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Department of Disabilities
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MEMORANDUM

TO: Executive Directors, DSN Boards of Case Management
CEOs, Contracted Service Providers of Case Management
Case Management Supervisors
Robert Decker, Charles Lea Fiscal Agent

FROM: Lori Manos, Associate State Director-Policy 

DATE: November 9, 2022

SUBJECT: Electronic Visit Verification (EVV) Case Management Agency Training

The purpose of this memo is to provide additional information regarding the planned EVV implementation and notify Case Management Providers of upcoming training on Authenticare, the EVV solution 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. Interim In-Home Support Services approved through the Appendix K will **not** be included. As previously noted, Participant-Directed workers (those authorized to the Charles Lea Center as the Fiscal Agent) providing Attendant Care, In-Home Supports, and Respite were required to submit device IDs or notify of their intent to use a landline telephone for EVV. If this information has not yet been submitted, or if the person has changed mobile devices since the information was last provided, it is not too late to submit device IDs. See attached "Getting Started" flyer for information on how obtain and submit device IDs or notification of intent to use a landline telephone.

Beginning December 11, 2022, to receive payment for services rendered, workers must use the mobile app or landline telephone to check in and out. Paper timesheets may only be submitted until December 10, 2022, and will not be accepted after that date. Case Managers are expected to ensure everyone on their caseload receiving participant directed services is aware of this requirement.

Case Managers will have specific roles in Authenticare which will allow them to review certain reports, including timekeeping reports, which will assist in monitoring service delivery. Each Case Management Provider must have at least one representative attend the training and then prepare to deliver training to other case managers at their respective agency. The trainings will be recorded.

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

EVV State Support Team and Case Manager Training	Registration Link: https://register.gotowebinar.com/rt/2450475394299447312?utm_campaign=&utm_medium=email&utm_source=govdelivery 1. Monday, 11/14/2022 Time: 2:00 pm - 4:00 pm (EST) 2. Tuesday, 11/15/2022 Time: 10:00 am - 12:00 pm (EST) 3. Thursday, 11/17/2022 Time: 10:00 am - 12:00 pm (EST)
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Thank you.

Attachment

Getting Started with Electronic Visit Verification (EVV)

November 2022

This information is intended for participant-directed workers receiving payment for respite, in-home supports and/or attendant care through the Charles Lea Center (fiscal agent). **If you have already completed the steps below, you do not need to complete the steps again unless you have changed mobile devices** or the landline number of your client has changed.

<p>Step 1:</p>	<p>Determine whether you will use a landline (IVR) and/or the mobile app to access EVV. If you plan to use a landline (IVR) instead of a mobile device, send an email to Deviceidevv@ddsn.sc.gov and include the following information:</p> <ul style="list-style-type: none"> • Your full name • Your mobile number including area code • State “I plan to use a landline” • Your email address <p>If you plan to use the mobile app, continue with the steps below.</p>			
<p>Step 2:</p>	<p>In order to use the mobile app, you will need an Android or Apple mobile device. Check the operating system version of your mobile device by following the instructions below for the type of device you have.</p> <p>Apple Devices: Go to Settings > General, then tap: About. For an Apple device, you must have an iOS version 13.0 or newer.</p> <p>Android Devices: Go to Settings. Tap <i>About Phone</i> or <i>About Device</i>. Tap <i>Android Version</i>. For an Android device, you must have an android version 6.0 and newer.</p>			
<p>Step 3:</p>	<p>Download the Authenticare 2.0 App. On your mobile device, go to the Apple Store or Google Play (Android)</p> <table border="1" data-bbox="318 898 1503 1163"> <tr> <td data-bbox="318 898 727 1163"> <p>Apple Store</p>  </td> <td data-bbox="727 898 1120 1163"> <p>Google Play</p>  </td> <td data-bbox="1120 898 1503 1163"> <p>Search for the Authenticare 2.0 Mobile Application</p>  <p><u>Then click on Install.</u></p> </td> </tr> </table>	<p>Apple Store</p> 	<p>Google Play</p> 	<p>Search for the Authenticare 2.0 Mobile Application</p>  <p><u>Then click on Install.</u></p>
<p>Apple Store</p> 	<p>Google Play</p> 	<p>Search for the Authenticare 2.0 Mobile Application</p>  <p><u>Then click on Install.</u></p>		
<p>Step 4:</p>	<p>Once you download the app, you will need to:</p> <ul style="list-style-type: none"> • Tap ALLOW for the application to make and manage phone calls. • Tap ALLOW for the application to access the mobile device’s location. 			
<p>Step 5:</p>	<p>The first screen requires you to enter a Setup Code. Enter the Setup Code “SCDHHSRPD” and tap submit. Note: By entering the setup code and tapping SUBMIT, the user agrees to the End User License Agreement. The End User License Agreement can be viewed by tapping on View End User License Agreement before tapping SUBMIT.</p>			
<p>Step 6:</p>	<p>After entering and submitting the Setup Code, you will be directed to the Login Screen. You will not be able to login to the system until you receive your worker ID and a temporary password. This will be provided to you after you submit your device ID.</p> <p>Tap on settings then <i>See Device Identifier</i> to obtain the Device ID. See attached screenshots of the Authenticare app.</p> <p>Copy the DEVICE ID and email to: Deviceidevv@ddsn.sc.gov</p> <p>The email must include:</p> <ul style="list-style-type: none"> • Your full name • Your mobile number including area code • Your Device ID • Your email address 			

3:33 AuthentiCare®

Worker ID
Password

[Sign In](#)

[Forgot Password?](#) [Settings](#)

Do not try to sign in. Your worker ID and a temporary password will be provided to you later.

To get your device ID, click on [Settings](#).

3:33

[See Device Identifier](#) >

[Reset and Change Setup Code](#) >

[Rate Us](#) >

[End User License Agreement](#) >

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SCDHHS
v2.0.15

Click on *See Device Identifier*

3:43

[See Device Identifier](#) >

[Reset and Change Setup Code](#) >

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Device ID

Tap to copy:
2E2...419...2...423E-...
B...

[OK](#)

Click *OK* to copy your device ID.