



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: All NH Medicaid Enrolled Providers of EVV services
From: NH Division of Medicaid Services
Date: July 29, 2024
Subject: Delay in Claim Adjudication for EVV providers

This communication is to notify the providers who are submitting visits through AuthentiCare to the NH Medicaid payers to inform you that there was a failure in submitting the 837 claims file to payers on Thursday, July 25, 2024.

We are working to resolve this issue with Fiserv and all payers including MMIS/Fee-for-service and will be processing the file as soon as received. We are determining manual payouts for the effected providers from last Thursday's 837.

The NH Medicaid contracted Managed Care Plans will also be processing the payment as soon as the file is received.

If you have any questions regarding this notice, contact EVV by e-mail at evv@dhhs.nh.gov

Please contact NH Medicaid Provider Relations at 1-866-291-1674 for claims questions or requests for billing information.

CC: Program Integrity
Kathleen Donovan - Conduent