




Mobile Caregiver+ Quick Reference Guide Adding an Attending Physician to a Participant's Profile

In the Home and Community Based (HCB) waiver, institutional claims must include the national provider identifier (NPI) for the waiver participant's attending physician. Institutional claims are those that require a UB claim form when billed through the Medicaid Management Information System (MMIS). To bill them using Mobile Caregiver+, the attending physician's NPI needs to be added to the waiver participant's profile in the provider portal. To add this information, follow the steps below.









1) Log in to the [Mobile Caregiver+ Provider Portal](#) and select the **Recipient**  icon on the left side. This will generate a list of all waiver participants (recipients) your agency serves.

2) Locate the waiver participant profile you need. You can use the fields at the top of the page to search for the participant by name, Medicaid ID, Date of Birth, or Social Security Number. You can also sort the list by the Recipient First Name, Last Name, Gender, Medicaid ID, or SSN columns. Click in the column title once to sort in ascending order and twice to sort in descending order.

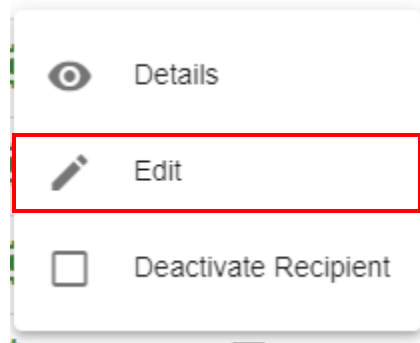
Recipient First/Last Name	_____	Recipient Medicaid ID	_____	Recipient SSN	_____
Recipient DOB	_____ 	Recipient Member ID	_____	Active / Inactive	Active 
<input type="button" value="Search"/> <input type="button" value="Clear"/>					

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Recipient SSN	Payer Member ID	Date of Birth	GPS	Editable	Active	
BILL	TELLUS	MALE	4000054606	5527		5/3/52			<input checked="" type="checkbox"/>	
GLORY	TELLUS	FEMALE	4000054436	0013		9/4/49			<input checked="" type="checkbox"/>	

3) Once you have located the waiver participant profile you need, click the three dots to the far right of their name. A box will appear. Click **Edit** to open the participant's profile.

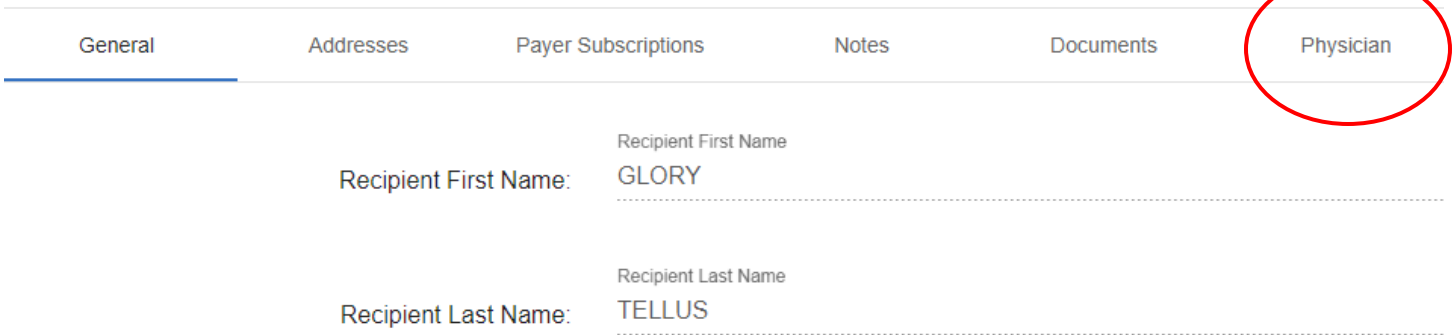
Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Recipient SSN	Payer Member ID	Date of Birth	GPS	Editable	Active	
BILL	TELLUS	MALE	4000054606	5527		5/3/52			<input checked="" type="checkbox"/>	
GLORY	TELLUS	FEMALE	4000054436	0013		9/4/49			<input checked="" type="checkbox"/>	
ALEX	TELLUS	MALE	4000054526	1010		1/1/42			<input checked="" type="checkbox"/>	

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4) When the participant's details screen appears, click the **Physician** tab at the top of the page.

