

# **OKLAHOMA ELECTRONIC VISIT VERIFICATION (EVV) PROJECT**

## **TOWNHALL**

Kimberly Jones  
Oklahoma Health Care Authority (OHCA)  
March 18, 2026



# Agenda

- Introduction
- PFC – Paid Family Caregiver Letter
- Compliance
- HHAeXchange
- Acumen's Project Overview
- Acumen Demo
- Staying Connected

# Paid Family Caregiver (PFC)

## OHCA Guideline

<b>Policy:</b>	<b>317:30-5-550 Paid Family Caregiver</b>
Last Review Date:	October 12, 2025
Effective Date:	March 1, 2026
Next Review:	September 1, 2026
* This document is not a contract, and these guidelines do not encompass every possible situation. Although all items contained in these guidelines may be met, this does not reflect or imply the responsibility of this agency or department to change the plan provision to include the stated services as an eligible benefit.	
<input checked="" type="checkbox"/> New Criteria <input type="checkbox"/> Revision of Existing Criteria	
<b>Summary</b>	
<b>Purpose</b>	<p>The Paid Family Caregiver (PFC) program, as authorized by Senate Bill 56 (63 O.S. § 5013.2) is designed for children aged 0-20 who are approved for private duty nursing (PDN) services. The program allows a trained family caregiver to provide care that can be safely delivered in lieu of a nurse, addressing the challenge of unstable staffing, particularly in rural areas. This option helps prevent families from having to choose between their employment, housing or, in some single-family homes, relinquishing custody of their child to the state.</p> <p>Children who qualify may receive up to 40 hours per week of PFC services. This initiative is expected to improve access to care for these members while allowing other personal care services to be provided to different members in need. These children have complex special health care needs and qualify for in-home nursing service as part of the SoonerCare PDN benefit package. These children require community-based alternatives to institutional care. Members are determined to be eligible for PDN and PFC through the medical authorization process.</p>
<b>Definitions</b>	
Family member - means a child, parent, parent-in-law, sibling, grandparent, grandchild, spouse or any other individual related by blood, and any other individual with a close association that is the equivalent of a family relationship.	

[Paid Family Caregiver PA Public Website Information](#)



# Compliance

- Currently ALL providers must be submitting claims in an EVV compliant manner with our **current** EVV Aggregator Fiserv or using their third party EVV vendor. There are no exceptions.
- We have received questions about EVV compliance for certain services. The state is creating specific exceptions for outliers.
- The state is developing current EVV metrics that will be shared later.



Clay Bullard | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2025-20

October 30, 2025

**RE EVV Requirements for Reimbursement of Personal Care and Home Health Services**

Dear Provider,

In accordance with the 21st Century Cures Act, all states are mandated to implement an electronic visit verification (EVV) system for Medicaid-funded personal care services (PCS) and home health care services (HHCS). EVV is a technology-based system that utilizes telephone and computer platforms to capture and verify the following service details:

- Type of service provided
- Name of individual receiving services
- Date of service delivery
- Location of service delivery
- Name of individual providing service
- Start and end times of service

[CMS Mandate Letter](#)



# Compliance cont.

## Providers Using a Non-Compliant Time Capture System

Provider agencies should not wait to set up a compliant EVV solution. Provider agencies must establish a compliant EVV solution now to meet current requirements.

Agencies may choose to:

- Establish EVV using the current state-sponsored EVV vendor.
- Establish EVV with another compliant third-party EVV vendor.

Agencies that elect to transition to **Acumen** during the supported implementation period will receive guidance and onboarding support.

**MCOs are not impacted by the transition, and HHAeXchange will continue as the EVV vendor.**

HHExchange



## Who is HHAeXchange?



### HHAeXchange (HHAX)

*EVV Vendor for the CE's/MCO's (Humana, Aetna, and Oklahoma Complete Health)*

- EVV system for **CE/MCO-contracted providers only**
- Supports Sooner Select **Home Health and Personal Care Service** populations
- EVV Scoped Service Codes/ Rev Codes: T1019, 551, 571, T1000, T1000-TU, and T1004
- Supports EVV visit capture and billing readiness
- EVV is required for **home health and personal care services**
- Providers may use **multiple EVV systems** depending on payer and population

**Important:** HHAeXchange is **not** the State EVV Aggregator.

1. Watch [OK Overview Video](#)

2. Determine if using HHAX or other EVV Vendor

- **Option 1** – You may choose to use the Payer-Sponsored HHAeXchange solution at no cost.
- **Option 2** – You may choose to use another EVV Solution that integrates with HHAeXchange.

