (EVV) system, the Department of Human Services Division of Medical Services will continue to accept claims through our MMIS system for the following services:

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

The previously announced August 1, 2021, billing cutoff date is no longer in effect.

We are committed to working towards a successful EVV system and will determine a billing cutoff date when we are comfortable that the system is working as expected and allowing providers to submit EVV visits as planned.

The Arkansas EVV (AuthentiCare) system went live in December 2020 for the above services and providers are successfully billing claims. During the transition, billing of these services directly through the MMIS has continued, to give time to stabilize the system and allow providers and vendors time to adopt the new process.

You are strongly encouraged to begin billing through the EVV system as soon as you are able as to not impact payment processing. The ability remains, however, to bill through the MMIS for the services listed above.

Live Training & Support Available

- Visit the [DHS EVV webpage](#)
 - Navigate to [Training Information and Important Dates](#)
 - Review training requirements and [training spreadsheet](#) for live training session availability
- Attend the weekly provider Q&A sessions on Monday, Wednesday, and Friday of each week at 2 pm CST. If you do not already have the invitation for this, please contact EVVarkansas@dhs.arkansas.gov and it will be shared with you.
- If you are using a third-party vendor, attend the weekly Provider & Third-Party Vendor Meeting on Tuesday of each week at 2 pm CST. If you do not already have the invitation for this, please contact EVVarkansas@dhs.arkansas.gov and it will be shared with you.

If you have additional questions, please contact:

- DHS, for policy related assistance:
 - Email: EVVarkansas@dhs.arkansas.gov
 - Phone: 1-833-916-1093 (Monday through Friday, 8:00 am to 4:30 pm CST)
- Fiserv, for Authenticare / system assistance:
 - Email: AuthentiCare.Support@firstdata.com
 - Phone: (800) 540-5126 (Monday through Friday, 7:00 am to 7:00 am CST)

Thank you for your continued patience and participation as we work towards a successful Arkansas EVV system.