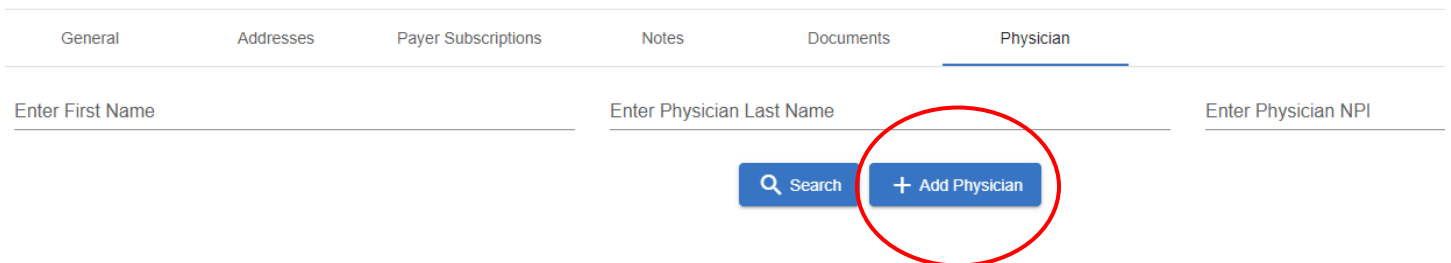
Recipient: [GLORY TELLUS](#)



A screenshot of the participant details screen. At the top, there are five tabs: 'General', 'Addresses', 'Payer Subscriptions', 'Notes', and 'Documents'. The 'Physician' tab is circled in red. Below the tabs, there are two form fields: 'Recipient First Name' with the value 'GLORY' and 'Recipient Last Name' with the value 'TELLUS'.

5) When the **Physician** page loads, click the blue **Add Physician** button.

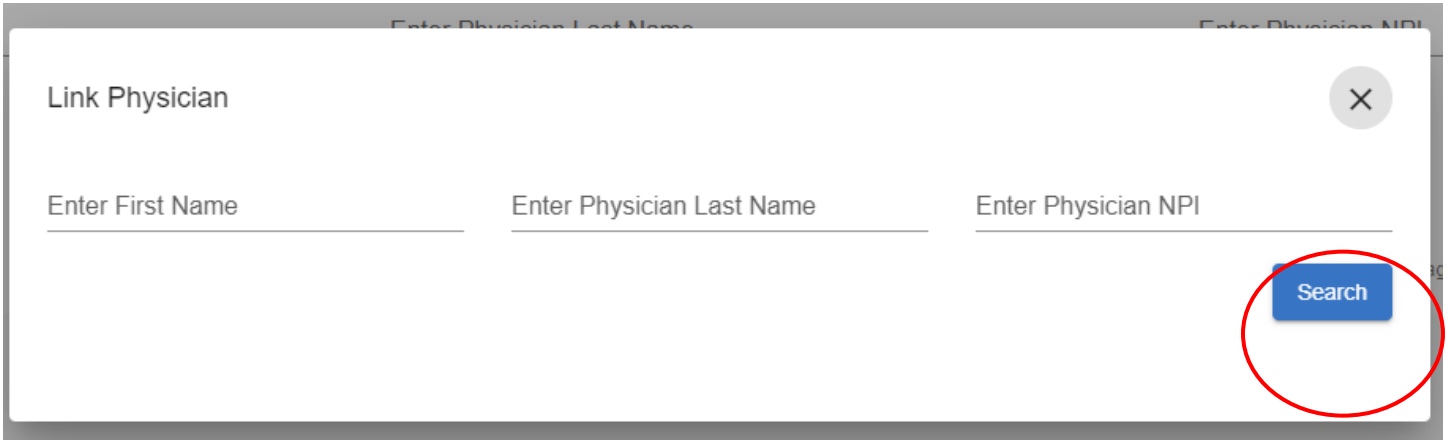
Recipient: [GLORY TELLUS](#)



A screenshot of the physician page. At the top, there are six tabs: 'General', 'Addresses', 'Payer Subscriptions', 'Notes', 'Documents', and 'Physician'. The 'Physician' tab is selected and highlighted with a blue underline. Below the tabs, there are three input fields: 'Enter First Name', 'Enter Physician Last Name', and 'Enter Physician NPI'. Below these fields, there are two buttons: a 'Search' button with a magnifying glass icon and an 'Add Physician' button with a plus sign icon. The 'Add Physician' button is circled in red.