***\*Please Note:***

- HHAeXchange will support Oklahoma providers by consolidating all visit data and submitting it to the state, regardless of the EVV tools used.



## Option 1: HHAeXchange



1. Submit [Onboarding Form](#)
2. Complete Onboarding Training in [HHAeXchange University](#) (LMS)
3. Review Available Resources
  - [Oklahoma Info Center](#)
  - [HHAX Knowledge Base](#)
4. Visit the [HHAX Support Portal](#) with any issues!

***\*Please Note:***

- All links above are available in Oklahoma Info Center
- QR Code links to Onboarding Form



 Option 2: 3<sup>rd</sup> party EVV Vendor/ HHAX Integration



1. Submit [Integration Attestation Form](#)
2. Submit [API Integration Ticket](#)



Currently, providers have access to the [HHAeXchange OK EVV Info Center](#), where you can access:

- [Onboarding instructions](#)
- Self-Serve Learning Management System ([HHAeXchange University](#))
- In App Guides
- [HHAeXchange Knowledge Base](#)



# Timeline



◆ Refresher Training Event

2026			
Aug/Sept	October	November	December

Webinars

Milestone Training (Webinar Event)	◆	◆	◆	◆
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Comms

In App Notifications	█			
Comms Campaign (5-10 email)	█			
Comms Check In (5-10 email)		█	█	█

LMS /KB

Learning Management System	█			
In App Guides	█			
Knowledge Base	█			

Acumen:  
powered by DCI  
Software

# Transition to Acumen

## State Sponsored EVV Provider & EVV Data Aggregator



Acumen powered by DCI Software



Caregivers



Provider  
Agencies



Claims  
/  
Billing



Third  
Parties



State  
Medicaid  
Program

### What's changing?

- Oklahoma is transitioning its statewide EVV solution from AuthentiCare to Acumen powered by DCI, which will serve as both the state sponsored EVV system and the state's EVV data aggregator.

FISERV  
(Current System)

Acumen  
powered by DCI  
(Future System)

### Why this change is happening

- This change is being made to improve system performance and enhance the user experience for providers, members, paid family caregivers, non-residential HTS, and stakeholders.

## **Who is *Acumen* and what is *DCI*?**

Acumen was founded in 1995 and provides support and solutions to provider and state agencies, as well as individuals with disabilities and their families. We have grown to become one of the largest providers of fiscal agent services in the country through personal and efficient service. Please visit our website at [acumenfiscalagent.com](https://acumenfiscalagent.com) to learn more!

Acumen is partnering with the State of Oklahoma to guide provider agencies through the EVV system transition. Our team is dedicated and actively working with Oklahoma to plan and support the EVV transition as the project moves forward.

Direct Care Innovations or DCI, is our software and EVV solution, used by caregivers, providers, and administrators. DCI is accessed via web or the DCI Mobile EVV app.

Please visit the product website at [dcisoftware.com](https://dcisoftware.com) to learn more about our EVV solution.

# Acumen Project Team



Acumen powered by DCI Software

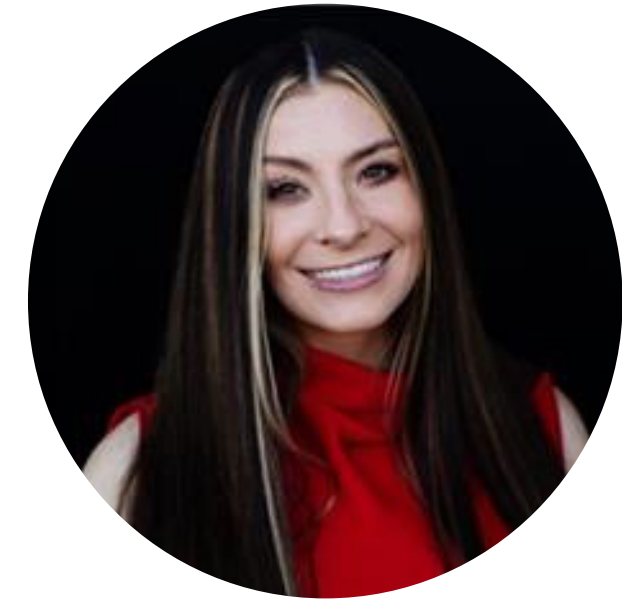
## Executive Team:



