

Mobile Caregiver+ Quick Reference Guide

Mobile Caregiver+ App and Provider Portal Technical Requirements

The Department for Medicaid Services (DMS) is transitioning to [electronic visit verification \(EVV\)](#) for some services offered through [Kentucky's 1915\(c\) Home and Community Based Services \(HCBS\) waivers](#). The federal government requires states to use EVV as part of the [21st Century Cures Act](#) to continue receiving critical funding for 1915(c) HCBS waiver programs. A list of services required to use EVV is available at <https://bit.ly/kyevvservices>.

EVV is an electronic system used to confirm a waiver participant receives the services identified on their person-centered service plan. More information about EVV is available on the [DMS EVV website](#) at <https://bit.ly/kywaiverEVVinfo>.



Who Must Use EVV?

Paid caregivers must use EVV to document details of the care they provide. Provider agencies can use EVV to bill EVV-affected services.

- **Paid Caregivers** include direct service providers (DSP) who work for traditional provider agencies or participant-directed services (PDS) employees hired by a waiver participant to provide non-medical services.
- **Provider agencies** include traditional provider agencies and financial management agencies (FMAs). FMAs bill services on behalf of waiver participants who use PDS and make sure PDS employees are paid for the services they deliver.

If a provider agency plans to use Kentucky's state-sponsored EVV solution, provided by Netsmart, DSPs and PDS employees will need access to the Mobile Caregiver+ app. Provider agency administrators will need to use the Mobile Caregiver+ provider portal. Below are the specifications for devices, computer operating systems, and browsers compatible with the Mobile Caregiver+ system.

Please note that if a provider agency uses a third-party EVV system, it will still need to access to the Mobile Caregiver+ provider portal for billing purposes. Third-party EVV systems must integrate with Mobile Caregiver+ to allow provider agencies to bill for services in the EVV scope and for DMS to conduct quality assurance activities.



Device Requirements for the Mobile Caregiver+ App

Netsmart certifies that the Mobile Caregiver+ app will work on tablets or smartphones that:

- ✓ Have any Android or iOS operating system version listed in the "Supported Mobile Operating Systems" box below.
- ✓ Have GPS.
- ✓ Have a storage capacity of 50MB or higher. 50MB is equal to .05GB.

Mobile devices do not need Bluetooth, voice support, or minimum memory requirements to work with the Mobile Caregiver+ app.

Supported Mobile Operating Systems*		For Use With	Who Primarily Uses This?
Apple Devices	iOS version 9 or higher	Mobile Caregiver+ App	Paid caregivers linked to provider agencies who use the Mobile Caregiver+ system**.
Android Devices	Android Version Lollipop 5.0 or higher		

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*You can check the version of a device's operating system by looking under "Settings" on the device.
 **Paid caregivers should direct questions about which system they will use for EVV to their provider agency.

Mobile Caregiver+: Other Software Requirements

Supported Computer Operating Systems*		For Use With	Who Primarily Uses This?
Windows	Windows Version 7 or higher (32 or 64 bit)	Mobile Caregiver+ Provider Portal	Provider agency EVV administrators
Apple	Mac OS version X (10) or higher		

Supported PC Browsers*		For Use With	Who Primarily Uses This?
Microsoft Edge	Version 16 or higher	Mobile Caregiver+ Provider Portal on a computer	Provider agency EVV administrators
Google Chrome	Version 4 or higher		
Apple Safari	Version 10 (Mac) or 4 (Windows) or higher		
Mozilla Firefox	Version 57 or higher		

Supported Mobile Browsers***		For Use With	Who Primarily Uses This?
Android	Google Chrome Version 4 or higher	Mobile Caregiver+ Provider Portal on a mobile device	Provider agency EVV administrators
Apple	Mac OS version X (10) or higher		

*****Important note:** Netsmart will support any operating system and browser listed above only as long as supported by the product supplier, and only so long as Netsmart determines that there are no security flaws that could compromise Netsmart information security.

Mobile Caregiver+ App: Mobile Device Management

Mobile Device Management (MDM) is a solution businesses sometimes use when issuing a device to an employee or as a safeguard with a "bring your own device" policy for employees. MDM allows businesses to control which apps are present on a device and app access to device resources such as storage, mobile data usage, and the camera. MDM also allows for device location and securing of the device if lost or stolen. Many businesses use a third-party MDM software. Some of the most popular third-party MDM providers are:

- Google MDM
- Microsoft Intune
- Cisco Meraki
- IBM MaaS360
- AirWatch
- Citrix XenMobile
- SAP Mobile Secure
- Jamf Pro

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- Samsung Knox

If a provider agency uses an MDM solution, it must be configured to allow the Mobile Caregiver+ app access to certain functions. Those functions are listed below. **Optional** means it is possible to use the Mobile Caregiver+ app without this function. **Required** means the Mobile Caregiver+ app will not work effectively without access to the function.

Function	Required or Optional	Reason
Camera	Optional	For app user to take avatar picture
Face ID (if available)	Optional	To allow app user to login using facial recognition
Fingerprint ID (if available)	Optional	To allow app user to login using fingerprint
Location Services	Required	To allow app user to log geo-location of visit at check-in and check-out
Photo Library	Optional	For app user to select avatar picture
Mobile Data	Required (unless user only accesses internet via WiFi network)	For internet access
WiFi Data	Required (Unless user only accesses internet via mobile data)	For internet access
File Storage	Required	To temporarily store encrypted visit data until it is downloaded to the Mobile Caregiver+ system

If you have questions about the technical requirements for the Mobile Caregiver+ system, contact Netsmart Customer Support at (833) 483-5587.

If you have questions about EVV policy, please contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov.



Additional Resources

A complete list of EVV resources can be found in the [EVV QRG: Who to Call](#) listing available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or by scanning the QR code to the left using your mobile device.