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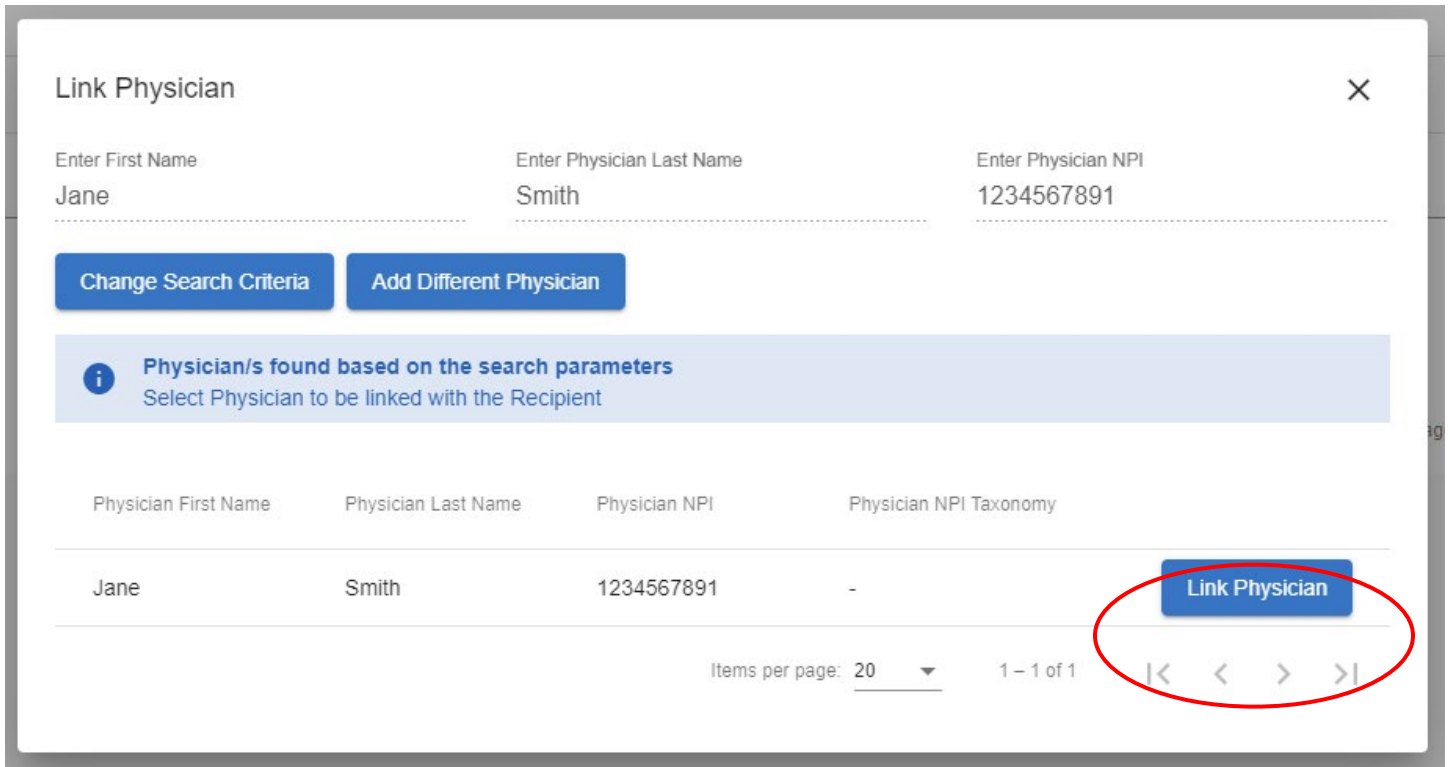
Link Physician

Enter First Name Enter Physician Last Name Enter Physician NPI

Search

6) A box will appear. Enter the Physician's First Name, Last Name, and NPI. Click **Search**.

6a) If the physician has been entered into the EVV system previously, they will appear in the search results. If



Link Physician

Enter First Name Enter Physician Last Name Enter Physician NPI

Jane Smith 1234567891

Change Search Criteria Add Different Physician

Physician/s found based on the search parameters
Select Physician to be linked with the Recipient

