GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Electronic Visit Verification (EVV)

Provider Phase 2 Checklist – Providers Implementing a Third-Party EVV System

This Phase 2 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 2 of the EVV Program implementation, which includes claims functionality and processing.

Note: Checklists for the previous implementation phase are published on the DCH "EVV Service Providers" website prior to the start of each phase. Checklists should be completed in order, e.g., the Phase 1 checklist must be completed before the Phase 2 checklist.

For Phase 2 of the EVV Program implementation, Providers should complete the steps listed below.

- ❑ Complete all applicable activities on the "EVV Provider Phase 1 Checklist – Providers Implementing a Third-Party EVV System."
- ❑ If you are unsure about whether your third-party EVV vendor has completed integration with the State's EVV system (Netsmart EVV), contact your third-party EVV vendor to confirm. If integration is not complete, you will need to use the Netsmart Mobile Caregiver+ EVV solution for required services until your vendor is compliant or use a compliance third-party EVV vendor.
- ❑ If your vendor's system is integrated with the State's EVV system (Netsmart EVV), confirm that your third-party EVV vendor processes the Netsmart response file and shares it with you.
- ❑ Register for and complete the Netsmart Claims Console training again as a refresher. Visit the Netsmart EVV Training website to review all training options.
- ❑ Print or download the Netsmart Claims User Guide for your reference while completing claims activities.
- ❑ Confirm all completed visits are listed in the Visit Tab with a status of "Completed." Until a visit has a status of "Completed", it will have a status of "Hold" until the visit has successfully been released to Netsmart from your third-party EVV vendor.
- ❑ Confirm "Visit to Claim" status is "Success" for all completed visits in the Visit Tab.
- ❑ Confirm all completed visits are listed in the Visit Maintenance Tab.
- ❑ Confirm "Unmatched" visits can be remediated as "New" and then "Matched" in the Visit Maintenance Tab. This can be confirmed by clicking on the visit and remediating the stated error code, i.e., PNOT, VDUR, etc. Any remediation or edit to a visit will temporarily place the visit in a "New" status while the system automatically rematches the visit and places the visit in a "Matched" status if all remediations are correct.

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- ❑ Confirm the "Calculated Amount" and "Calculated Units" are correct for all line items in the Visit Maintenance Tab.
- ❑ Establish a schedule and process for reviewing visit information and releasing matched visit data.
- ❑ Establish a schedule and process for remediating unmatched visit data.
- ❑ Develop an onboarding plan and training schedule for newly hired aides. Refer to "EVV Provider Phase 1 Checklist Providers Implementing a Third-Party EVV System" for activities and guides to support new hires.
- ❑ Develop any necessary communications materials for onboarding new Medicaid Members (i.e., a one-pager describing EVV, the mandate, and your process for EVV use or a letter introducing new clients to EVV).

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 internet connectivity, the Netsmart Mobile Caregiver+ 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 through your third-party EVV vendor may be needed.
- If you have questions, reach out to DCH or Netsmart for support.