



Andy Beshear
GOVERNOR

CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

Eric Friedlander
SECRETARY

Pam Smith
DIRECTOR

Division of Long -Term Services and Supports
275 East Main Street, 6W -B
Frankfort, Kentucky 406 21
chfs.ky.gov

Lisa Lee
COMMISSIONER

To: PT 17 – Acquired Brain Injury
PT 33 – Supports for Community Living
PT 42 – Home and Community Based
PT 43 – Adult Day Health Care

Re: Electronic Visit Verification – Transition from Netsmart to Therap

Date: March 22, 2024

In 2021, the Department for Medicaid Services (DMS) implemented the use of electronic visit verification (EVV) for in-home services provided through the following 1915(c) Home and Community Based Services (HCBS) waivers:

- Acquired Brain Injury (ABI)
- Acquired Brain Injury Long Term Care (ABI LTC)
- Home and Community Based (HCB)
- Michelle P. Waiver (MPW)
- Supports for Community Living (SCL)

A complete listing of services required to use EVV is available at <https://bit.ly/kyevvservices>. EVV is a requirement of the federal 21st Century Cures Act.

DMS will transition the state-sponsored EVV system from the previous vendor, Netsmart, to a new vendor, Therap. We anticipate completing this **transition by the fall of 2024**. Therap currently provides the state-sponsored EVV system for Home Health Care Services, which was implemented in 2023.

Kentucky will continue to have an open EVV model. Providers have the option to transition to Therap, continue using an existing third-party system, or begin using a third-party system. Providers can also continue using Netsmart as a third-party system. If a provider agency prefers to keep Netsmart as a third-party system, contact Nate Latz with Netsmart at nlatz@ntst.com. The Therap system is available to providers free of charge. Third-party systems, including Netsmart, must integrate with Therap and the system cost is the provider agency's responsibility.

DMS and Therap will hold a series of weekly, virtual town hall meetings to prepare providers for this transition. More information on town halls will be shared soon. To ensure your agency stays up to date on this process, please share your EVV contact information on file with DMS by completing the following form: <https://forms.gle/2r1TM8qkbLKEeCpE7>. As a reminder, Kentucky EVV information and updates are also available at <https://bit.ly/KYEVVWebsite>.

If you have questions regarding this notice, please contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov.

Sincerely,



Pam Smith

Director, Division of Long-Term Services and Supports