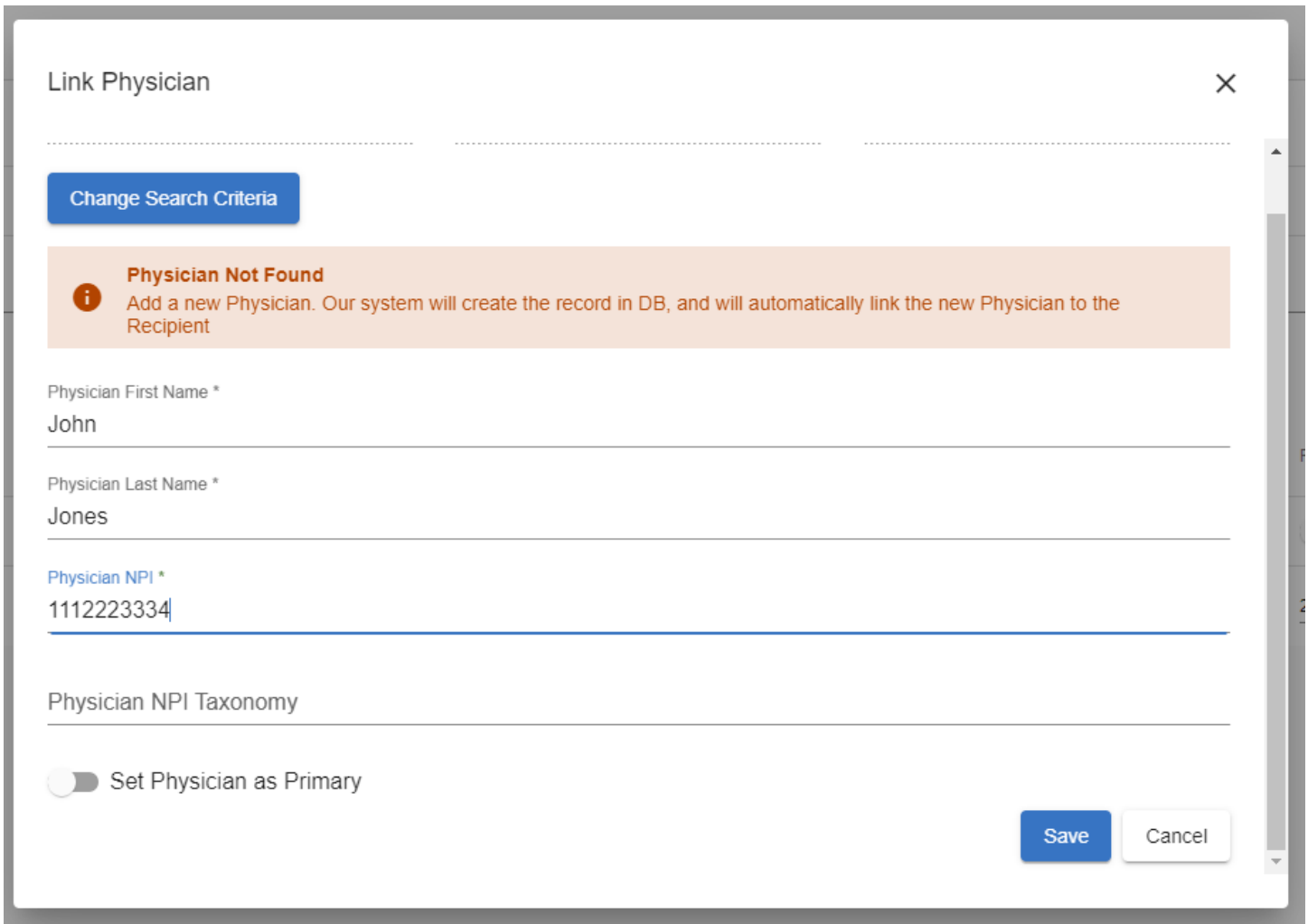
Physician First Name	Physician Last Name	Physician NPI	Physician NPI Taxonomy
Jane	Smith	1234567891	-

Items per page: 20 1 - 1 of 1 Link Physician

this is the case, click the blue **Link Physician** button next to the physician's information.

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6b) If the physician's information has not previously been entered in the Mobile Caregiver+ system, a Physician Not Found message will appear with a box giving you the option to add them. Enter the physician's



Link Physician

Change Search Criteria

Physician Not Found
Add a new Physician. Our system will create the record in DB, and will automatically link the new Physician to the Recipient

Physician First Name *
John

Physician Last Name *
Jones

Physician NPI *
1112223334

Physician NPI Taxonomy

Set Physician as Primary

Save Cancel

first name, last name, and NPI and click the blue **Save** button. A box will appear confirming the physician has been added and linked to the participant's profile.

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Removing an Attending Physician

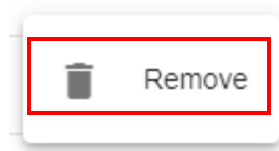
Recipient: [ALEX TELLUS](#)

General Addresses Payer Subscriptions Notes Documents **Physician**

Enter First Name Enter Physician Last Name Enter Physician NPI

Physician First Name	Physician Last Name	Physician NPI	Physician NPI Taxonomy	Primary	
Jane	Smith	1234567891	-	<input checked="" type="checkbox"/>	⋮
John	Jones	1112223334	-	<input type="checkbox"/>	⋮

To remove an attending physician from a above. Locate the physician you wish to physician's name and choose Remove. You confirm that you want to remove the



participant's profile, follow steps 1-4 remove, click the three dots next to the will receive a message asking you to physician. If so, click **OK**.

Adding Multiple Attending Physicians

You can add multiple physicians to a participant's profile using the same steps above. If a participant has multiple physicians, you can designate the primary physician(s) by adjusting the **Primary** toggle button next to the physician's name. The toggle is blue when it is on.

Recipient: [ALEX TELLUS](#)

General Addresses Payer Subscriptions Notes Documents **Physician**

Enter First Name Enter Physician Last Name Enter Physician NPI

Physician First Name	Physician Last Name	Physician NPI	Physician NPI Taxonomy	Primary	
Jane	Smith	1234567891	-	<input checked="" type="checkbox"/>	⋮
John	Jones	1112223334	-	<input type="checkbox"/>	⋮

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Additional Resources

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