



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

Andy Beshear
Governor

Division of Community Alternatives
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Frankfort, KY 40621
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Eric C. Friedlander
Secretary

Pam Smith
Director

Lisa D. Lee
Commissioner

May 20, 2020

Dear Medicaid Participant,

Kentucky Medicaid wants to let you know about an upcoming change to the way we keep track of some of your waiver services. By the start of next year, Kentucky Medicaid will be using a system known as electronic visit verification. We call it EVV.

When a provider comes into your home, they will use EVV to track when the service started and ended. They will do this using an app on a smartphone or tablet. The only thing you will need to do is sign and confirm they provided the services at the dates and times they record. If you sign using a paper and pen right now, when EVV begins, you will sign using the smartphone or tablet instead.

Kentucky Medicaid believes using EVV will be easier for you. You will not have to fill out paperwork. Instead, the app will use checkboxes or dropdown menus to make completing forms simpler. You can also use the app to see who is coming to your house each day. It will make it easier to change a scheduled appointment too. EVV will help DMS know you are getting the services you need, that you are safe, and that you are healthy.

We have a website with more information about EVV. You can find it at <https://bit.ly/kywaiverEVVinfo>. We will send updates about EVV by email. If you want to get these updates, you can sign up by using the directions attached to this letter or by emailing MedicaidPublicComment@ky.gov.

If you have questions, please email us at MedicaidPublicComment@ky.gov or call our 1915(c) Waiver Help Desk at (844) 784-5614.

We look forward to sharing more details with you as this project continues.

Sincerely,

Pam Smith, Director
Division of Community Alternatives



**Kentucky Department for Medicaid Services
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How to Subscribe to Email Updates
May 2020**

Who should subscribe to email updates? Any person interested in updates on Kentucky Medicaid’s 1915(c) Home and Community Based Services (HCBS) waiver programs should subscribe to email updates. Acquired Brain Injury, Acquired Brain Injury Long Term Care, Home and Community Based, Model II Waiver, Michelle P. Waiver, and Supports for Community Living are all 1915(c) HCBS waivers.

What kind of updates does Kentucky Medicaid send by email? Kentucky Medicaid sends most communications via email including our waiver newsletter, policy updates, notices about events such as webinars and town halls, and alerts about new or updated publications, such as our waiver frequently asked questions document.

How do I subscribe to email updates? Follow the steps below to subscribe to email updates from the 1915(c) HCBS waiver programs

1. Visit chfs.ky.gov and click the green **“Subscribe”** button at the bottom of the page.



2. Under **“Subscription Type,”** choose **“Email”** and enter your email address. Click **“Submit.”**



Email Updates

To sign up for updates or to access your subscriber preferences, please enter your contact information below.

Subscription Type

Email Address *

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3. You will be asked to consent to the email delivery service privacy policy. If you accept, check the box and click **“Submit.”**

Our Privacy Policy

We are committed to your data protection and privacy. Please take a moment to review our data [privacy policy](#).

I consent to the [privacy policy](#).

3. You will be given a list of **“Subscription Topics.”** Look for **“Department for Medicaid Services.”** To subscribe to electronic visit verification updates, choose “Waiver EVV.” To subscribe to other waiver updates, choose “DMS – Waiver Stakeholders.” Once you have selected all the topics you wish to subscribe to, click **“Submit”** at the bottom of the page.

- Department for Medicaid Services
 - Provider Information
 - Member Information
 - Emergency Notices
 - RX Alerts
 - Medicaid Managed Care
 - ICD-10
 - Provider Enrollment
 - DMS - Waiver Stakeholders
 - Waiver EVV

4. Once you hit submit, you should be taken to page with a green bar that says **“Subscriptions updated.”** You will also receive a confirmation email from the Cabinet for Health and Family Services listing the topics to which you subscribed.



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If you wish to unsubscribe to email updates, you can re-visit the “Subscribe” button on chfs.ky.gov, enter your email, and adjust your preferences. You can also click **“Manage Subscriptions”** or **“Unsubscribe All”** at the bottom of any Cabinet for Health and Family Services emails you receive.



Questions? [Contact us](#)

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