

# Electronic Visit Verification (EVV)

## Provider Phase 1 Checklist – Providers Implementing Netsmart’s Mobile Caregiver+ EVV Solution

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This checklist is for administrators of **Providers who will use [the Netsmart Mobile Caregiver+ EVV solution](#) to capture EVV data for applicable Personal Support Services (PSS), Community Living Supports (CLS), and Home Health Care Services (HHCS)** provided to Georgia’s Medicaid members. The checklist includes activities that should be completed for Phase 1 of the EVV Program implementation.

Note: Checklists for subsequent implementation phases are published on the DCH [“EVV Service Providers”](#) website. Checklists should be completed in order, e.g., the Phase 1 checklist must be completed before the Phase 2 checklist.

**For Phase 1 of the EVV Program implementation, Providers should complete the steps listed below.**

- 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 EVV Administrative Portal](#).
- Successfully log on to the [Netsmart EVV Administrative Portal](#).
- Visit the [Netsmart EVV Training website](#) to familiarize yourself with training options.
- Register for and complete all three (3) training webinars, in the order below:
  - Administrative Console
  - Mobile Application
  - Claims Console
- Validate that pre-populated authorization and recipient (Medicaid member) data for your agency is complete and accurate in the [Netsmart EVV Administrative Portal](#).
- Have additional administrators register for and complete all three (3) training webinars.
- 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.?).
  - Have staff practice logging in and out with a "practice/mock visit."

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- Upon completion of training, determine a date and develop a plan for staff to begin using EVV with Medicaid members. It is recommended all staff complete training before using the system with Medicaid members.
- Ensure staff know who to contact with questions or issues. Prepare a “who to contact” note card for staff to carry with them.
- Request that your “tech savvy” staff support other staff, if available to do so.
- Print or download the [Netsmart Admin User Guide](#) for reference. You are only able to access this guide after registering and logging into the Netsmart Administrative Portal.
- Verify that all applicable staff, including aides and caregivers, have registered for and completed the Mobile Application training.
- Have all applicable staff, including aides, caregivers, and administrators, download the Netsmart Mobile Caregiver+ EVV Mobile Application from either [Google Play](#) or the [Apple App Store](#).
- [Manually add](#) or [import user \(employee\) data](#) in the Netsmart 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.
- Download and email the [Netsmart Mobile Application User Guide](#) to all applicable staff to have for reference, if needed.
- [Schedule visits](#) in the [Netsmart EVV Administrative Portal](#).
- Establish a date and [message](#) to have aides or caregivers provide to Medicaid members to notify them about the EVV implementation.
- Verify your aides are completing visits in the mobile app.

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

- Prepare staff by making sure they complete training. Take training early and as many times as needed to be ready.
- Attend [DCH townhalls](#), as applicable.
- Develop EVV policies and procedures so staff understand your expectations of them.
- Determine which recipient (Medicaid member) locations may have connectivity issues so that you can train staff on alternate methods of recording the visit.
  - If there is no connectivity, the Netsmart Mobile Caregiver+ EVV Mobile App has offline mode.
  - If there is no connectivity and [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. The application form is available [here](#).
  - Please note, all questions regarding the application and approval process are to be directed to DCH and not the State EVV solution vendor.
- Once your agency has begun using EVV, assign trained administrative staff to review EVV visit data for accuracy.
  - If caregivers are having trouble using EVV, [additional training](#) may be needed.
- If you have questions, reach out to [DCH or Netsmart for support](#).