



Electronic Visit Verification (EVV)

Case Management Provider Checklist

This checklist includes activities for **administrators and case managers / support coordinators of Provider agencies who deliver case management / support coordination services to Medicaid members receiving Personal Support Services (PSS) and Community Living Supports (CLS)**. Completing these steps will give case managers / support coordinators “View Only” access in Netsmart Mobile Caregiver+ to the records of Medicaid members who are receiving services requiring EVV and whose provider agency is using the State EVV solution.

Case management administrators should complete the steps listed below.

To register and log in:

- Visit the [DCH EVV website](#) to familiarize yourself with available materials and resources.
- Sign up for DCH EVV email updates [here](#).
- [Register](#) to access the [Netsmart Mobile Caregiver+ Administrative Portal](#).
- Successfully [log in](#) to the [Netsmart Mobile Caregiver+ Administrative Portal](#).

To complete training and input employees:

- Visit the [Netsmart Mobile Caregiver+ Training website](#) to familiarize yourself with training options.
- Register for and complete the Administrative Console training.
- Download and review the Case Management User Guide. This guide is accessible through the training tab within the Netsmart Mobile Caregiver+ Administrative Portal.
- Validate that recipient (Medicaid member) data for your agency is complete and accurate in the [Netsmart Mobile Caregiver+ Administrative Portal](#).
- Prepare staff for implementation by doing the following:
 - Develop a plan for staff training (i.e., Should staff send an email to notify you of completion of training? Should staff take training modules as a group, by shift, or individually, etc.?).
 - Upon completion of training, determine a required frequency for staff to check the State EVV solution for their Medicaid members (i.e., beginning of each day, as needed, twice a day, etc.).
 - Request that your “tech savvy” staff support other staff, if available to do so.



Electronic Visit Verification (EVV)

Case Management Provider Checklist

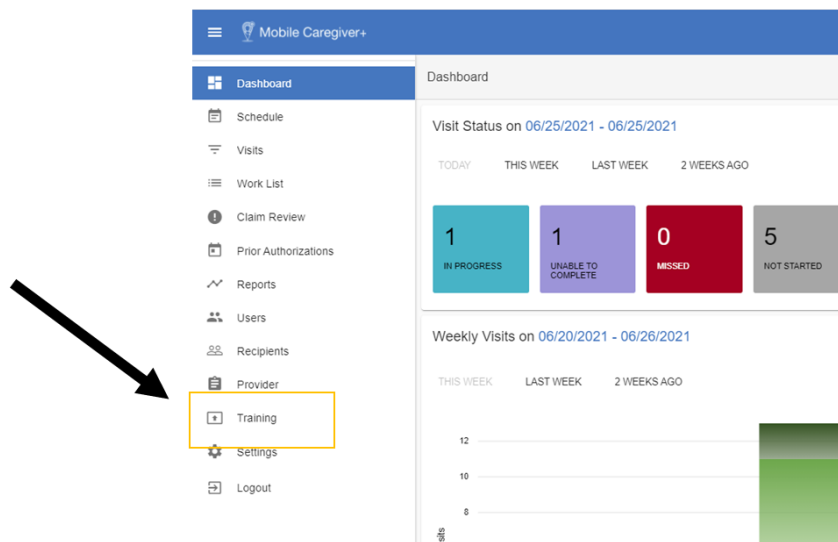
- Print or download the Mobile Caregiver+ Admin User Guide for reference, which is available in the Mobile Caregiver+ Administrative Portal under “Training”.
- [Manually add](#) or [import user \(employee\) data](#) in the Netsmart Mobile Caregiver+ Administrative Console following all directions carefully.
 - Once you have added users (employees) via manual entry or import, notify employees that they will be receiving an email from Netsmart. Upon receiving the email, they will need to follow the instructions to log in to the system via the mobile app for aides or via a web browser for administrators and change their password within 36 hours.
 - Verify all users (employees) have logged in and changed their password within 36 hours of receiving their log in credentials.
- Link added users (employees) to their assigned Medicaid members. This allows the case manager access to a Medicaid member’s EVV visit information.
- Have additional administrators register for and complete the Administrative Console training.
- Communicate with your members and providers, as appropriate, to notify them you have access to their visit information.

Electronic Visit Verification (EVV)

Case Management Provider Checklist

Case managers / support coordinators should complete the steps listed below.

- Once your administrator has registered your agency and added you as a user, you will receive an email with a username and temporary password. Within 36 hours of the email being sent, you will need to successfully [log in](#) to the [Netsmart Mobile Caregiver+ Administrative Portal](#).
- Ensure you are successfully linked to your recipients (Medicaid members) or work with your administrator to have the correct recipients (Medicaid members) linked to you in the EVV system.
- Visit the [Netsmart Mobile Caregiver+ Training website](#) to familiarize yourself with training options. While all trainings are not necessary for a case manager / support coordinator role, all training modules are available for educational purposes.
- Download and review the Case Management User Guide. This guide is accessible through the training tab within the Netsmart Mobile Caregiver+ Administrative Portal, which is displayed in the below screenshot:



- OPTIONAL: Register for and complete the Administrative Console training. There may be actions / functionality within this training that may not be accessible to you based on your system role, which is why it is optional, but it may also provide more awareness and familiarity with the Netsmart Mobile Caregiver+ Administrative Portal.
- Communicate with your members and providers, as appropriate, to notify them you have access to their visit information.
- Begin monitoring client activities in the Netsmart Mobile Caregiver+ Administrative Portal.



Electronic Visit Verification (EVV)

Case Management Provider Checklist

Here are a few considerations for case managers / support coordinators as you complete your EVV Checklist!

- If provider agencies or caregivers are having trouble using EVV, [additional training](#) may be needed.
- If you have questions or issues, reach out to [DCH or the Georgia EVV Call Center \(technical issues\) for support.](#)