

**Mobile Caregiver+ Quick Reference Guide  
Who to Contact for EVV Help and Support**

If you are using the Mobile Caregiver+ App	
Issue	Who to Contact
Forgotten username Questions about scheduling To correct a scheduling error Forgot to schedule a visit Questions about completing a visit To correct an error when entering visit information Forgot to start or end a visit	Please contact your provider agency or financial management agency
Forgotten password	Please complete a <a href="#">password reset</a> through the EVV mobile app or contact your provider agency or financial management agency administrator
Technical problems with the app	Call Netsmart at (833) 483-5587 and follow the prompts to reach Customer Support
EVV Policy Questions	Please contact DMS at <a href="mailto:1915cWaiverHelpDesk@ky.gov">1915cWaiverHelpDesk@ky.gov</a> or (844) 784-5614

If you are a provider agency using the Mobile Caregiver+ Interactive Voice Response (IVR) system	
Issue	Who to Contact
Questions about scheduling To correct a scheduling error Forgot to schedule a visit Questions about entering visit information To correct an error when entering visit information Forgot to start or end a visit Forgotten IVR PIN number	Contact your provider agency or financial management agency administrator
Problems with the IVR 800 number	Call Netsmart at (833) 483-5587 and follow the prompts to reach Customer Support
EVV Policy Questions	Contact DMS at <a href="mailto:1915cWaiverHelpDesk@ky.gov">1915cWaiverHelpDesk@ky.gov</a> or (844) 784-5614

## Mobile Caregiver+ Quick Reference Guide Who to Contact for EVV Help and Support

If you are using the Mobile Caregiver+ provider portal	
Issue	Who to Contact
EVV policy questions	Contact DMS at <a href="mailto:1915cWaiverHelpDesk@ky.gov">1915cWaiverHelpDesk@ky.gov</a> or (844) 784-5614
Resolving unmatched claims Remediating rejected claims Adjusting claims Manually completing visits Visit tracking	Netsmart offers topic-specific on-demand videos for the top issues experienced by providers. Log in to the EVV provider portal, select <b>Training</b> from the main menu, click <b>Go To Training</b> , and select <b>Video Tutorials</b> .
Technical Problems with Netsmart EVV	Open a support ticket using the <a href="#">Netsmart Customer Support Portal</a>  Be prepared to document the issue in detail, including names of impacted recipients, affected dates of service, the steps you took before the error occurred, and any relevant screenshots.

More resources are available on the DMS EVV website, including:

- **EVV Mobile App Quick Reference Guides**
  - [Installing the EVV Mobile App](#)
  - [Logging In](#) and [Logging Out](#)
  - [Forgotten Password](#)
  - [Updating Location Services](#)
  - [Calibrate GPS](#)
  - [Adding a Missing Address to Google Maps](#)
  - [Getting Directions to a Recipient's Address](#)
  - [Calling a Recipient or Emergency Contact](#)
  - [Scheduling a Visit](#)
  - [Rescheduling a Visit](#)
  - [Viewing Schedule](#)
  - [Starting and Ending Visits](#)
  - [Completing a Visit in Offline Mode](#)
  - [Delivering Multiple Services in One Visit](#)
  - [Adding Notes and Sending Alerts](#)
  - [Viewing Notes](#)

## **Mobile Caregiver+ Quick Reference Guide Who to Contact for EVV Help and Support**

- [Viewing Documents](#)
- [Checking Messages](#)
- [Using the Main Menu](#)
- [Managing Your Profile](#)
- [Accessing Help and Support](#)
- [Accessing Mobile App Video Tutorials](#)
  
- **Provider Agency Quick Reference Guides**
  - [EVV System Status Report](#)

Providers can use this report to track the status of updates to the Netsmart EVV system.
  - [EVV Provider Toolkit](#)

This guide includes quick instructions on registering for Netsmart, using the Admin Console, submitting claims, and using the EVV Mobile App.
  - [Billing Tips for Providers](#)

This guide covers common billing issues providers encounter, including how to handle different types of denied claims.
  - [Using the EVV Admin or Claims Console on a Tablet](#)

This guide gives instructions for making the Admin or Claims Console compatible with an iPad or Android tablet.
  - [Documenting Service Notes](#)

A guide to service note requirements for EVV-affected services and step-by-step guide for providers needing to add, edit or delete tasks using the EVV Admin Console.
  - [EVV and Case Management](#)

A guide to the case manager/support broker/service advisor's role in EVV.
  - [Suggested Tasks](#)

Ideas to help providers create tasks lists for each service code in EVV.
  - [EVV Reports](#)

A listing of each report available in the EVV system and tips on how to generate reports
  - [Override Rates](#)

A step-by-step guide to entering or updating override rates in Netsmart EVV.
  - [Archiving Visits](#)

A step-by-step guide to archiving visits from the worklist in Netsmart EVV and restoring archived visits.
  - [Voiding Claims](#)

A step-by-step guide to voiding paid claims in Netsmart EVV.
  - [Managing Notes](#)

A guide on where to find notes in the EVV provider portal.

## **Mobile Caregiver+ Quick Reference Guide Who to Contact for EVV Help and Support**

- [Adding an Attending Physician](#) – **Added 6/7/21**  
A step-by-step guide to adding an attending physician to a waiver participant's (recipient) profile.
- **EVV User Guides**
  - EVV Mobile App
  - EVV Admin Console
  - EVV Claims Console
  - EVV IVR

To access the most up to date user guides, go to the **Training** section of the EVV provider portal and choose the **User Guides** button.

- **Mobile Caregiver+ Knowledgebase**
  - The Netsmart Customer Service Portal includes a searchable knowledgebase where users can find answers to common questions and track known issues with the Mobile Caregiver+ system.
    - More information about the Customer Support Portal is available at [4tellus.com/support](https://4tellus.com/support).
    - The Customer Support Portal is accessible at [netsmartcares.force.com](https://netsmartcares.force.com) or by going to [4tellus.com](https://4tellus.com) and clicking the yellow Open Support Ticket button.



The DMS EVV website is available at <https://bit.ly/kywaiverEVVinfo> or by scanning the QR code to the left using your mobile device.