Kentucky Cabinet for Health and Family Services

Electronic Visit Verification Frequently Asked Questions for Medicaid 1915(c) Home and Community Based Services Waivers

Last Updated: 07/08/21

Kentucky 1915(c) HCBS EVV FAQs

Contents

Document Background

In 2016, the United States Congress passed the [21st Century Cures Act](). Part of this legislation requires states to implement [electronic visit verification, or EVV](), for certain services paid for through 1915(c) Home and Community Based Services (HCBS) Medicaid waivers. EVV is an electronic system used to capture at least six pieces of data about a provider's visit with a participant:

- Type of service

- Date of service

- Start time and end time of the service

- Location of the service

- Name of the person delivering the service

- Name of the person receiving the service

Providers delivering [in-home and community-based services]() where participants receive support with activities of daily living (ADLs) and/or instrumental activities of daily living (IADLs) through the following waivers must begin using EVV to bill affected services: Acquired Brain Injury (ABI), Acquired Brain Injury Long Term Care (ABI LTC), Home and Community Based (HCB), Michelle P. Waiver (MPW), and Supports for Community Living (SCL).

The Department for Medicaid Services (DMS), on behalf of the Cabinet for Health and Family Services (CHFS), is publishing this Frequently Asked Questions (FAQs) document to help answer provider questions about EVV. These questions were collected from inquiries made to the [DMS Division of Community Alternatives (DCA)]() via email and during public meetings regarding EVV. Readers may not recognize their questions exactly as asked as DMS has modified some questions from the originally submitted language to be as clear as possible and not share case-specific details.

Navigating the FAQ

Readers have a couple of options for navigating to specific parts of this FAQ.

1. Questions have been grouped and are listed by topic in the "Contents" section above. Clicking on the question will take you to the answer.

2. Readers can search for keywords in the document by hitting CTRL+F on the keyboard. This will pop up a search box where the reader can enter a keyword (such as PDS) to find all questions and responses related to that topic.

Identifying FAQ Updates

Each question lists the "Date Added" or "Revised." "Date Added" means the question is new to the FAQ. "Revised" means the response has been substantially updated since the last release of the FAQ.

To further assist readers, DMS has color-coded new and revised questions. The date for each new question is highlighted ==yellow==. The date for each revised question is highlighted ==green==. **Additional Questions**

If you have questions about EVV policy, please contact the 1915(c) Waiver Help Desk or call (844) 784-5614.

If you need technical support with the Mobile Caregiver+ system you can open a support ticket using the new [Customer Support Portal](). You can also contact Netsmart at [support@ntst.com,]() (833) 483-5587, or via online chat at [4tellus.com]().

For more information on EVV, visit https://bit.ly/kywaiverEVVinfo. We encourage affected providers to check the site regularly for updates and to sign up for email notification about EVV. Instructions on subscribing to email updates are available at https://bit.ly/getkywaiverupdates.

EVV Basics

Q1: What is EVV?
Date Added: 06/08/20

EVV is an electronic system used to record data about the delivery of in-home or community-based services where participants receive support with ADLs and/or IADLs. A listing of affected services is available at https://bit.ly/kyevvservices. Per federal requirements, EVV systems must capture at least six data points: the type of service, the location of the service, the date of service, service start and end time, name of the individual providing the service, and name of the individual delivering the service.

Q2: Which services must use EVV?
Revised: 11/09/20

Provider agencies that provide the following traditional services and financial management agencies (FMAs) that bill the following participant-directed services (PDS) are required to use EVV:

- Acquired Brain Injury
    - Companion (Traditional and PDS)
    - Personal Care (Traditional and PDS)
    - Respite (Traditional and PDS)*
- Acquired Brain Injury Long Term Care
    - Community Living Supports (Traditional and PDS)
    - Respite (Traditional and PDS)*
- Home and Community Based
    - Attendant Care
    - Home and Community Supports
    - Non-Specialized Respite (PDS)*
    - Specialized Respite*
- Michelle P. Waiver
    - Attendant Care (Traditional and PDS)
    - Community Living Supports (Traditional and PDS)
    - Homemaker (Traditional and PDS)
    - Personal Care (Traditional and PDS)
    - Respite (Traditional and PDS)*

- Supports for Community Living
  - Personal Assistance (Traditional and PDS)
  - Respite (Traditional and PDS)*

EVV applies whether these services are delivered in-home or in the community.

