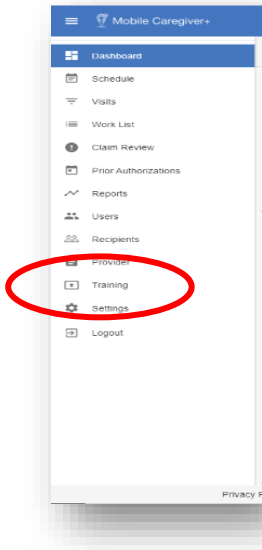![Georgia Department of Community Health logo]

Electronic Visit Verification (EVV)
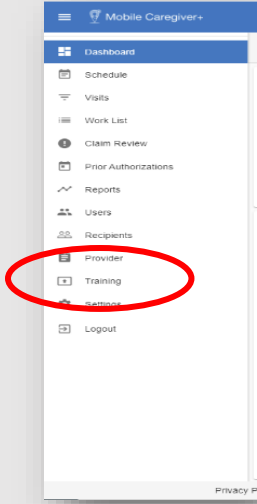## Common Provider Issues and Support Contacts "Cheat Sheet"

Run across any of these common issues or questions while using the State EVV solution (Netsmart Mobile Caregiver+ EVV)? Use this guide to know who or where to reach out to for support.

If you are a Caretaker / Aide using the Netsmart Mobile Caregiver+ EVV Mobile Application	
Issues	**Who to Contact**
For technical issues with the mobile app or questions about: • Registration • Forgotten Username and / or Password	Contact the Georgia EVV Call Center at: **Phone:** 833-701-0012 **Email:** GAEVVSupport@Conduent.com **Website for Chat:** https://www.GAEVV.com Note: For forgotten password, you can complete a password reset through the Netsmart Mobile Caregiver+ EVV Mobile App or contact the Georgia EVV Call Center at the details above.
For questions on how to use the mobile app, including: • Completing a visit record • Viewing the schedule • Updating location services • Managing your profile	In additional to training webinars, Netsmart offers on-demand videos for the top issues experienced by Providers and aides. Log in to the Netsmart Admin Console, select **Training** from the main menu, click **Go To Training**,and select **Video Tutorials**
For questions about: • Scheduling • Correcting a scheduling error • Scheduling a visit • Completing a visit • Correcting an error when entering visit information • Forgetting to start or end a visit	Please contact your Provider Administrator **Or** Contact the Georgia EVV Call Center at: **Phone:** 833-701-0012 **Email:** GAEVVSupport@Conduent.com **Website for Chat:** https://www.GAEVV.com

For questions about: • EVV policy • Missing prior authorizations • Members not listed in the system or eligible	Contact your Provider Administrator for them to contact the DCH EVV Program team at evv.medicaid@dch.ga.gov.

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If you are a Provider Administrator using the Netsmart Mobile Caregiver+ Admin Console and/or Claims Console	
Issues	**Who to Contact**
For technical issues with the Admin Console and / or Claims Console or questions about: • Registration • Access issues • Error notices you cannot resolve	Contact the Georgia EVV Call Center at: **Phone:** 833-701-0012 **Email:** GAEVVSupport@Conduent.com **Website for Chat:** https://www.GAEVV.com Be prepared to provide information about 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.
For questions about: • EVV policy • Missing prior authorizations • Members not listed in the system or eligible	Contact the DCH EVV Program team at evv.medicaid@dch.ga.gov.
For questions about how to use the Admin Console and / or Claims Console, including: • Resolving unmatched claims • Remediating rejected claims • Adjusting claims • Correcting a scheduling error • Manually completing visits • Tracking visits	In additional to training webinars Netsmart offers on-demand videos for the top issues experienced by Providers. Log in to the Netsmart Admin Console, select **Training** from the main menu, click **Go To Training**, and select **Video Tutorials**

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

Quick Reference Guides:
- Georgia EVV Program Training Registration How-to Guide
- Provider Quick Start Guide
- How to Log into Netsmart EVV
- How to Register a Provider Agency to Use Netsmart EVV
- How to Manually Add Users into Netsmart EVV
- How to Import Users into Netsmart EVV
- How to Manually Schedule Visits into Netsmart EVV

To access the most up-to-date Netsmart Mobile Caregiver+ EVV User Guides, go to the **Training** section of the Netsmart Admin Console and select the **User Guides** button. You will <u>not</u> be able to access these user guides until you have completed registration and log in.

Available Netsmart Mobile Caregiver+ EVV User Guides via the Admin Portal:
- Netsmart EVV Admin User Guide
- Netsmart EVV Claims User Guide
- Netsmart EVV Mobile App User Guide

Telephony / Interactive Voice Response (IVR) guides are available upon application approval.

The DCH EVV website is available at https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv.