

Dear Providers:

In 2022, the Arkansas Department of Human Services (DHS) implemented a new process known as Electronic Visit Verification (EVV) with all Arkansas Medicaid Personal Care Services (PSC) providers, and their employees/caregivers enrolled in IndependentChoices or ARChoices programs. This implementation is in direct response to a federal mandate known as the 21st Century Cures Act. Home Health Services Providers are also required by the Act to utilize EVV.

DHS has been working with a new vendor (Sandata) to develop an EVV system for Home Health Services. Our current timeframe for system implementation is January 1, 2025. We will phase in the requirement to use EVV with Home Health Services Claims, once the system is implemented. Providers will be given at least 60 days' notice prior to the date using EVV will be required.

While the system is being implemented, DHS needs Home Health Agencies to ensure the following individual providers (Provider Type/ Provider Specialty) are enrolled in Arkansas Medicaid: Physical Therapists (21/T1), Physical Therapy Assistants (21/TP), Registered Nurses (95/NT), Licensed Practical Nurses (95/LPN), and Home Health Aides (95/NT) When enrolling, each individual provider must have an email address that is unique to them and not an agency email address used for multiple users. This individual email address is required to change passwords, etc. in the Sandata system.

The application process varies based on provider type. If your agency's staff members need assistance in the enrollment process please refer to the guides on the Provider Enrollment website: <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/provider-enrollment/> or contact the Arkansas Medicaid Provider Enrollment Team at (501) 376-2211.

Once the above-listed providers are enrolled, DHS will provide detailed information on changes that will be required for billing. This will focus on including individual providers on the claim as a rendering provider of the home health services. We are currently working on guides and job aids for this process.

As DHS prepares for the roll out of EVV for home health services, we need some additional information from all home health agencies. The following is a link to a survey to obtain this information to best facilitate implementation:

<https://www.surveymonkey.com/r/CW6JHT5>

This survey must be completed no later than **August 20, 2024**.

As we continue to progress toward the requirement of EVV for Home Health please check the EVV website (<https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>) for up-to-date information and reference.