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# <u>MEMORANDUM</u>

**TO:**        Executive Directors, DSN Boards

**FROM:**   Janet Brock Priest, Associate State Director-Operations

**DATE:**    November 9, 2022

**SUBJECT:**   Electronic Visit Verification (EVV) Board Provider Training

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The purpose of this memo is to provide information regarding EVV implementation and provide training notification to DSN Board providers of affected services.  Authenticare, the EVV solution, is now scheduled to go live December of 2022 after a delay from the previously planned implementation date of March 2022.

The DDSN Waiver services impacted by EVV include:  In-Home Supports, Respite, Personal Care I, Personal Care II, Children's Personal Care Aide, Attendant Care, Adult Companion, Nursing, and Enhanced Nursing.  **Beginning December 11, 2022,** DSN Board providers of these services must be compliant with the requirement for electronic visit verification.  This includes setting up workers and representatives in Authenticare, linking those workers and representatives to the service recipient, requiring workers to use the mobile application or a landline telephone to check-in and out for services, and processing claims for payment within the Authenticare web portal.

Training will be provided according to the schedule listed below.  The training is intended for DSN Board staff members providing oversight of the services listed above.  Each DSN Board providing the listed services may have up to three representatives attend the <u>EVV Launch Provider Training</u>, to learn how to access the system, add representatives and workers, and process claims.  <u>Train-the-Trainer</u> sessions will be separately held to teach **providers** how to train their workers to use the mobile application and interactive voice response system (IVR)

The trainings will be recorded.

**Please register for one of the trainings listed below by clicking on the registration link:**

| EVV Billing Launch Provider Training | Registration Link:<br>https://attendee.gotowebinar.com/rt/757959762268272399 | |
|---|---|---|
| Up to three (3) people per provider agency | 1. Monday, 11/14/2022 | Time: 9:00 am - 12:00 pm (EST) |
| | 2. Tuesday, 11/15/2022 | Time: 1:00 pm - 4:00 pm (EST) |
| | 3. Wednesday, 11/16/2022 | Time: 1:00 pm - 4:00 pm (EST) |
| | 4. Tuesday, 11/22/2022 | Time: 1:00 pm - 4:00 pm (EST) |
| | 5. Monday, 11/28/2022 | Time: 1:00pm - 4:00pm (EST) |
| | 6. Tuesday, 11/29/2022 | Time: 9:00am - 12:00pm (EST) |

| **Train-the-Trainer Training**<br>Training for providers on how to train their workers to use the mobile application and interactive voice response system (IVR) | Registration Link:<br>https://attendee.gotowebinar.com/rt/3784030166675534864 | |
|---|---|---|
| | 1. Wednesday, 11/30/2022 | Time: 1:00 pm - 2:00 pm (EST) |
| | 2. Thursday, 12/1/2022 | Time: 10:00 am - 11:00 am (EST) |
| | 3. Monday, 12/5/2022 | Time: 11:00 am - 12:00 pm (EST) |
| | 4. Tuesday, 12/6/2022 | Time: 2:00 pm – 3:00 pm (EST) |

Thank you.