

Nov. 1, 2022

## MEDICAID ALERT

**TO: CLTC and Disabilities and Special Needs In-home Service Providers**

**SUBJECT: EVV Launch for SCDDSN-operated Waivers Starts Dec. 11, 2022;  
Register for Training Now**

Effective December 2022, South Carolina Healthy Connections Medicaid providers rendering in-home services to Healthy Connections Medicaid members participating in the three waivers operated by the South Carolina Department of Disabilities and Special Needs (SCDDSN) must use an electronic visit verification (EVV) system to capture in-home service delivery visits.

The South Carolina Department of Health and Human Services (SCDHHS) has utilized an EVV since 2002 for its Community Long Term Care (CLTC) waivers. To comply with the 21st Century Cures Act, EVV usage will be extended to in-home services provided through the Community Supports (CS), Head and Spinal Cord Injury (HASCI) and Intellectual Disability and Related Disabilities (ID/RD) waivers. Providers currently submitting paper claims for these waiver services **must begin using electronic visit capture in the EVV launch Dec. 11, 2022.**

With EVV, every visit is recorded, validated, and submitted at the time of the service – making it easier for workers to be paid on time and ensuring members receive authorized care. By validating encounter data at the point of service, EVV allows for a paperless operation, reducing administrative costs and increasing efficiency. EVV makes logging and submitting in-home member visits for payment simple, quick, and secure.

Training will be provided for individuals in organizations who will need to interface with the EVV solution. The instructor-led virtual training teaches providers how to use the AuthentiCare web portal for claims, scheduling, visit maintenance, reports, onboarding workers and system monitoring. To receive AuthentiCare web portal credentials, providers must attend training.

Training Course	Audience	Dates and Registration Information
<b>EVV Billing Launch Training</b>	<b>EVV Billing Launch Provider Training</b>  Up to 3 people per provider agency	<b>Registration Link:</b> <a href="https://attendee.gotowebinar.com/rt/757959762268272399">https://attendee.gotowebinar.com/rt/757959762268272399</a> <b>Sessions:</b> 1. <b>Monday 11/14/2022</b> Time: 9 a.m. - 12 p.m. (EST) 2. <b>Tuesday 11/15/2022</b> Time: 1 - 4 p.m. (EST) 3. <b>Wednesday 11/16/2022</b> Time: 1 - 4 p.m. (EST) 4. <b>Tuesday 11/22/2022</b> Time: 1 - 4 p.m. (EST) 5. <b>Monday 11/28/2022</b> Time: 1 - 4 p.m. (EST) 6. <b>Tuesday 11/29/2022</b> Time: 9 a.m. - 12 p.m. (EST)
	<b>EVV Billing Launch Self-directed Training</b>  Fiscal agents	<b>Registration Link:</b> <a href="https://attendee.gotowebinar.com/rt/8004574819126098443">https://attendee.gotowebinar.com/rt/8004574819126098443</a> <b>Sessions:</b> 1. <b>Wednesday 11/16/2022</b> Time: 9 a.m. - 12 p.m. (EST) 2. <b>Thursday 11/17/2022</b> Time: 1 - 4 p.m. (EST) 3. <b>Friday 11/18/2022</b> Time: 9 a.m. - 12 p.m. (EST) 4. <b>Monday 11/21/2022</b> Time: 1 - 4 p.m. (EST)
	<b>State Staff and Case Manager Training</b>  State, SCDHHS, and SCDDSN staff, and case managers	<b>Registration Link:</b> <a href="https://attendee.gotowebinar.com/rt/2450475394299447312">https://attendee.gotowebinar.com/rt/2450475394299447312</a> <b>Sessions:</b> 1. <b>Monday 11/14/2022</b> Time: 2 - 4 p.m. (EST) 2. <b>Tuesday 11/15/2022</b> Time: 10 a.m. - 12 p.m. (EST) 3. <b>Thursday 11/17/2022</b> Time: 10 a.m. - 12 p.m. (EST)
	<b>Train-the-Trainer Training</b>  Training for providers on how to train their workers to use the mobile application and interactive voice response system (IVR)	<b>Registration Link:</b> <a href="https://attendee.gotowebinar.com/rt/3784030166675534864">https://attendee.gotowebinar.com/rt/3784030166675534864</a> <b>Sessions:</b> 1. <b>Wednesday 11/30/2022</b> Time: 1 - 2 p.m. (EST) 2. <b>Thursday 12/1/2022</b> Time: 10 - 11 a.m. (EST) 3. <b>Monday 12/5/2022</b> Time: 11 a.m. - 12 p.m. (EST) 4. <b>Tuesday 12/6/2022</b> Time: 2 - 3 p.m. (EST)

Future communications from SCDHHS will provide details and contact information for system support during the first week of the EVV launch, beginning Dec. 11, 2022.

SCDHHS and SCDDSN look forward to working together with providers in transitioning DDSN-operated waiver services to the EVV.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.