**Baui Senkfor**  
Project Sponsor



**Patrick Nordqvist**  
Technical Lead & Testing Manager



**Chelsea Huntington**  
Project Director

## Project Management Team:



**Jeremy Brewer**  
Project Manager



**Janessa Hortemiller**  
Training and Docs Manager



**Heather Purvis**  
Organizational Change Director



**Robert Bauer**  
Project Coordinator

# EVV Transition Impacts



Acumen powered by DCI Software

EVV applies based on service type, not a program.

## People

- **All providers delivering EVV required services delivered in-home and/or in the community.**
  - PCS/HHCS/self-directed in-home
  - Live-in caregivers
  - Case Managers

## Processes

- New workflows for visit capture, review, and approval
- Viewing authorizations and entry details
- New claims and billing workflows
- Compliance reporting

## Systems

- EW Software (DCI or compatible vendor)
- DCI Data Aggregator

### \*Note -

- **MCOs are not impacted by the transition**, and HHAeXchange will continue as the EVV vendor.
- Providers rendering services in group homes, community residential supports, or 24-hour congregate settings remain EVV exempt under OAC 317:30-3-34.

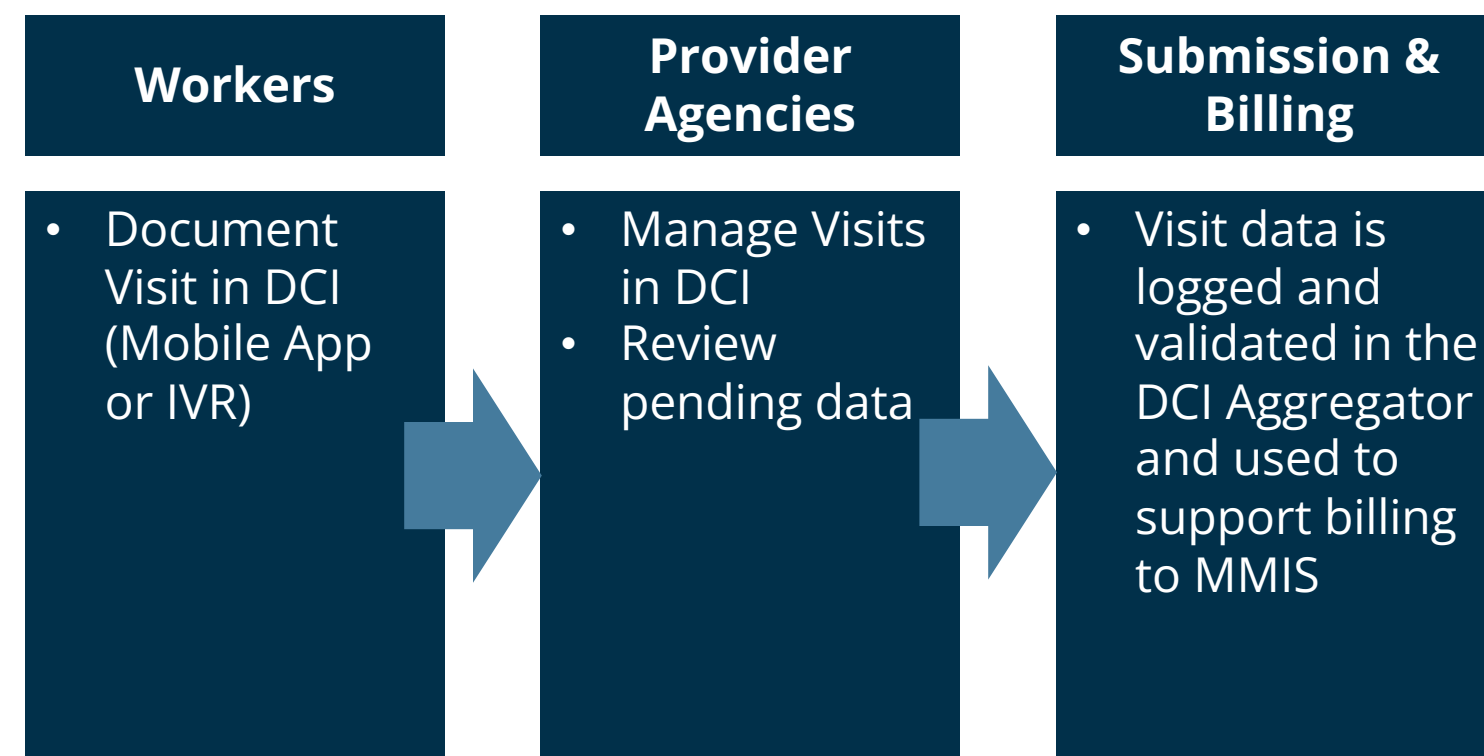
# EVV Pathways for Provider Agencies



Acumen powered by DCI Software

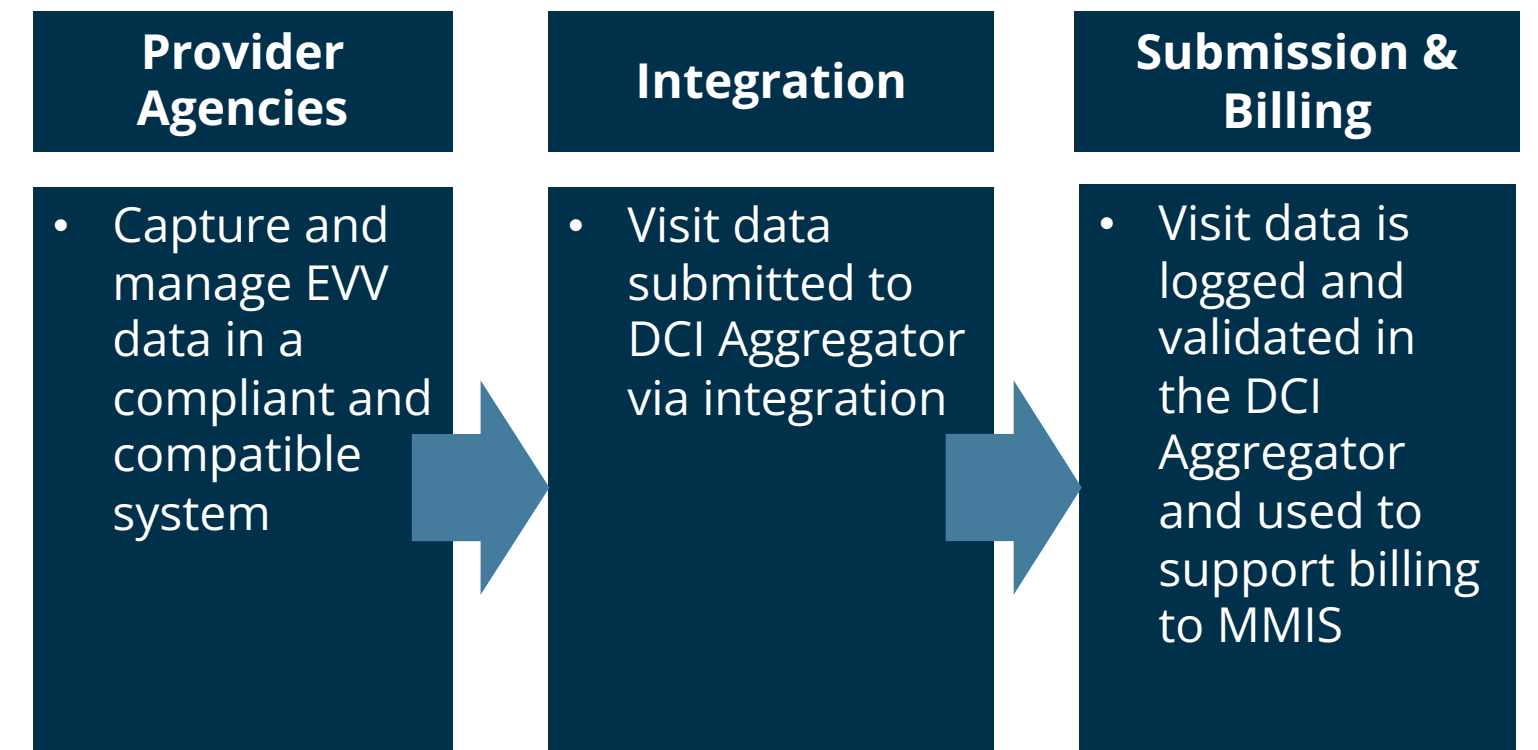
Oklahoma has chosen an EVV open vendor model, and provider agencies must send EVV to the state via one of the following pathways.

