

EVV Home Health and Medically Fragile Providers: CLAIM SUBMISSION

The claim submission process will change effective January 1, 2024, for the following provider types:

- Home Health Providers associated with Provider Type 361 (Home Health Agency)
 - Services include Skilled Nursing, Home Health Aide and Therapies
- Medically Fragile Providers
 - Services include Home Health Aide and Home Health Aide-Respite

The 21st Century Cures Act mandates that States shall implement Electronic Visit Verification (EVV) for all Home Health Services which require an in-home visit by a healthcare worker.

Changes will require Providers to use AuthentiCare, rather than the Medicaid Portal, to enter and submit claims.

Please note the following important information at this time.

- All Home Health and Medically Fragile Providers should now have received AuthentiCare login credentials by email, at the email addresses used by those who registered for and attended recent AuthentiCare training.
- **It is highly recommended that at least two individuals associated with each Provider be in possession of their own individual AuthentiCare login credentials at this point.**
- **Any Providers whose staff have not received at least two sets of AuthentiCare credentials should submit a request for credentials to CCSC, as soon as possible, for those individuals who are lacking credentials.** Please use the CCSC contact information located at the end of this E-Blast.
 - Be sure to provide to CCSC: the individuals' names, their email addresses, the Provider name, and the Provider ID.
 - Please request to CCSC to have Fiserv email AuthentiCare credentials to those individuals.
- **By December 8, 2023:** These credentials are to be used by **Provider Administrators** to log into AuthentiCare, to **create Worker accounts and set up Workers in AuthentiCare** – as covered in recent training sessions (ref. the tabulation below).

- Each Worker account created will be assigned a unique ID which authenticates the Worker to be able to use AuthentiCare to check in and out either with the Mobile application or IVR. Note: Workers will need to be given their Worker IDs by the Provider administrators before they can begin using AuthentiCare.

Provider Administrator AuthentiCare training was administered as tabulated below. This training covered the structure of Home Health and Medically Fragile service codes within the AuthentiCare system and provided details on the use of the AuthentiCare web site, IVR, and the Mobile application. Please reference either training recording as needed.

Date	Audience	Language	Recording
October 31	Providers	English	<u>Provider Administrator Training - October 31</u>
November 1	Providers	English	<u>Provider Administrator Training - November 1</u>

Additional E-Blast notices will be issued, leading up to and most likely beyond the January 1, 2024 change in the claim submission process, to help ensure a smooth transition. For any questions, please contact: CCSC at 800-299-7304 or by email at NM.Providers@state.nm.us.