Electronic Visit Verification (EVV)
Provider Phase 1 Checklist – Providers Implementing a Third-Party EVV System

This checklist is for administrators of Providers who will use a third-party EVV system 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](#).
- Talk with your third-party EVV vendor about any training you may need to complete to understand use of the third-party system.
- Talk with your third-party EVV vendor to confirm their system is or will be integrated with the Netsmart EVV system.
- [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 Netsmart EVV Claims Console training.
- [Register other](#) administrators as users, as necessary.
  - Notify these registered administrators that they will be receiving an email from Netsmart and to follow the instructions in the email to log in to the system, via a web browser for administrators, and change their password within 36 hours.
  - Verify that registered administrators have logged in and changed their password within the required 36 hours.
- Have additional administrators register for and complete Netsmart EVV Claims Console training.
- Review and release visit information through the [Netsmart EVV Administrative Portal](#) once your vendor has completed integration.
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 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 through your third-party EVV vendor may be needed.
- If you have questions, reach out to DCH or Netsmart for support.