*Understanding Electronic Visit Verification*

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

CABINET FOR HEALTH
AND FAMILY SERVICES
— Medicaid Services —

| If you are using the Mobile Caregiver+ App | |
|---|---|
| **Issue** | **Who to Contact** |
| Forgotten username<br>Questions about scheduling<br>To correct a scheduling error<br>Forgot to schedule a visit<br>Questions about completing a visit<br>To correct an error when entering visit information<br>Forgot to start or end a visit | Please contact your provider agency or financial management agency |
| Forgotten password | Please complete a password reset through the EVV mobile app<br>**or**<br>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 1915cWaiverHelpDesk@ky.gov 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<br>To correct a scheduling error<br>Forgot to schedule a visit<br>Questions about entering visit information<br>To correct an error when entering visit information<br>Forgot to start or end a visit<br>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 1915cWaiverHelpDesk@ky.gov or (844) 784-5614 |

TEAM
KENTUCKY

**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 1915cWaiverHelpDesk@ky.gov or (844) 784-5614 |
| Resolving unmatched claims<br>Remediating rejected claims<br>Adjusting claims<br>Manually completing visits<br>Visit tracking | Netsmart offers topic-specific on-demand videos for the top issues experienced by providers. Log in to the EVV provider portal, select **Training** from the main menu, click **Go To Training**, and select **Video Tutorials**. |
| Technical Problems with Netsmart EVV | Open a support ticket using the Netsmart Customer Support Portal<br><br>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
  - Viewing Documents
  - Checking Messages

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

- o [Using the Main Menu](#)
- o [Managing Your Profile](#)
- o [Accessing Help and Support](#)
- o [Accessing Mobile App Video Tutorials](#)

- **Provider Agency Quick Reference Guides**
  - o [EVV Provider Toolkit](#)
    This guide includes quick instructions on registering for Netsmart, using the Admin Console, submitting claims, and using the EVV Mobile App.
  - o [Billing Tips for Providers](#)
    This guide covers common billing issues providers encounter, including how to handle different types of denied claims.
  - o [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.
  - o [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.
  - o [EVV and Case Management](#)
    A guide to the case manager/support broker/service advisor's role in EVV.
  - o [Suggested Tasks](#)
    Ideas to help providers create tasks lists for each service code in EVV.
  - o [EVV Reports](#)
    A listing of each report available in the EVV system and tips on how to generate reports
  - o [Override Rates](#)
    A step-by-step guide to entering or updating override rates in Netsmart EVV.
  - o [Archiving Visits](#)
    A step-by-step guide to archiving visits from the worklist in Netsmart EVV and restoring archived visits.
  - o [Voiding Claims](#)
    A step-by-step guide to voiding paid claims in Netsmart EVV.
  - o [Managing Notes](#)
    A guide on where to find notes in the EVV provider portal.
  - o [Adding an Attending Physician](#)
    A step-by-step guide to adding an attending physician to a waiver participant's (recipient) profile.
  - o [Editing the Billable Unit and Billable Amount](#) – **Added 5/31/22**
    A step-by-step guide to editing the Billable Unit and/or Billable Amount fields in Work List or Claims Adjust sections of the EVV provider portal.

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

- **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 https://mobilecaregiverplus.com/support/.
        - The Customer Support Portal is accessible at netsmartconnect.com or by going to https://mobilecaregiverplus.com/resources/ 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.