

# Electronic Visit Verification (EVV)

September 20, 2021



# What is Electronic Visit Verification?

Electronic Visit Verification (EVV) is a process that uses electronic means to verify visits for certain in-home services.

Arkansas has begun phasing EVV for

- Personal Care
- Attendant Care
- Respite

The information collected during visits includes the:

- Type of service provided;
- Client receiving the service;
- Date of the service;
- Location of the service;
- Individual providing the service; and
- Start and end time of the service.



# Provider Support

## DHS Ongoing Support (Hours of operation are Monday – Friday, 8:00 am to 4:30pm (CST))

- DHS EVV Website: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>
- For policy or related questions or general assistance: [EVVarkansas@dhs.arkansas.gov](mailto:EVVarkansas@dhs.arkansas.gov)

## Fiserv – AuthentiCare (Hours of operation are Monday – Friday, 7:00 am to 7:00 pm (CST))

- 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)
- Aggregator and Third-Party Vendors: [AuthentiCareAggregatorSupport@firstdata.com](mailto:AuthentiCareAggregatorSupport@firstdata.com)
- AuthentiCare User Manual (access via the AuthentiCare Portal) and Quick Reference Guide

## Provider Enrollment (Hours of operation are Monday – Friday, 8:00 am to 4:30 pm (CST))

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

## Additional Support

- For other questions/concerns, or if escalation is needed, please contact the EVV Call Center: 1-833-916-1093

# For More Information

**For more information on EVV, visit:**

<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>

**For Questions or Comments:**

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