Respite provided in congregate settings, such as a residential facility or an adult day health care (ADHC) is not required to use EVV.

Q3: When do provider agencies and FMAs need to begin using EVV?
Revised: 07/08/21

As of June 2021, about 25% of affected providers are using the EVV system to document the six data elements for service visits required by the 21st Century Cures Act. These providers are using EVV to capture data for 25% to 100% of visits. DMS appreciates the direct service provider agencies and financial management agencies (FMA) that have made a good faith effort to use the EVV system.

DMS is asking direct service provider agencies and FMAs to either begin EVV use or increase EVV use **as soon as possible.** DMS expects direct service provider agencies and FMAs to use EVV to capture **a minimum of 50% of visits by August 9, 2021,** and for adoption to increase steadily toward the end of the year.

- By **November 6, 2021**, provider agencies and FMAs should be using EVV to document service **75% of visits**.
- By **January 1, 2022**, provider agencies and FMAs should be using EVV to document service **100% of visits**.

DMS acknowledges employee errors, connectivity issues, or system outages may result in slightly less than 100% compliance. Those situations will be taken into consideration as DMS monitors adoption percentages.

It is important to note, **DMS is only requesting the adoption of EVV to document the six data elements required by the 21st Century Cures Act at this time.** Direct service provider agencies and FMAs can continue to choose to bill EVV-affected services using either the EVV system or the Medicaid Management Information System (MMIS).

For more information, please review the EVV Next Steps letter issued June 9, 2021.

Q4: Why is DMS requiring the use of EVV? Is this a state law? Can implementation be delayed?
Revised: 11/09/20

The use of EVV is not state law. Kentucky is required to use EVV by the federal 21st Century Cures Act passed by Congress. It was signed into law on December 16, 2016. Any state receiving federal Medicaid reimbursement for home health and personal care services must require the use of EVV or it will lose federal dollars used to fund a portion of 1915(c) HCBS waiver programs.

The state of Kentucky nor the Centers for Medicare and Medicaid Services can delay the

implementation of EVV. Any delay must come from legislation passed by Congress and signed into federal law.

While EVV is a federal requirement, providers and participants should benefit as it reduces the need for paper documentation, creates more flexibility for scheduling and delivering services, improves monitoring of participant health, safety, and welfare, and reduces potential Medicaid fraud, waste, and abuse.

Q5: Where can more information about the 21st Century Cures Act be found?
Date Added: 8/21/20

The 21st Century Cures Act is available for review online at https://www.congress.gov/bill/114th-congress/house-bill/34.

Q6: What options do affected provider agencies or FMAs have for using EVV?
Revised: 02/11/21

Provider agencies and FMAs have two options for EVV.

1. Provider agencies and FMAs can use the state-selected EVV vendor. Netsmart is providing Kentucky's EVV solution. Providers who choose this option can use the Netsmart Mobile Caregiver+ EVV system free of charge.

2. Provider agencies and FMAs can choose their own EVV system or use their existing system. Provider agencies and FMAs who use this option will be responsible to pay for the system, ensure it meets the requirements of the 21st Century Cures Act and Kentucky EVV requirements, and that it integrates with Mobile Caregiver+ to allow DMS to reimburse for rendered services and conduct waiver quality assurance activities. The following third-party systems have started working with Netsmart to integrate systems in Kentucky:

- Ankota
- Bluestep System
- ClearCare
- Contiulink/Complia
- Delta Health Tech
- Mains'l
- Oasis Technologies
- Savii
- Therap

If a provider agency or FMA wants to use a third-party system not on the list above, it will need to integrate in phase two of EVV.

