



Electronic Visit Verification (EVV)

Employer Checklist for Continuum Self-Directed Members and Families

This checklist is for self-directed or consumer-directed members and their families who use Continuum Fiscal Services (Continuum) and act as the employer for an aide or caregiver (staff) who provides **Personal Support Services (PSS)** and **Community Living Supports (CLS)**. The checklist includes activities that should be completed for Georgia's EVV program to comply with the federal 21st Century Cures Act.

EVV data is required for processing applicable Medicaid PSS and CLS claims. Continuum, as your fiscal intermediary, will continue to submit claims and your behalf.

Continuum Fiscal Intermediary:

- [Continuum](#) utilizes the Netsmart EVV solution.
- Continuum auto-enrolls clients into the Netsmart EVV solution. You will need to work with Continuum to access the solution.
- Continuum will act as the administrator for the Netsmart EVV solution until users are able to receive administrator access, if that functionality becomes available.
- For Continuum-specific EVV questions, call (678) 974-7942.
- For technical support related to the Netsmart EVV solution, contact the Georgia EVV Call Center at (833) 701-0012.
- If you or your member does not have a smart phone, you may apply for one at no cost at <https://galifeline.com/>. This is a federal service, not a service provided by the Georgia Department of Community Health (DCH) or Continuum.

Employers using Continuum should complete the steps below to begin EVV implementation.

- Talk to Continuum about:
 - their EVV solution (Netsmart)
 - the completion of required training
 - system or device requirements
- Have applicable staff download the Netsmart Mobile Caregiver+ mobile app from either [Google Play](#) or the [Apple App Store](#).
- Have staff successfully log into the Netsmart Mobile Caregiver+ mobile app.
- [Register for](#) and complete the [Netsmart mobile app training](#).
- Work with Continuum to schedule the first visit for your staff.
- Work with staff to schedule additional visits (after the first visit).
- Establish a regular interval to add scheduled visits to the Netsmart Mobile Caregiver+ mobile app.
- Ensure employees are completing visits using the Netsmart Mobile Caregiver+ mobile app.
- Visit the [DCH EVV website](#) to familiarize yourself with available materials and resources, particularly the following self-directed member townhalls:
 - [SD Overall Townhall](#)
 - [DCH Continuum Townhall](#)
- Sign up for DCH EVV email updates [here](#).



Electronic Visit Verification (EVV)

Employer Checklist for Continuum Self-Directed Members and Families

Here are a few best practices to consider as you complete your EVV Checklist!

- Prepare staff for the EVV implementation by making sure they complete training. Take training early and as many times as needed to be ready.
- Discuss EVV with your employees so they are aware that it is a federal requirement and will be implemented.
 - Your FI may have materials provided by their EVV vendor to support this conversation.
- Attend [DCH townhalls](#), as applicable.
- Develop EVV policies and procedures so staff understand your expectations of them.
- The recommended method to log EVV visit data is the mobile app. If [Interactive Voice Response \(IVR\)](#) is the only option to log EVV visit data, be sure to apply and receive approval to use this alternative method with DCH ahead of the state's mandatory EVV implementation deadline.