



**State of Kansas Electronic Visit Verification**

## Agenda:

1. Introduction and EVV Updates on Overall progress
2. Policy Updates
3. Incidents and Fixes
4. AuthentiCare Updates
5. Single Sign-on
6. EVV Compliance
7. Provider Questions and Answers

# What is Electronic Visit Verification

Electronic visit verification (EVV) utilizes mobile-based technology to validate caregiver visits by capturing visit data as required by section 12006 of the 21<sup>st</sup> Century Cures Act. KDADS first implemented EVV for Home and Community Based services were implemented December 3, 2023.



## Electronic Visit Verification (EVV) Systems Must Verify:

- Type of service performed;
- Individual receiving the service;
- Date of the service;
- Location of service delivery;
- Individual providing the service;
- Time the service begins and ends.

## The State of Kansas also requires:

- Caregiver Observations
- Place of Service Codes

- Claims Roll Up Issues
- Missing Member coverage end date updates
- Correcting Member Medicaid Start Dates
- Improving EVV Communications -Incident Information communicated through:
  - Provider bulletins
  - Fiserv Flash Communications
  - AuthentiCare Banner Notifications
  - Posted to KanCare Web Page

<b>KMAP</b> Home	Member	Provider	Publications	EDI	Provider Directory	Links	FAQ
Provider Publications	Provider Bulletins	Forms	Manuals	HIPAA Guide	Member Publications		

## Bulletins

Bulletin Number	Date	Description
<a href="#">KMAP Open Claims Resolution Log</a>	6/13/2025	<a href="#">KMAP Open Claims Resolution Log</a>
<a href="#">KMAP Closed Claims Resolution Log</a>	6/13/2025	<a href="#">KMAP Closed Claims Resolution Log</a>
<a href="#">25142 - General</a>	6/13/2025	<a href="#">EVV Town Hall Meeting - June 2025</a>
<a href="#">KanCare 3.0 Open Claims Resolution Log</a>	6/12/2025	<a href="#">KanCare 3.0 Open Claims Resolution Log</a>
<a href="#">KanCare 3.0 Closed Claims Resolution Log</a>	6/12/2025	<a href="#">KanCare 3.0 Closed Claims Resolution Log</a>
<a href="#">KMAP Open Claims Resolution Log</a>	6/11/2025	<a href="#">KMAP Open Claims Resolution Log</a>
<a href="#">KMAP Closed Claims Resolution Log</a>	6/11/2025	<a href="#">KMAP Closed Claims Resolution Log</a>

- New Service Codes- Fiserv – None
- Visit Updates on Activity Codes
- Authorization Updates on Ordering Physician – None
- Annual Rate Updates rates and Authorizations

- Development of Worker Upload API
- Building in request for Authorization updates when provider reviews an authorization
- Data Life Cycle management- reducing the amount of data in AuthentiCare to improve production performance

Send us your suggestions for improving the provider dashboard and submitting claims!

- Bringing the MCO ICN (Internal Control Number) into AuthentiCare to make payment reconciliations easier.
- Adding new status to the visit/claim process in AuthentiCare to identify claims ready for submittal (across past 90 days), claims submitted, claims accepted by payer and claims disposition (paid or denied).
- Ungrouping- Breaking visits into their own individual claim unless a rollup is needed for same day/same member/same service/same place of service.

Send us your comments and suggestions for improving the provider dashboard and submitting claims!

Who does this impact:

This only impacts AuthentiCare Web Users and Provider Portal Users

This **does not** impact Workers/ Caregivers- they continue to log their visits using the AuthentiCare Mobile application, the IVR call in system or approved third-party aggregator.



# Kansas Department of Health and Environment



## Single Sign-On Page



### Provider

- Provider Portal Access
- Provider EVV Access
- Provider Admin OIM Access



### Knowledge Base

- KMAP Site

What does this impact:

This only impacts AuthentiCare Web Users and Provider Portal Users secure access to AuthentiCare.

This **does not** impact managing your Workers/ Caregivers, processing authorizations, processing visits, submitting claims-you continue to do this work in the AuthentiCare application.



# Role of Provider Portal Administrators

The role of Provider Portal Administrators allows those designated to make adjustments or create associations with the Provider Delegates to assist with allowing users to perform tasks on behalf of the organization they represent.

- Provider (Administrator): The Provider (Administrator) role is assigned to the user who receives the PIN letter.
- Provider Delegate: The Provider Delegate has access based on the permissions assigned by their Administrator.

With the addition of Federated Authentication for Electronic Visit Verification (EVV), some responsibilities for Administrators have changed. New responsibilities include:

- Adding or modifying Technical Role Assignments for delegates.
- Performing password resets
- Disabling users.
- Unlocking users.

## 1. Learn how to:

- A. Sign in and verify your own security profile
- B. Open user list and confirm your users are all included and have correct role assignments
- C. Modify User Role Assignments
- D. Onboard new users
- E. In-activate Users
- F. Re-set User Passwords

## 2. Engage with your users to inform them of the changes

- A. They will be logging in to a new URL, direct access to AuthentiCare will end on the night of 7-23
- B. They will need to create a security profile
- C. Once logged in, they will have a SSO screen with 3 options
- D. When they select EVV, they will be logged into AuthentiCare with the access they had previously.
- E. If a user has Access issues, Call Gainwell Provider help desk (800) 933-6593
- F. If a user has application issues, Call AuthentiCare Help Desk (800) 441- 4667



## Key Dates

1. **July 16- 18**
  - Users are added to Single Sign on
  - All Users receive system notification to log in and set up their security profile
2. **July 18- 23**
  - SSO administrators log in to verify access to Administration
  - SSO Administrators verify users and their role assignments
3. **Engage with your users to inform them of the changes**
  - They will be logging in to a new URL, direct access to AuthentiCare will end on the night of 7-23
  - They will need to create a security profile
  - Once logged in, they will have a SSO screen with 3 options. To get to AuthentiCare, they simply click on the EVV Link.
  - When they select EVV, they will be logged into AuthentiCare with the access they had previously.

**If a user has Access issues, Call Gainwell Provider help desk (800) 933-6593**

**If a user has application issues, Call AuthentiCare Help Desk (800) 441- 4667**

Questions on Caregiver requirements?

## **Planned Town Hall meetings for Caregivers in August**

**Purpose:** To explain the requirements for EVV and address caregiver (pre-submitted) questions and to explain the consequences of non-compliance.

**Who:** Caregivers who are not accepting the expectations of EVV compliance.

**When:** There will be two Town Hall meetings scheduled in August

**How:** Registration will be on the KanCare Website

## Thank you/Questions





## Need more information?

**AuthentiCare Help Desk** (authenticare.support@fiserv.com, 1-800-441-4667).

**EVV Page at KanCare website:**

<https://www.kancare.ks.gov/providers/training-resources/electronic-visit-verification>

[Electronic Visit Verification | KanCare \(ks.gov\)](#)

or

**Email us at: [KDHE.EVV@ks.gov](mailto:KDHE.EVV@ks.gov)**