

# Electronic Visit Verification (EVV)

## Provider Phase 1 Checklist – Providers Implementing a Third-Party EVV System

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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.

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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 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](#).