AHCCCS E.V.V. ✔
ELECTRONIC VISIT VERIFICATION

This notice is intended for stakeholders interested in information on Electronic Visit Verification

If you are a provider agency that is required to participate in EVV, you are required to take this training.

It is important for you to know <u>when</u> and <u>how</u> to use this portal in order to avoid any issues with the EVV system including getting reimbursed for EVV services.

Who should participate in the training?

This training is intended for provider agencies (regardless of what EVV system is being used) and is concerning a new service authorization process required for EVV services that currently don't require prior authorization.

This training is not intended for caregivers or Alternate EVV Vendors.
In addition the agency's EVV Point of Contact, AHCCCS would recommend administrative personnel from the provider agency attend that are involved in receiving/managing authorizations as well as involved in the billing process. That said, provider agencies are welcome to invite administrative personnel at their discretion.

Background

The State's Electronic Visit Verification (EVV) system must comply with standards set forth by Centers for Medicare and Medicaid Services (CMS) to ensure the system meets the requirements of the 21st Century Cures Act. As part of the CMS certification process of the EVV system, the State must demonstrate the use of the EVV System supports the State to avoid payment for unauthorized or unapproved services by reconciling the linkage of providers, services, units and visits prior to claims payment.

The Service Confirmation Portal is being required by AHCCCS to ensure compliance with the CMS requirements for EVV.

What Does this Mean for You?

The AHCCCS Service Confirmation Portal will be required to be used by providers to submit information for services the provider is intending to render in the event a health plan does not require prior authorization for services. NOTE: If you are contracted to provide the same service for multiple health plans, you may have to adhere to different requirements and processes depending on the prior authorization requirements for each health plan.

If a service subject to EVV already requires prior authorization by a health plan, there is no change to that health plan's process. Providers are advised to continue to follow the specific prior authorization requirements and processes for the health plan.

If a service subject to EVV does not require prior authorization by the health plan, providers will use the AHCCCS Service Confirmation Portal to notify the health plan of their intention to provide a new service or continue providing an existing service.

What Does the Training Entail?

The training will be approximately two-hours in length and include a demonstration of the portal provided in a live-interactive webinar format.

While it is to the advantage of the provider to attend one of the live-interactive webinars, a recorded webinar will be posted to the AHCCCS website for viewing along with an FAQ document and technical companion guide.

During the training, you will learn:
- More about why this is required
- When you are expected to use the portal
- What information needs to be submitted
- How information can be submitted including the use of a file upload
- Timelines for compliance
- Resources for support and technical assistance

What do I do Next?

AHCCCS has scheduled training for the following dates/times along with information on how to connect to each of the training sessions. All training sessions will be the same so you only need to attend one of the sessions.

Monday, November 16th (8-10am)
Click here to register:
https://ahcccs.zoom.us/webinar/register/WN_VMqIT5JfQcG9tJi-ZwNChQ

Thursday, November 19th (2-4pm)
Click here to register:
https://ahcccs.zoom.us/webinar/register/WN__KDohMYJTeaiIdFNo33JLQ

Friday, November 20th (12-2pm)
Click here to register:
https://ahcccs.zoom.us/webinar/register/WN_GiMeP5zQRpyxxkI2yVPhow

Monday, November 23rd (10-Noon)

Click here to register:
https://ahcccs.zoom.us/webinar/register/WN_bDwFMdH8SIu9Dhk3KxTbig