



November 28, 2022

REMINDER: EVV Mandate Effective December 1, 2022

Personal Care Providers,

The Arkansas Department of Human Services Division of Medical Services' requirement for Electronic Visit Verification (EVV) has a go live date of December 1, 2022. For information regarding the EVV implementation, please visit <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/evv-info/>.

HHAXchange (HHAX) is the EVV vendor for Empower Healthcare Solutions. **After December 1st, MMIS will no longer be available to bill for service codes listed below.**

To avoid claim suspension and payment delays, you must submit these visits through an EVV system for the following service codes:

- Attendant Care – S5125U2
- Personal Care 21 and Over – T1019 U3
- Personal Care under 21– T1019
- Respite – S5150

A recording of the recent EVV training hosted by HHAX is available [here](#). Please reference or share this link as needed.

For questions, please contact HHAXchange at (855) 400-4429 or Empower Provider Relations at empowerhealthcaresolutionspr@empowerarkansas.com.

Thank you,

Empower Provider Relations