

Electronic Visit Verification (EVV)

How to Register a Provider Agency to Use Netsmart Mobile Caregiver+ EVV

Ready to register your agency to use the Netsmart Mobile Caregiver+ EVV system? Use this guide to learn the basics.

A provider agency is only permitted to register once per Medicaid ID Number. If the provider agency has multiple locations with different Medicaid ID Numbers, the provider agency will need to complete the registration for each location associated with EVV-applicable services. If the provider agency has multiple Medicaid ID Numbers because the agency provides multiple EVV-applicable services, the provider agency will need to complete registration for each applicable Medicaid ID number. For example, if you have a Medicaid ID number for Personal Support Services (PSS) within CCSP and SOURCE, both of which are EVV-applicable services, you will need to complete registration for each ID.

Case management / support coordination agencies follow the same registration steps.

Step 1

- Providers should assign an individual to complete EVV registration for their organization.
 - This individual will have full access to the EVV Administrative Portal and should be in a position of authority or oversight who is allowed access to billing, schedule, and client information.
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Step 2

- The individual assigned to complete registration should go to: <https://4tellus.com/ga-dch/> to begin registration.


Step 3

- Fill in the following information to complete registration:
 - Billing Provider Tax ID # (EIN / SSN)
 - Payer Provider ID # (Medicaid Provider ID)
 - Zip # (5 digit zip code)

Billing Provider Tax ID (EIN/SSN) * Add Billing Provider Tax ID (EIN/SSN) * ←

Payer Provider ID # * Add Payer Provider ID # * ←

Zip # * Add Zip # * ←

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Step 4

- Check the CAPTCHA box and select "Submit".

Billing Provider Tax ID (EIN/SSN) * Add Billing Provider Tax ID (EIN/SSN) *

Payer Provider ID # * Add Payer Provider ID # *

Zip # * Add Zip # *

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Submit



Step 5

The Netsmart system will automatically confirm that the information entered in Step 4 matches the Provider information on file with the Department of Community Health (DCH).

If all information matches, enter the following:

- Admin Email: your email address.
- Do not update any other information on the page.
- Select “Submit.”

Your agency will be registered. Provider Short Name can be updated following registration and can be used to help easily identify different locations.

If all information does not match, you will not be able to register.

- Check to ensure the information entered in Step 4 is correct.
- If the information was entered incorrectly, select “Back” to return to the previous screen and enter the correct information.
- If the entered information is correct, contact the Georgia EVV Call Center at 833-701-0012 for assistance.

The screenshot shows a registration form with the following fields: Provider Name, Provider Short Name, Active (checkbox), Default Time Zone, Address Line 1, Address Line 2, City, State, Zip #, and *Admin Email. The 'Active' checkbox is checked. At the bottom right are 'Submit' and 'Back' buttons. A red arrow points to the '*Admin Email' field.



Step 6

- Once your agency is registered, an email will be sent to the Admin email address provided in Step 5.
 - This email, which should be received within 2 minutes of a successful registration, will contain temporary credentials to log in to the Admin Portal.

Note: Check your spam or junk folder if you do not see the email.

PLEASE NOTE: The temporary password provided in the email will only be active for 36 hours. If you are unable to complete the log in and registration in 36 hours, contact the Georgia EVV Call Center at 833-701-0012 for assistance.

Step 7

- Upon logging in to the Admin Portal for the first time, you will need to change your password.
- **You are now registered!**

You have been registered to use the [Mobile Caregiver+ provider portal](#) for provider Overland Park Agency.

Please follow these easy instructions to become a Provider Administrator:

1. Login to the Mobile Caregiver+ provider portal using:
 - **Username:** JSmith
 - **Temporary password:** Temp12#
2. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact evvsupport@ntst.com or (833) 483-5587, and we will provide you with additional information to verify your registration.