

Dear Louisiana Medicaid Waiver Provider:

In December 2014, the Louisiana Department of Health and Hospitals (DHH) communicated to you information regarding the upcoming roll-out of a new Electronic Visit Verification (EVV) system to better manage home and community based services and supports for Medicaid participants. You may have also received information on this system, known as AuthentiCare®, through two informational webinars coordinated by DHH and DHH’s EVV contractor First Data in December 2014 and January 2015.

DHH and First Data will soon be holding a series of **in-person, full-day provider training sessions on the AuthentiCare system** at two central locations – Pineville and Baton Rouge. In order to submit claims using the EVV system, providers **must send at least one but no more than two representatives** to the training, which will be presented in a “train-the-trainer” format. Attendees will learn how to use the system and how to train other employees in the agency. DHH suggests that a representative from your billing department and a staff member who is responsible for training direct care workers attend these sessions. The same content will be covered in each session – as such, you are only required to attend once.

Date	Location	Address
March 3, 2015	Pineville, LA	Pinecrest Supports and Services Center 100 Pinecrest Dr., Pineville, LA 71361
March 4, 2015	Pineville, LA	Pinecrest Supports and Services Center 100 Pinecrest Dr., Pineville, LA 71361
March 5, 2015	Pineville, LA	Pinecrest Supports and Services Center 100 Pinecrest Dr., Pineville, LA 71361
March 10, 2015	Baton Rouge, LA	Claiborne Building Conference Center 1201 North Third Street, 1-100 Louisiana Purchase Room Baton Rouge, LA 70802
March 11, 2015	Baton Rouge, LA	Claiborne Building Conference Center 1201 North Third Street, Room 1-100 Louisiana Purchase Room Baton Rouge, LA 70802
March 12, 2015	Baton Rouge, LA	Claiborne Building Conference Center 1201 North Third Street, Room 1-100 Louisiana Purchase Room Baton Rouge, LA 70802

There is no fee for this training. However, because space is limited, **pre-registration for the training is required**. You may register to attend using the link that corresponds to your desired date and location of attendance:

<b>Pineville Sessions</b>	<b>Baton Rouge Sessions</b>
<a href="#">March 3, Pineville, LA</a>	<a href="#">March 10, Baton Rouge, LA</a>
<a href="#">March 4, Pineville, LA</a>	<a href="#">March 11, Baton Rouge, LA</a>
<a href="#">March 5, Pineville, LA</a>	<a href="#">March 12, Baton Rouge, LA</a>

These registration links may also be found on the DHH's EVV Training Portal accessible from: <http://dhh.louisiana.gov/evv>.

### **Training Overview**

During this training, First Data will provide a detailed overview of the AuthentiCare system, which includes information on how the system:

- Uses landline phones, cell phones, and/or a mobile application running on an Android device with GPS-capability to track service visits,
- Is web-based and paperless for providers and other administrative users,
- Allows providers to review and confirm the services on a claim before submission,
- Generates confirmed claims automatically to the Medicaid fiscal intermediary,
- Includes a suite of reports and the ability for users to establish individualized report templates,
- Provides real-time service information to providers and support coordinators, and
- Requires the provider to have access to the internet (a high-speed, broadband connection is recommended).

Providers will also learn about the benefits of this new system, which feature:

- Reduced manual and paper processes,
- Improved assurance that services are provided as outlined in the plan of care, and
- Easy internet access that does not require the purchase and/or installation of software or hardware.

Training and materials will be provided during this session that will enable you to train others in your agency on the AuthentiCare system.

### **Reminder: AuthentiCare Implementation Timeframe**

Effective **April 1, 2015**, this new system will launch for personal care services provided to Medicaid participants in the Community Choices Waiver, Adult Day Health Care Waiver (ADHC), and the Long Term Personal Care Services (LT-PCS) State Plan Option. Later this year, the AuthentiCare system will launch for personal care services provided to Medicaid participants in

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the New Opportunities Waiver (NOW), Supports Waiver (SW), Children’s Choice Waiver and the Residential Options Waiver (ROW).

As you will remember from prior communications from DHH, the goals of this EVV effort are multi-faceted – to improve the accuracy of monitoring services provided to Medicaid participants; to improve the reporting capabilities for both DHH and providers; and to simplify the billing process for providers of in-home services. DHH strongly believes this system will create administrative efficiencies for both DHH and your agency while helping to ensure the proper supports and services are provided for the Medicaid participants you serve.

### **Additional Resources and Information**

DHH has established a website dedicated to this EVV system, <http://dhh.louisiana.gov/evv>, which includes a number of additional resources for providers such as a recording of one of the webinars previously offered by DHH and First Data, as well as an overview of questions-and-answers from providers who participated in these webinars. DHH strongly recommends that you watch this webinar recording and review the questions-and-answers document prior to attending one of these training sessions. Moving forward, additional information and resources will continue to be added to this site.

We look forward to seeing you and/or your representative(s) in March. If you need additional information or have questions regarding the implementation of **AuthentiCare** or one of these upcoming training sessions, please contact DHH at [EVVHELP@la.gov](mailto:EVVHELP@la.gov).

Sincerely,

J. Ruth Kennedy  
Medicaid Director

JRK/JEL

cc: Tara LeBlanc  
Medicaid Enrolled HCBS Support Coordination Agencies  
Mark A. Thomas