



Andy Beshear
GOVERNOR

CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Eric Friedlander
SECRETARY

Pam Smith
DIRECTOR

Division of Long-Term Services and Supports
275 East Main Street, 6W-B
Frankfort, Kentucky 406 21
chfs.ky.gov

Lisa Lee
COMMISSIONER

To: Model II Waiver Providers
Home Health Providers (Fee for Service and Managed Care)
Private Duty Nursing Providers (Fee for Service and Managed Care)

From: Pam Smith
Director, Division of Long-Term Services and Supports

Re: Electronic Visit Verification Implementation

Date: December 11, 2023

The Department for Medicaid Services (DMS) is reminding Model II Waiver (MIIW), Home Health (HH) providers, and Private Duty Nursing (PDN) providers that the required start date of electronic visit verification (EVV) for home health care services (HHCS) is fast approaching.

Providers can begin using EVV to record visit data on the **soft go-live date of December 28, 2023**. The required use of EVV to record data begins on **the official go-live date of January 1, 2024**.

MIIW, HH, and PDN providers must use EVV when delivering the following services:

- 410 – Respiratory Therapist – MIIW
- 552 - Registered Nurse - MIIW
- 559 - Licensed Practical Nurse - MIIW
- 420 - Physical Therapy - Home Health
- 430 - Occupational Therapy - Home Health
- 440 - Speech Therapy - Home Health
- 550 - Skilled Nursing - Home Health
- 560 - Medical Social Services - Home Health
- 570 - Home Health Aide - Home Health
- T1000 - Private Duty / Independent Nursing - Private Duty Nursing

What is Go-Live?

Go-live means the Therap EVV system is operational and ready for providers to use. DMS strongly encourages providers to begin using EVV on December 28, 2023, for at least some visits. This gives providers an opportunity to:

- Transition to EVV gradually rather than all at once.
- Become familiar with the Therap system before January 1, 2024.
- Identify questions or issues and work with DMS and/or Therap to resolve those.

How to Prepare for Go-Live

All providers must connect with Therap by completing the Kentucky EVV & Aggregator Implementation Request Form at <https://www.therapservices.net/kentucky-evv-aggregator-implementation-request-form/>. Providers with multiple agencies/locations should complete a form for each one.

If your agency has completed the form and has not received an invitation from Therap to initiate onboarding activities, please email KYSUPPORT@therapservices.net and MedicaidPublicComment@ky.gov. Providers have the option to use Therap for EVV or to use a third-party system.

Providers Using Therap for EVV

If a provider is using Therap for EVV, they should expect to have two to three calls with Therap to complete the setup of their account and learn how to use it. Additional calls may be required if the provider plans to use Therap for billing.

Providers Using a Third-Party System

If a provider is using a third-party system, Therap will reach out to the provider and their identified vendor to share the EVV Vendor Attestation Requirements and to coordinate the completion and signing of a Business Associate Agreement (BAA) and an End User Legal Agreement (EULA). After the forms are completed and returned, Therap will provide information to the vendor for integration.

Support and Questions

Training, frequently asked questions, and other support materials are available on Therap's Kentucky EVV website at <https://help.therapservices.net/app/kentucky-evv>.

The following webinar opportunities are available to providers who need support before and after the go-live of EVV HHCS.

- EVV HHCS Policy Webinar: DMS will discuss important EVV HHCS policy information.
December 18, 2023
10-11 a.m. Eastern / 9-10 a.m. Central
Register: https://us02web.zoom.us/webinar/register/WN_37d5EGLtQXSh7a9oj3yF9Q

- EVV HHCS Town Hall #9: Therap will discuss implementation of EVV HHCS.
December 20, 2023
1-2:30 p.m. Eastern / Noon-1:30 p.m. Central
Register: https://us02web.zoom.us/webinar/register/WN_RxkZA6k9QRCm4rRTtoUR0A
- EVV HHCS Town Hall #10: Therap will discuss implementation of EVV HHCS.
December 27, 2023
1-2:30 p.m. Eastern / Noon-1:30 p.m. Central
Register: https://us02web.zoom.us/webinar/register/WN_RxkZA6k9QRCm4rRTtoUR0A
- EVV HHCS Post-Go-Live Touchbase: DMS will answer post-go-live provider questions.
January 8, 2024
10-11 a.m. Eastern / 9-10 a.m. Central
Register: https://us02web.zoom.us/webinar/register/WN_0hcZcLynTuSD9x5F7GG0Rw

If you have questions while preparing for EVV HHCS go-live, please reach out.

For policy-related questions, contact DMS	MedicaidPublicComment@ky.gov
For technical questions about Therap EVV	KYSUPPORT@therapservices.net

Sincerely,



Pam Smith, Director
Division of Long-Term Services and Supports