Arkansas DHS Electronic Visit Verification (EVV) Third-Party System Certification Process & Checklist

Quick Reference Guide

This document assumes that your agency has chosen to use a third-party system to comply with the EVV mandate. System certification is required for the use of a third-party EVV system. This document is intended to guide you through the third-party certification process.

If your agency is currently using an EVV system:

Please refer to the technical documents (Hardware and Software Requirements - AuthentiCare Data Aggregator Interface Guide, and DHS Rules) to ensure that your current EVV system meets all mandatory requirements. This is required to obtain certification from DHS, and to ensure no interference with your current claim billing process. Your third-party system must be certified by October 15, 2020.

Please note that the certification process involves four entities: DHS, Fiserv (the State-selected vendor), your agency, and your third-party EVV system vendor. It is critical that all parties are engaged, monitor emails regularly, and take prompt action for all necessary steps to make this process as seamless as possible. Any delays in the process may result in your inability to send EVV data.

Please Note:

If your agency has multiple Provider Medicaid numbers, that certification would apply to all your numbers. If your agency uses different EVV solutions, then each solution would need to be certified.

The following checklist will take you through the third-party certification process. Should you have questions, please contact: ARthirdpartyevv@dhs.arkansas.gov.

	EVV THIRD-PARTY SYSTEM CERTIFICATION CHECKLIST				
Agency Employee Name, Title		**System Vendor Contact Name, Title**			
Medicaid ID					
Email		**Email**			
Phone		**Phone**			

	Item	Responsibility	Owner	Start	Finish
	PREPARATION STEPS				
☐	Review the following documents on the AR Medicaid website: - Hardware and Software Requirements - AuthentiCare Data Aggregator Interface Guide - DHS Rules	Provider Agency			
☐	Completed AR EVV Declaration Form via DocuSign that is posted on the Arkansas Medicaid website.	Provider Agency			
☐	Reach out to your Third Party EVV System Vendor to validate/confirm that the system will be able to aggregate to the AR EVV AuthentiCare aggregation solution	Provider Agency and/or Third Party EVV Solution Vendor			
☐	Sign up for EVV Aggregator Training provided by Fiserv via Training Registration on the Arkansas Medicaid Website	Provider Agency			
☐	Complete EVV Aggregator Training	Provider Agency and/or Third Party EVV Solution Vendor			
☐	Testing environment user ID and password are created and emailed to provider agency post training for testing environment access.	Fiserv			
☐	Providers have three (3) options to upload EVV data to AuthentiCare: manually, web services, and SFTP. As part of training, Fiserv will send provider agency the technical preparation checklist to set up the integration testing environment with Fiserv.	Fiserv			
	CERTIFICATION STEPS				
☐	All providers must submit the technical preparation document provided during the training and data upload method via email to ARthirdpartyevv@dhs.arkansas.gov within 2 week of training completion	Provider Agency			
☐	Fiserv will review checklist and either: - Send back to agency to complete outstanding items, or Validate as "complete" Fiserv technical contact will engage Third Party EVV System Vendors or providers as necessary in order to exchange credentials and complete setup and validate completion of connectivity for testing environment.	Fiserv			
☐	If necessary, complete any outstanding checklist items and email back to DHS at ARthirdpartyevv@dhs.arkansas.gov and re-test in	Provider Agency			

☐	the testing environment until everything is successful.				
☐	Upon completion of testing, provider agency will be granted production credentials If provider agency has connectivity issue in production environment, contact Fiserv	Fiserv			
PRODUCTION PHASE					
☐	Confirm the date of data will be exchanged with provider agency	Fiserv			
☐	Confirm the date of data exchange with Fiserv	Provider Agency			
☐	Confirm the data on production, if any data is absent or incorrect, work with Fiserv to troubleshoot issues. Once successful data transmission is confirmed, email Fiserv to confirm successful transition of data	Provider Agency			
☐	Fiserv to validate successful completion of the data exchange and integration of data	Fiserv			
CONTINUED ACTION					
☐	Third-party system needs to be re-certified when the agency switches to another EVV vendor	Provider Agency			