

Mobile Caregiver+ Quick Reference Guide

Preparing to Use Mobile Caregiver+ for Participant Directed Services



Paid caregivers must use electronic visit verification (EVV) to document details when providing certain services offered through Kentucky's 1915(c) Home and Community Based Services (HCBS) waivers. **Provider agencies** 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.

Below is a checklist of what you and your PDS employees need to do to prepare for EVV.

- Talk to your financial management agency (FMA) to find out which EVV system it plans to use and when it plans to begin using it.
 - The FMA is the agency a PDS employee turns in timesheets. The FMA will decide if PDS will use the state-sponsored EVV system, called Mobile Caregiver+, or a different EVV system.
- Learn the basics of EVV by viewing the What Does This Mean to Me? EVV document, at <https://bit.ly/kyevvforparticipants>, by visiting the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>, or by reading through Kentucky's EVV FAQ available at <https://bit.ly/kyevvFAQ>.
- Make sure you are signed up for DMS email updates. Instructions for subscribing are available online at <https://bit.ly/getkywaiverupdates> or you can email MedicaidPublicComment@ky.gov.
- PDS employers should discuss EVV with PDS employees so they know about it.

If your FMA is using Mobile Caregiver+:

- The PDS employer and PDS employee should make a plan for how the PDS employees will use the Mobile Caregiver+ app. Will they use it on their own smartphone or tablet? Or will they use it on your smartphone or tablet?
 - You can find out the device requirements for Mobile Caregiver+ at <https://bit.ly/kyevvtech>.
- PDS employees should attend training on the Mobile Caregiver+ app.
 - PDS employees can register for a live training or view recorded training at 4tellus.com/training.

If your FMA is using a different EVV system:

- Talk to your FMA to find out how PDS employees will enter information into the EVV system and if they will need a device.
- Talk to your FMA and make sure your PDS employees receive any training they need.

If you have questions about EVV or would like a paper copy of this information, contact DMS by emailing MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov or by calling (844) 784-5614.