## Providers Transitioning to Acumen's DCI EVV System



**\*Note** – Training and onboarding resources will be provided prior to system access.

## Providers Using an Alternative EVV System



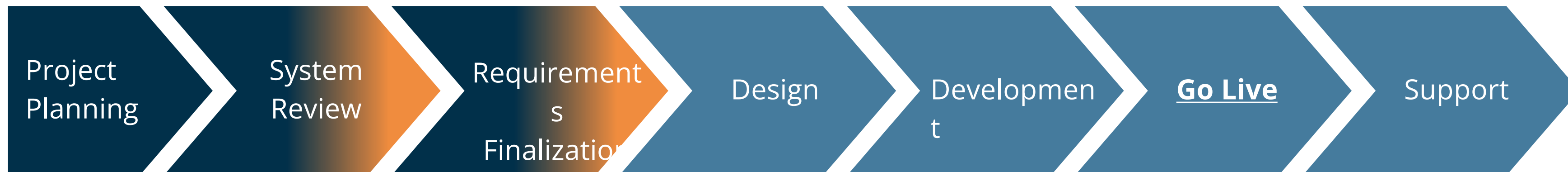
**\*Note** – Alternative EVV vendors must meet state EVV requirements and additional guidance will be provided for system integration.

# Project Roadmap



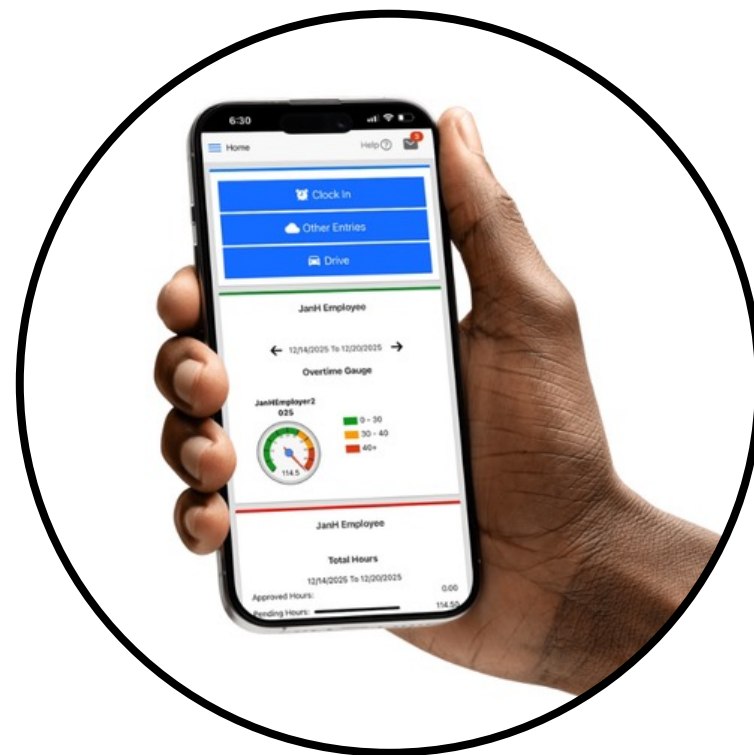
Acumen powered by DCI Software

Project Achievements	What's happening in the next 30 to 60 days?
<ul style="list-style-type: none"><li>• Project concept and initiation</li><li>• Project planning and governance</li><li>• Development of the project management plan</li><li>• System review and technical planning</li><li>• <b>Initial planning for training and communication</b></li><li>• <b>Coordination between program partners</b></li></ul>	<ul style="list-style-type: none"><li>• Preparing for the Design Phase</li></ul> <p><b>Key Outcomes of Design:</b></p> <ul style="list-style-type: none"><li>• <b>Determining how DCI EVV will function</b></li><li>• <b>Development of communications strategy</b></li><li>• <b>Development of the Training Plan</b></li></ul>



