

Netsmart EVV IVR User Guide

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Terminology

The following terms are used throughout the application and throughout this User Guide.

Administrator (Admin): A Netsmart Mobile Caregiver+ User role that grants a person access to all of the features and functions of a Provider's Netsmart EVV portal, also known as: Administrator, Billing Agent, Scheduler, Human Resources, Office Manager, Agency Owner, Service Broker/Case Manager, Fiscal Agent.

Caregiver: A Netsmart Mobile Caregiver+ User role that grants a person access to use the mobile application to compete schedule visits, also known as: Live-in Service Provider, Rendering Provider, Billing Provider, Home Health Aide, Adult Daycare Provider, Provider, Community Mental Health Provider, Agency Providers, PDS Employee, Independent Provider, Service Provider, Participant Directed Service Provider, Personal Care Provider, Group Home Provider, Direct Care Worker, Direct Service Provider, Non-Agency Provider.

Healthcare Common Procedure Coding System (HCPCS codes): HCPCS is a standardized healthcare coding system that is used primarily to identify services provided also known as: Service Description, Billing Codes, Procedure Codes, Revenue Codes. (See also Service Codes).

Modifier: (Supplement to the *HCPCS Codes/Service Codes*) Two digits used for billing to provide extra details (when applicable) concerning a service/care provided by a Caregiver. Not all service codes have modifiers.

Agency: A business established to provide a service and employs individuals to render care also known as: Traditional Home Health Agency, Fiscal Management Agency (FMA), Provider Agency, Billing Provider.

Payer: Payer refers to the health plan or organization that provides payment to the Caregiver or Agency for the services that are provided to its Recipients by its Caregivers.

Prior Authorization/Service Authorization: Health plans authorize care for a Recipient for a specified period, for a specified unit (time increment for a service code) or for a specified number of visits.

Recipient: An individual receiving services/care is also known as: Client, Participant, Individual, Family Member (child, parent, spouse, etc.) PDS Employer, Beneficiary

Schedule: A schedule includes one or multiple visits that are most often planned by Administrators for Caregivers to provide services to Recipients. Caregivers may need to schedule a visit – when service is required i.e., on weekends, or when an administrator is not available.

Service/Service Code: Service Codes (see also HCPCS codes) are used to define the type of service being rendered and the amount of time allotted for that service (unit). Service codes may include a series of tasks. For example, Unskilled Respite Care may include tasks like Cleaning or Grooming. Some, but not all service codes, may have modifiers that reflect multiple Recipients, same day, or time of day of visit.

Visit: A scheduled date, time, and place for a Caregiver to provide services to a Recipient and the services to be provided.

Introduction

The 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. Netsmart offers compliant EVV systems that utilize GPS on mobile devices to accurately record specific visit location data.

If a provider does not have access to a smart phone nor a tablet, Netsmart offers Interactive Voice Response (IVR) as a backup option to these providers.

An IVR visit system allows caregivers to complete Home Healthcare visits by using an authorized dedicated landline phone to call a toll-free number and record visit activities into an Electronic Visit Verification system.

Provider must follow state outlined procedures to obtain approval to conduct IVR visits for Recipients, IVR approval applications will include Recipient name, Medicaid ID, home address and landline phone number.

Netsmart will receive state approvals and enable IVR visit option for Recipients in the Netsmart EVV Portal.

This document contains instructions that System Administrators must follow to implement IVR visit option for authorized Recipients.

1. System Administrators must configure IVR settings prior to scheduling IVR visits.
2. All IVR visits must first be scheduled using the Netsmart EVV Administrator Console before visits can be completed.

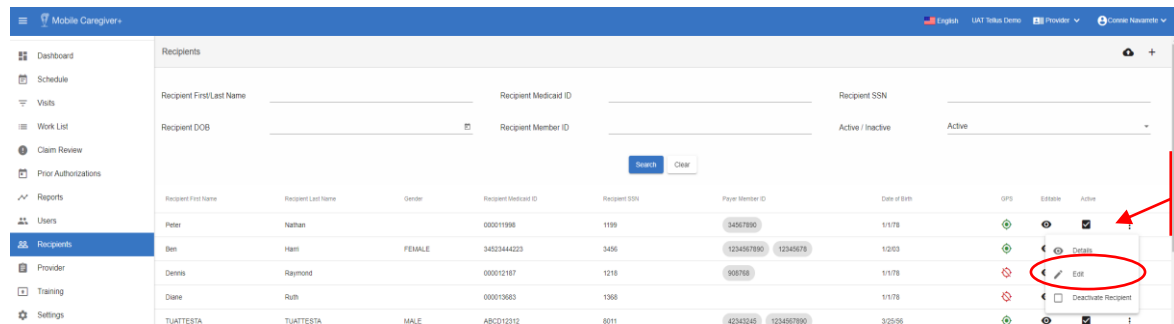
System Administrators must configure the following IVR settings using the respective applications:

- ✓ Netsmart EVV Administrator Console
 1. Confirm Authorization status of IVR Landline Phone Number for Recipient's Service Address
 2. Configure Caregiver IVR Personal Access Code (PIN)