Q7: Does this replace Mains'l or other electronic records systems provider agencies or FMAs use?
Revised: 02/11/21

No, provider agencies and FMAs may choose to continue using an existing electronic record system if it integrates with Mobile Caregiver+.

For traditional agency employees (known as direct service providers or DSPs), your provider agency should let you know if integration changes the way visits are entered in the current electronic system used. For PDS employees, the FMA that processes your employment paperwork should let you know if integration changes the way visits are entered in the current electronic system.

Q8: How do provider agencies and FMAs get started using EVV?
Revised: 07/08/21

DMS created a month-by-month checklist to help provider agencies and FMAs get ready for EVV. The checklist is available at https://bit.ly/kyevvgoliveagencies.

All provider agencies and FMAs, regardless of whether using Netsmart or a third-party for EVV, need to register. Registration is how provider agencies and FMAs gain access to the Mobile Caregiver+ EVV system. Provider agencies and FMAs using a third-party EVV system need access to the Mobile Caregiver+ provider portal to review, correct, and release EVV-affected service claims for billing.

Provider agencies and FMAs should complete training on the Mobile Caregiver+ EVV system. Netsmart offers live, instructor-led training on the modules below. You can choose a session date/time and register at https://4tellus.com/training/. **Trainees only need to attend one session date per module.**

Module	Module should be completed by…
Mobile Caregiver+ App*	DSPs and PDS employees whose provider agency is using Mobile Caregiver+
Mobile Caregiver+ Administrative Console*	EVV administrator(s) at provider agencies using Mobile Caregiver+
Mobile Caregiver+ Claims Console*	EVV administrator(s) at all provider agencies

Module includes detailed information on the Mobile Caregiver+ system's core functionalities. Kentucky-specific aspects of the system, such as policy and business rules, are not covered.

Additionally, Netsmart offers a recorded training specifically for Kentucky PDS employees who use Mobile Caregiver+. You can view the recording at 4tellus.com/training. Select the **Extra Topics** option and click **View Recording** next to Kentucky CHFS Participant Directed Services (PDS) Providers. You will be asked to register to view the recording.

Q9: If a provider chooses the state-selected EVV vendor, will the provider receive training?
Revised: 07/08/21

Yes, Netsmart offers free, live training webinars to provider agencies and FMAs. The training modules are listed in the table below.

Module	Module should be completed by…
Mobile Caregiver+ App*	DSPs and PDS employees whose provider agency is using Mobile Caregiver+
Mobile Caregiver+ Administrative Console*	EVV administrator(s) at provider agencies using Mobile Caregiver+
Mobile Caregiver+ Claims Console*	EVV administrator(s) at all provider agencies

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Q10: Who should providers contact with questions about EVV?
Revised: 07/08/21

Users can continue to contact Netsmart several ways.

- Use the new Netsmart Customer Support Portal. The portal allows you to:
    - Easily submit a request for support 24/7.
    - Check the status of support requests.
    - Search an online Knowledgebase for answers to common questions.
    - Track known issues for the Mobile Caregiver+ solution.

- Call (833) 483-5587

- Email support@ntst.com

- Use the online chat feature at 4tellus.com

Providers with questions about EVV as it relates to 1915(c) HCBS waiver policy should email 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.

A listing of common Mobile Caregiver+ questions or issues and where to go for help is available at http://bit.ly/kyevvwhotocall

Netsmart Mobile Caregiver+ EVV System

Q11: Who needs the Mobile Caregiver+ app (formerly the Tellus EVV+ mobile app)?
Date Added: 8/21/20

Paid caregivers providing direct care to a waiver participant, such as DSPs and PDS employees use the Mobile Caregiver+ app.

Q12: How can the Mobile Caregiver+ app be found in the Google Play or the Apple App Store?
Revised: 07/08/21

If you already have the Tellus EVV+ Mobile App on your device, it will update to Mobile Caregiver+ on July 9, 2021. If you have questions about the update process, please refer to the guides below.

