

MARCH 2021

# AR IC EVV FAQ

## Electronic Visit Verification Frequently Asked Questions for Arkansas Independent Choices Program



### What EVV System will Palco use?

Palco has partnered with FirstData to provide stakeholders with one of the best EVV platforms that exists nation wide.

### When will EVV be implemented?

EVV must be implemented for all AR IC program recipients by March 30th of 2021.

### How will the six data points be captured?

Palco clients will have the choice of utilizing the EVV mobile app or a telephony option. Location is captured at only the beginning and end of the visit. It does not require a microphone, photographic, or video recording. Facial recognition and biometrics are not used.

## OVERVIEW

Electronic Visit Verification (EVV) is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data:

- Type of service performed
- Individual receiving services
- Individual providing services
- Date of the service
- Location of the service
- Time services begins and ends

EVV is a federal mandate under the 21st Century Cures Act that requires compliance by Medicaid agencies by January 1st 2020.

### MORE INFORMATION:

[CLICK HERE FOR MEDICAID GUIDANCE ON ELECTRONIC VISIT VERIFICATION](#)

## What is the mobile application and how does it work?

The mobile application is a FREE smart phone app developed by the EVV vendor that captures the date, time and location of the attendant when clocking in and out. It uses your WiFi connection or minimal cell data to send information.

As an example, the attendant arrives at the home or starts the visit in the community (shopping, medical, etc.) and before starting services, opens the EVV vendor's mobile app to clock in.

## How long does clocking in/out take?

We estimate the average time to be less than one minute.



## Do agency based services have to use EVV also?

Yes. Any agency providing services that are mandated as part of the 21st Century Cures Act will be required to comply.



## How will service details collected through EVV be kept safe?

All Medicaid data, EVV related or not, is stored on secure servers that are managed and maintained by Palco. We are responsible for ensuring the data meets state cyber security and Health Insurance Portability and Accountability Act (HIPAA) requirements.



## What is telephony and how does it work?

Telephony or Interactive Voice Recognition (IVR) is a method of EVV used via the participants landline phone.

The attendant uses the Participants phone to call in at the beginning of the shift and call out at the end. Calls are to a toll free number and voice prompts guide the entire process.

## Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi.

The telephony/IVR option can be used with any landline.

## How will

### Employers/Representatives gets access to AuthentiCare?

Palco is working on issuing credentials for all representatives/employers in conjunction with the deployment schedule. Support Coordinators will email out information on accessing AuthentiCare at the end of March.

### How do we know if Palco has processed the EVV registration?

Week of 3/22, Palco is processing all of the registrations received and will send confirmation emails. Thank you for your patience.

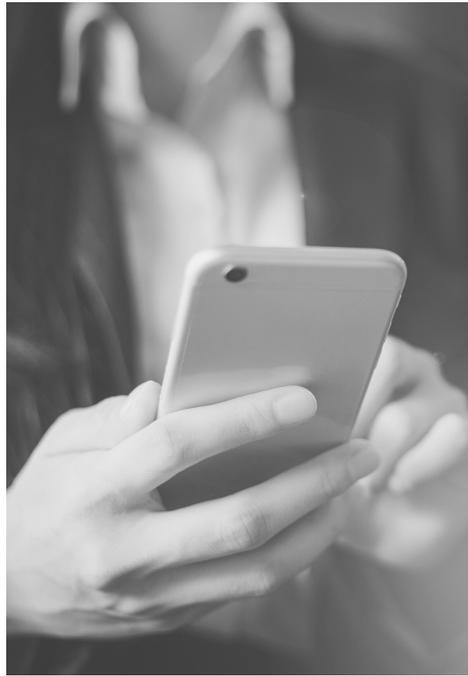
### What do we do if we are having issues getting our PIN?

Contact Gainwell Technologies at, 1-800-457-4454



### Do you have to call in separately for Personal and Attendant Care?

Yes. You must clock in and out to designate the appropriate service code for that time.



### When will my caregiver receive training?

The Employer/Representative is responsible for training their employees on using EVV. Please review the training materials on the Palco website and share them with your employees as applicable.

#### Resources Available:

- Employer AuthentiCare Manual
- Mobile App Instructions
- Telephony Instructions



### I am using Telephony via our landline, what else do I need?

Every Employer/Representative must use the AuthentiCare website to review and submit time, regardless of the EVV method used.

### I missed the training, how can I watch it?

You can find a link to the recorded training on the Palco website that you can watch any time.

### Can the caregiver clock in/out from a location outside of the home?

Yes, the locations where services are being provided need to be documented under the client entity settings page by adding that address. Your Support Coordinator can add this for you.

## What happens if there is a mistake with the time entry?

Training and information will be available about how to make a manual entry or adjustment to time entered. This should only be used as a special exception and not as a regular practice.

## When will training be available?

Training took place in the beginning of March. If you missed the training, you can find a link to the recorded training on the Palco website that you can watch any time.

<https://palcofirst.com/arkansas/>

## What if my careworkers or I do not have a smart phone device?

If you do not have the ability to use the mobile application, you will be required to use a landline home phone within the participants house. This option is called Telephony and allows the workers to clock in and out by calling a toll free number and following the prompts.



## Can I use the Telephony/IVR option from my cell phone?

Telephony must be used by calling from the Participants phone regardless of what kind of phone they have. Your Support Coordinator can ensure that number is registered in AuthentiCare.

## My careworker is employed by two participants and has the mobile app, can they use the same mobile phone for both participants?

Yes. When the worker is being setup in Authenticare, the employer should input the mobile device ID and it will register the device for all participants the worker serves.

## Other Questions? Contact Palco!

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