



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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To: All 1915(c) Home and Community Based Services Waiver Providers required to use Electronic Visit Verification

From: Pam Smith
Director, Division of Community Alternatives

Date: June 9, 2021

Re: Increased Adoption of Electronic Visit Verification

The Department for Medicaid Services (DMS) is notifying 1915(c) Home and Community Based Services (HCBS) waiver providers of the next step in the implementation of electronic visit verification (EVV) in Kentucky.

Kentucky is implementing EVV for [certain 1915\(c\) HCBS waiver services](#) as required by federal legislation. The 21st Century Cures Act requires providers of these services to document six pieces of information via EVV. The required information includes:

- The date of the service.
- The start time of the service.
- The end time of the service.
- The location of the service.
- The name of the individual receiving the service.
- The name of the individual delivering the service.

Currently, about 25% of affected providers are using the EVV system to document these six data elements for service visits. These providers are using EVV to capture data for 25% to 100% of visits. DMS appreciates the direct service provider agencies and financial management agencies (FMA) that have made a good faith effort to use the EVV system.

DMS is asking direct service provider agencies and FMAs to either begin EVV or increase EVV use **as soon as possible**. DMS expects direct service provider agencies and FMAs to use EVV to capture a **minimum of 50% of visits by August 9, 2021**, and for adoption to increase steadily toward the end of the year.

- By **November 6, 2021**, provider agencies and FMAs should be using EVV to document service **75% of visits**.
- By **January 1, 2022**, provider agencies and FMAs should be using EVV to document service **100% of visits**.

DMS acknowledges employee errors, connectivity issues, or system outages may result in slightly less than 100% compliance. Those 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 21st Century Cures Act at this time**. Direct service provider agencies and FMAs can continue to choose to bill EVV-affected services using either the EVV system or the Medicaid Management Information System (MMIS).

EVV Support

If your direct service provider agency or FMA needs help to adopt EVV, there are many resources available.

- **Training** – Netsmart (formerly Tellus) EVV offers [weekly training](#) on the EVV provider portal, claims functionality, and the EVV mobile app. If you are using a third party for EVV, you will still need to know how to use the Netsmart provider and claims portal for billing. Third-party EVV vendors have their own mobile application and you will need to consult with them regarding training materials for paid caregivers.
- **User Guides** – There are three user guides that explain how to use Netsmart EVV in detail. These user guides are available in the Training section of the Netsmart EVV provider portal and on the [DMS EVV website](#).
- **Quick Reference Guides (QRG)** – There are more than two dozen QRGs for basic Netsmart EVV provider portal, claims, and mobile app functions. A full list is available using the EVV Information and Resources dropdown menu on the [DMS EVV website](#) and in the [EVV QRG: Who to Call](#).
- **EVV 1:1 Sessions with DMS** – If your direct service provider agency or FMA has attended training, reviewed the available resources and materials and continues to encounter issues, please reach out to DMS to schedule a 1:1 session where we will help you work through the challenges you are experiencing.

DMS is working to identify direct service provider agencies and FMAs that may need assistance with EVV adoption. If your direct service provider agency or FMA needs help, please reach out to DMS at 1915cWaiverHelpDesk@ky.gov.

Sincerely,

Pam Smith

Pam Smith
Director, DMS Division of Community Alternatives