Admin Console

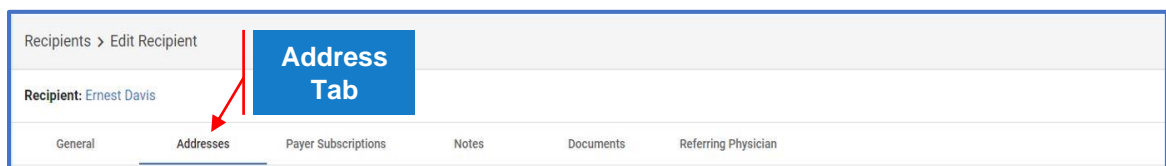
➤ Confirming IVR Landline Phone Number Authorization for Service Address

1. From the **Main Menu**, click **Recipients**.



Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Recipient SSN	Payer Member ID	Date of Birth	GPS	Status	Action
Peter	Nathan		00011998	1198	34057890	1/1/78	📍	👁️	⌵
Ben	Hart	FEMALE	3403344223	3406	1234567890	1/2/03	📍	👁️	✎ Edit
Dennis	Raymond		00012187	1218	90878	1/1/78	📍	👁️	✎ Edit
Diane	Ruth		00013683	1368		1/1/78	📍	👁️	☑ Deactivate Recipient
TUATTESTA	TUATTESTA	MALE	ABC12312	8111	42343243	3/25/68	📍	👁️	⌵

2. From the **Recipients** screen, search for, click on the **Actions** icon, **:**, located to the right of the recipient you want to configure for IVR visits, then click **Edit**.

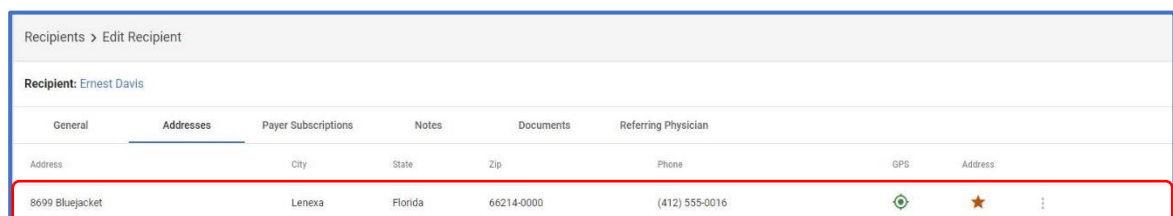


Recipients > Edit Recipient

Recipient: Ernest Davis

General **Addresses** Payer Subscriptions Notes Documents Referring Physician

3. From the **Edit Recipient** screen, click on the **Addresses** tab.



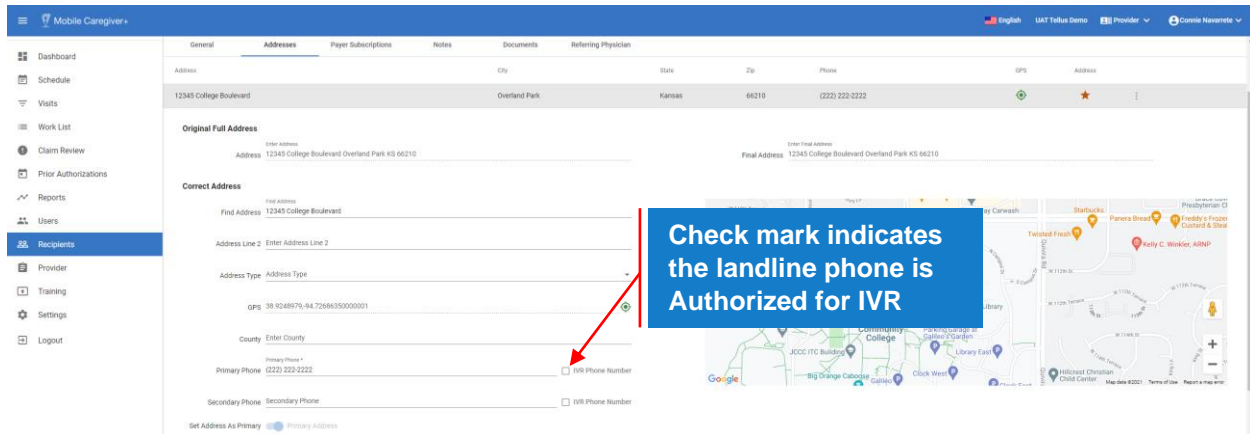
Recipients > Edit Recipient

Recipient: Ernest Davis

General **Addresses** Payer Subscriptions Notes Documents Referring Physician

Address	City	State	Zip	Phone	GPS	Address
8699 Bluejacket	Lenexa	Florida	66214-0000	(412) 555-0016	📍	🌟 ⌵

4. From the **Edit Recipient** screen, locate and click anywhere on the record of the address you want to view the IVR status for.



