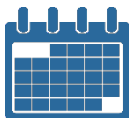


## Mobile Caregiver+ Quick Reference Guide

### Preparing to use Mobile Caregiver+ for Provider Agencies



**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.

**Need more information about EVV?** Learn the basics by visiting the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or reading through Kentucky's EVV FAQ available at <https://bit.ly/kyevvFAQ>.

#### What do provider agencies need to do first?

- The provider agency should decide if it will use the state-sponsored EVV option, Mobile Caregiver+, or if it will use a third-party vendor
  - Third-party systems must integrate with Mobile Caregiver+ for billing and monitoring purposes. The list of third-party vendors that have integrated with Mobile Caregiver+ during the first phase of EVV is available on the DMS EVV website. If a provider agency wishes to integrate with a third-party vendor not listed, contact Netsmart at (833) 483-5587.
- Visit the [DMS EVV website](#) regularly for updates on EVV and to view EVV resources.
- [Subscribe](#) to DMS EVV email updates
- Discuss what EVV is with DSPs or PDS employees and explain which system will be used
- Explain what EVV is to waiver participants who receive [EVV-affected services](#)

#### Next steps for all provider agencies

- Make a plan to adopt EVV or increase adoption
  - Provider agencies can begin EVV with a small group of users; however, DMS expects adoption to grow steadily toward the end of 2021.
    - **August 9, 2021:** Provider agencies should be using EVV to document a minimum of 50% of visits.
    - **November 6, 2021:** Provider agencies should be using EVV to document a minimum of 75% of visits.
    - **January 1, 2022:** Provider agencies should be using EVV to document 100% of visits. DMS acknowledges employee errors, connectivity issues, or system outages may result in slightly less than 100% compliance. These situations will be taken into consideration as DMS monitors adoption percentages.
    - It is important to note, **DMS is only requesting the adoption of EVV to document the six data elements required by the 21<sup>st</sup> Century Cures Act at this time.** Provider agencies can continue to choose to bill EVV-affected services using either the EVV system or the Medicaid Management Information System (MMIS).
- Take advantage of any EVV support your provider agency needs

## Mobile Caregiver+ Quick Reference Guide

### Preparing to use Mobile Caregiver+ for Provider Agencies

- Netsmart offers weekly live training and training recordings on Mobile Caregiver+ at [4tellus.com/training](http://4tellus.com/training). Mobile Caregiver+ user guides and quick references guides are available on the [DMS EVV website](#).
  - If your provider agency is experiencing technical issues with Mobile Caregiver+, contact Netsmart at (833) 483-5587 or using the [Netsmart Customer Support Portal](#).
  - If your provider agency has questions about EVV policy or needs additional support, contact DMS at (844) 784-5614 or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov).
- **Before using Mobile Caregiver+, provider agencies should:**
- Determine who will be the EVV subject matter expert(s) for the provider agency
  - Develop a process for training staff
    - Training information is available at <http://bit.ly/kyevvtraining>.
  - Develop a communication process for staff when they have system or training questions
  - Develop a contingency plan for paid caregivers to follow in the event they experience an issue with the Mobile Caregiver+ app
  - Ensure staff complete training relevant to their role (DSP, PDS employee or administrator)
  - Register to use the Tellus EVV system
- **Before using EVV with a third-party system, provider agencies should:**
- Register to use Mobile Caregiver+ Claims
  - Ensure third-party vendor completes integration and testing
  - Download vendor-specific software and/or apps
  - Sign-up for and complete training on Mobile Caregiver+ Claims
  - Sign-up for and complete any third-party vendor training, if needed
  - Develop a contingency plan for paid caregivers to follow in the event they experience an issue with the Mobile Caregiver+ app