# Ways to Enter Time

## Mobile App



- **\*Preferred Method**
- Real Time Entry – **EVV compliant**
- Quick & Easy
- Offline capable

## Phone IVR

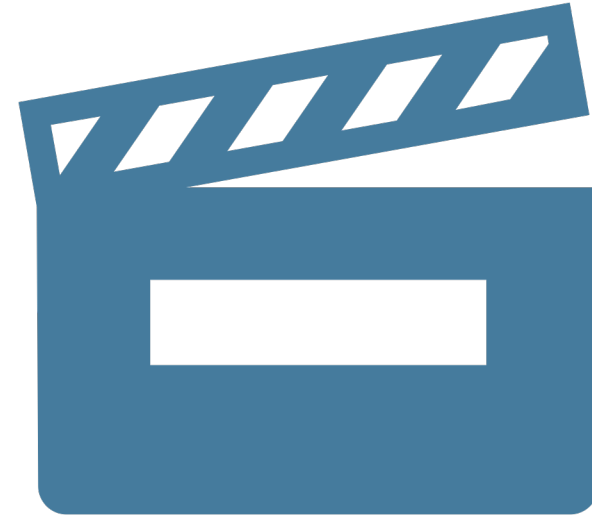


- Landline
- Real Time Entry – **EVV compliant**
- Option when access to a mobile device or computer is limited

## Web Portal



- **Only used for service interruptions**
- Time Management
- Historical Entry & Corrections – **Non-EVV compliant**
- User Profile Settings



**[Acumen Demo Video Link](#)**

# Ways to Stay Engaged



## OK EVV Website

- <https://oklahoma.gov/ohca/individuals/programs/electronic-visit-verification.html>
- *Acumen website coming soon*



## Townhall

- Next townhall - **Tuesday, May 19**
- Register Here:  
<https://oklahoma.gov/ohca/individuals/programs/electronic-visit-verification.html>



## Provider Newsletters

- Sent out monthly
- Don't forget to subscribe!
- [https://public.govdelivery.com/accounts/OKHCA/subscriber/new?topic\\_id=OKHCA\\_24](https://public.govdelivery.com/accounts/OKHCA/subscriber/new?topic_id=OKHCA_24)



## Stakeholder Readiness Survey

- Will help shape the transition and ensure DCI works for your organization in the future.



## Focus Groups

- Will provide insight into stakeholder expectations for successful training.



**Questions?  
THANK YOU!**

# Let's Stay Connected

## **EVV Distribution List:**

- Please send names, roles, organizations, email addresses, and/or questions to: [ewv@okhca.org](mailto:ewv@okhca.org)

## **SME Contact Information:**

- Oklahoma Health Care Authority (OHCA) – Kimberly Jones | [kimberly.jones@okhca.org](mailto:kimberly.jones@okhca.org)
- Developmental Disabilities Services (DDS) –Julie Whitworth | [julie.whitworth@okdhs.org](mailto:julie.whitworth@okdhs.org)
- *ADvantage* Program – Jennifer Ashbridge | [jennifer.ashbridge@okdhs.org](mailto:jennifer.ashbridge@okdhs.org)
- Managed Care Organization (MCO)-HHAeXchange – Travis Singley | [tsingley@hhaexchange.com](mailto:tsingley@hhaexchange.com)

## **EVV FAQs:**

- <https://oklahoma.gov/ohca/individuals/programs/electronic-visit-verification/evv-faqs.html>



**OKLAHOMA**  
Health Care Authority

## GET IN TOUCH

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105

[oklahoma.gov/ohca](http://oklahoma.gov/ohca)  
[mysoonercare.org](http://mysoonercare.org)

Agency: 405-522-7300  
Helpline: 800-987-7767

