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To: 1915(c) Home and Community Based Services Waiver Providers

From: Leslie Hoffmann 
Acting Director, Division of Long-Term Services and Supports

Date: September 30, 2024

Re: Electronic Visit Verification – Updated Timeline for Netsmart to Therap Transition

The Department for Medicaid Services (DMS) is informing 1915(c) Home and Community Based Services (HCBS) waiver providers of an important change to the transition schedule for the state-sponsored electronic visit verification (EVV) system. DMS is currently moving the state-sponsored system from Netsmart to Therap. **The go-live for Therap has changed from October 24, 2024, to January 1, 2025.**

While the go-live date for Therap has changed, the date Netsmart access will end has not. Providers will still have a gradual timeline upon which to transition, however, the timeframes will be compressed. The updated timeline is as follows:

- **January 1, 2025**
 - Therap becomes available for use by 1915(c) HCBS waiver providers.
- **January 1-31, 2025**
 - Providers must begin using Therap to capture visit data during the month of January. This month-long period will allow providers to begin using Therap at the point that is convenient for them (at the end of a pay period, for example).
 - Once an agency begins capturing an individual participant's visits in Therap, it cannot go back and capture visits for the same participant in Netsmart.
- **February 2025**
 - New visits can no longer be entered in Netsmart. The system will remain accessible to allow providers to edit visits already entered in Netsmart.

- **March 2025**
 - The Netsmart system will become view only. Providers cannot enter or edit visits using Netsmart.

- **After March 2025**
 - The Netsmart system will no longer be available.

DMS encourages providers to begin making a transition and training plan so your agency is ready to use Therap on January 1, 2025. This will allow providers ample time to identify and address any issues before the timeframe for required use begins.

Stay informed about the transition from Netsmart to Therap by attending the Therap EVV Town Hall Series. The next town hall is scheduled for Thursday, October 3, 2024, from 2:30-4 p.m. Eastern. Providers can register at https://therapservices.zoom.us/webinar/register/WN_ZALCrLxTmqiB1CHCFh9Jg#/registration.

Additional town halls will occur **every other Thursday from 2:30-4:00 p.m. Eastern**. You only need to register once for the entire series of dates listed below:

- October 17, 2024
- October 31, 2024
- November 14, 2024
- November 28, 2024

If your agency hasn't started the Therap onboarding process, you should begin as soon as possible. The first step is to complete the form available at <https://help.therapservices.net/s/article/6870>. Once you have completed the form, Therap will contact you to schedule onboarding and training.

If you have questions about EVV, please contact the 1915(c) Waiver Help Desk at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov.