



The Department for Medicaid Services (DMS) is encouraging 1915(c) Home and Community Based Services (HCBS) providers to preserve electronic visit verification (EVV) data as we transition the state-sponsored EVV system from Netsmart to Therap.

[Therap go-live](#) is January 1, 2025. Beginning in February, new service visits can no longer be entered in Netsmart.

- Agencies currently using Mobile Caregiver+ must begin documenting service visits using Therap no later than January 31, 2025.
- Agencies using a third-party system must ensure their system is sending visits to Therap no later than January 31, 2025. Netsmart will no longer be able to aggregate third-party visits after this date.

1915(c) HCBS providers will have **view-only access to Mobile Caregiver+ until April 1, 2025**. To retain EVV data for past service visits, **provider agencies must download historical visit information before April 1**. The following guide is available on the [DMS EVV website](#) to instruct providers on downloading past visits.

[Netsmart Mobile Caregiver+ Report Utilization Guide](#)

If you have additional questions or require technical assistance with this task, please contact Netsmart using the [Netsmart Customer Support Portal](#) or by calling (833) 483-5587 before April 1, 2025.