



AHCCCS Electronic Visit Verification (EVV) FAQs & Timeline

January 06, 2021

New FAQs - www.azahcccs.gov/evv

AHCCCS FAQs are available to assist with questions about EVV. The following FAQs are posted on the AHCCCS EVV website:

- Member and Provider Focused Device FAQs
- Telehealth and EVV FAQs

General Compliance Timeline and Reminders – There is a grace period!

January 01, 2021

- All providers are required to begin using EVV when rendering eligible EVV services.

January 01, 2021 – March 31, 2021 (Grace Period)

- **Payment for EVV Services** - AHCCCS is allowing for a soft-claim edit period for claims for dates of service beginning January 01, 2021 through March 31, 2021. **This means that providers can still receive reimbursement for services if there is no EVV visit to match to a claim or the EVV visit data is incomplete.** Providers will have information on issues with claims for EVV services in an effort to provide technical assistance and insight into EVV program implementation. AHCCCS will monitor these issues to help inform additional provider engagement and outreach.
- **EVV Policy Compliance** – AHCCCS is allowing providers to use the grace period to comply with the new AHCCCS EVV policy including time to have conversations with members and completing forms required for the following as allowable/required under the policy. **The draft forms available on the EVV webpage may be used for reference and training purposes only. The forms should not be used by providers until AHCCCS has sent notification the final versions of the forms are available for use following the policy public comment period which ends January 4, 2021.** Providers must maintain documentation standards that validate the provision of services as they transition to EVV and comply with EVV policy standards for documentation.
 - Designee Attestation
 - Paper Timesheet Attestation
 - Contingency Plan

Beginning April 1, 2021

- **Payment for EVV Services** – The hard claims edits will begin for EVV service claims for the dates of service beginning April 1, 2021. **Providers will not get paid unless all the required EVV visit data is present.**
- **EVV Policy Compliance** – The new EVV compliance standards will be incorporated into the quality monitoring audits performed by the MCOs.

Stay Informed - To sign up for EVV notices from AHCCCS, go to www.azahcccs.gov/evv, select “Stay Informed”, and click on the EVV Sign Up link.

Please visit the AHCCCS EVV page www.azahcccs.gov/evv or contact Care1st Network Management using the information below with any questions.

Thank You!

Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

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Visit our website at www.care1staz.com

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info