



The Department for Medicaid Services (DMS) is encouraging 1915(c) Home and Community Based Services (HCBS) providers to preserve electronic visit verification (EVV) data as we transition the state-sponsored EVV system from Netsmart to Therap.

[Therap go-live](#) is January 1, 2025. Beginning in February, new service visits can no longer be entered in Netsmart.

- Agencies currently using Mobile Caregiver+ must begin documenting service visits using Therap no later than January 31, 2025.
- Agencies using a third-party system must ensure their system is sending visits to Therap no later than January 31, 2025. Netsmart will no longer be able to aggregate third-party visits after this date.

1915(c) HCBS providers will have **view-only access to Mobile Caregiver+ until April 1, 2025**. To retain EVV data for past service visits, **provider agencies must download historical visit information before April 1**. The following guide is available on the [DMS EVV website](#) to instruct providers on downloading past visits.

[Netsmart Mobile Caregiver+ Report Utilization Guide](#)

If you have additional questions or require technical assistance with this task, please contact Netsmart using the [Netsmart Customer Support Portal](#) or by calling (833) 483-5587 before April 1, 2025.

Clarification issued on November 18, 2024

The Department for Medicaid Services is clarifying an email notification sent to 1915(c) Home and Community Based Services (HCBS) waiver providers regarding the preservation of historic electronic visit verification (EVV) data. DMS is in the process of transitioning the state-sponsored EVV system from Netsmart to Therap. The email, sent on October 21, 2024, stated:

“Therap go-live is January 1, 2025. Beginning in February, new service visits can no longer be entered in Netsmart.

- *Agencies currently using Mobile Caregiver+ must begin documenting service visits using Therap no later than January 31, 2025.*
- *Agencies using a third-party system must ensure their system is sending visits to Therap no later than January 31, 2025. Netsmart will no longer be able to aggregate third-party visits after this date.*

1915(c) HCBS providers will have view-only access to Mobile Caregiver+ until April 1, 2025. To retain EVV data for past service visits, provider agencies must download historical visit information before April 1.”

The following information applies to provider agencies that have contracted with Netsmart and plan to use Mobile Caregiver+ as a third-party vendor instead of switching to Therap. Your provider agency **must still download historical data from Mobile Caregiver+**. The Cabinet for Health and Family Services (CHFS) requires that all data associated with CHFS as a payer to be deleted in the Mobile Caregiver+ solution at contract transition. **Your agency will continue to use Mobile Caregiver+ after January 31, 2025**, and visits will flow over to Therap from Mobile Caregiver+. Your provider agency is responsible to ensure Mobile Caregiver+ is sending visits to the Therap aggregator no later than April 1, 2025.

Directions for download historical data are available in the guide linked below.

[Netsmart Mobile Caregiver+ Report Utilization Guide](#)

Provider agencies that plan to switch to Therap or another system can contact Netsmart using the information below if they have technical questions about downloading historic EVV data from Mobile Caregiver+ or if they would like to retain Netsmart as their EVV provider. Netsmart is unable to answer questions about the transition to Therap.

[Netsmart Customer Support Portal](#)

(833) 483-5587

Provider agencies with technical questions about the Therap system should email kysupport@therapservices.net.

Provider agencies with questions about EVV policy, should contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or (844) 784-5614.