Note:

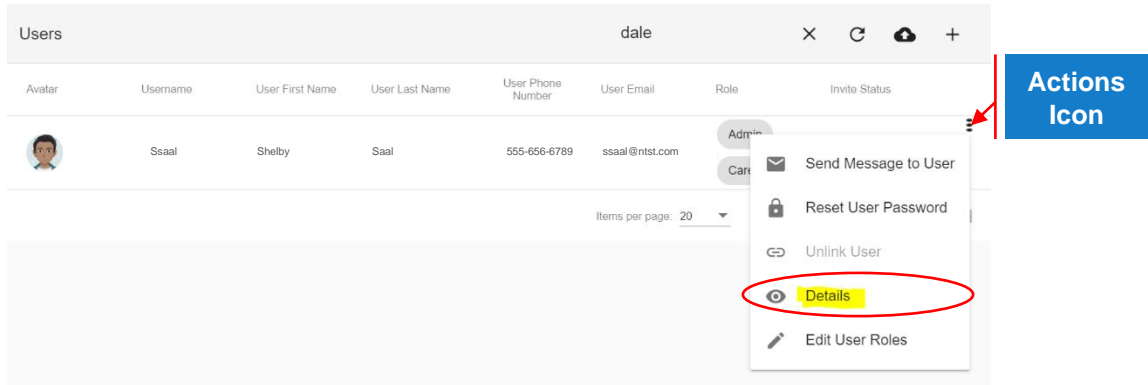
System administrators must ensure that the **Recipient's** landline phone number is authorized as an IVR number for the service address.

5. Confirm that there is a check mark in the **IVR Phone Number** check box.

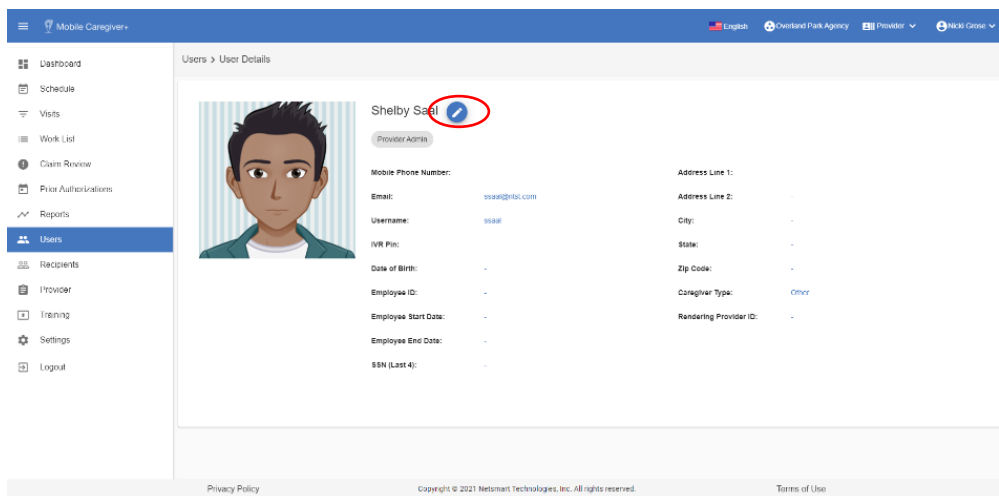
Provider must follow state outline procedures to authorize landline phone numbers and obtain approval to conduct IVR visits for Recipients, IVR approval applications will include Recipient name, Medicaid ID, home address and landline phone number.

➤ **Confirming/Configuring Caregiver Personal Identification Number**

3. From the **Main Menu**, click **Users**.



4. From the **Users** screen, search for the Caregiver, click on the **Actions** icon, **:**, located to the right of the record, then click **Details**.



5. From the **User Details** screen, click on the **Edit** icon, the pencil.

Edit User

Employee Effective Start Date Employee Effective End Date

Enter Address Line 1 *
800 Fairway Dr., Ste 360

Enter Address Line 2

Enter City *
Deerfield Beach


Enter State *
FL

Enter Zip Code *
33441

Username *
ssaal

Enter IVR Pin
1234567

**7-Digit
IVR PIN**



1. Confirm/Configure in the Caregiver's 7-digit PIN *IVR PIN*.
2. Click the blue **Update** command button to save any changes made.

Quick Reference Guide

All IVR visits must first be scheduled using the Netsmart EVV Administrator Console before visits can be completed. Caregiver must have designated toll-free number to call in to IVR system in order to record visit activity.

1. Caregiver uses Authorized IVR landline phone to **call into IVR system.**
2. IVR system answer call and prompts Caregiver to **select language.**
3. IVR system prompts Caregiver to **enter 7-digit PIN.**
4. IVR system prompts Caregiver to **start visit,** login to service.
5. Caregiver starts and **completes service.**
6. Caregiver uses Authorized IVR landline to **call into IVR system to complete/end service.**
7. IVR system prompts Caregiver to **enter 7-digit PIN.**
8. IVR server loads the current, started, service.
9. IVR system gives Caregiver the option to end the current service.
10. Caregiver chooses option **to end current service.**
11. IVR system allows you to select which tasks, plan of care activities, were completed during visit.
12. User enters completed tasks.
13. System records completed task checklist information.
14. If there are additional services, the system will give the Caregiver the option to **start the next service.**
15. If there are no other scheduled services, the IVR system thanks user for using IVR and **ends the call**