- Upgrading to Mobile Caregiver+ for Apple Devices

- Upgrading to Mobile Caregiver+ for Android Devices

For users **downloading the app on or after July 9, 2021**, search for "Mobile Caregiver+" in the Google Play (for Android devices) or Apple App Store (for Apple devices).

> Q13: When do DSPs and PDS employees need to download and begin using the Mobile Caregiver+ app to log visits?
>
> Revised: 07/08/21

If DSPs and PDS employees haven't started using the EVV to document visits mobile app yet, their provider agency or FMA should have them begin as soon as possible. Provider agencies and FMAs need to have DSPs and PDS employees download the Mobile Caregiver+ app before the DSP or PDS employee is uploaded to the Mobile Caregiver+ system.

As soon as the DSP or PDS employee is uploaded to Mobile Caregiver+, they will receive an email with their username and temporary password. The DSP or PDS employee needs to log into the Mobile Caregiver+ app and change the temporary password within 36 hours of receiving the email. If they don't, the provider agency or FMA will need to reset the temporary password.

> Q14: Does downloading or using the Mobile Caregiver+ app give it access to a smartphone or tablet's content or contacts?
>
> Revised: 02/11/21

No, however, the Mobile Caregiver+ app will ask for access to your location services. The app uses location services to capture a snapshot of the user's location at the start of the service and again at the end of the service, which is required by the 21st Century Cures Act. Location is not captured at any other time.

Instructions for allowing the mobile app access to a device's location services is available at http://bit.ly/kyevvlocationservices.

> Q15: Does the Mobile Caregiver+ app have access to the smartphone or tablet camera?
>
> Date Added: 8/21/20

No, the app does not use the device camera.

> Q16: Does the Mobile Caregiver+ app track users?
>
> Date Added: 8/21/20

No. The Mobile Caregiver+ app captures a snapshot of the user's location at the start of the service and again at the end of the service as required by the 21st Century Cures Act. The mobile app does not capture location at any other time.

> Q17: Does DMS provide and maintain the device used with the Mobile Caregiver+ app?
>
> Revised: 8/21/20

No, DMS only covers the cost of the Netsmart EVV system.

It is up to the traditional provider agency (for DSPs) to determine how employees should access

the Mobile Caregiver+ app.

For PDS employees, the participant, and/or the participant's guardian/parent, or legal representative should make sure the employee has a compatible device, such as a smartphone or tablet, before hiring them. PDS employees can also use the mobile app on the waiver participant's device. DMS expects each participant's case manager/support broker/service advisor to discuss this requirement with the participant, and/or the participant's guardian/parent, or legal representative when the participant is considering the PDS service delivery option and at current PDS participant recertification to make a plan for meeting this requirement.

Q18: What devices are compatible with Netsmart EVV? Does the Mobile Caregiver+ app work with Apple or Android devices?
Revised: 11/09/20

The Mobile Caregiver+ app works with both Apple and Android smartphones and tablets. All device, operating system, and browser compatibility specifications are available at http://bit.ly/kyevvtech.

Q19: Does the Mobile Caregiver+ app only work with WiFi?
Date Added: 11/09/20

No, the mobile app can be used with WiFi or cellular data.

Q20: How much cellular data does the Mobile Caregiver+ app use?
Date Added: 11/09/20

The app uses approximately 500KB of data per visit. Netsmart recommends a 100MB monthly data plan for full-time caregivers. 100MB is equal to 0.1GB.

Q21: Can the Mobile Caregiver+ app be installed on multiple devices?
Date Added: 11/09/20

Yes, the mobile app can be installed on multiple devices.

Q22: Can a smartphone receive phone calls while using the Mobile Caregiver+ app?
Date Added : 8/21/20

Yes, phone calls can still be received on a smartphone while using the mobile app.

Q23: If a DSP or PDS employee has a virtual private network (VPN) on the mobile device they use with Netsmart EVV, do they need to log out of it before using the mobile app?
Date Added : 8/21/20

No. If the mobile device has a VPN it does not need to be turned as long as it does not interfere with the function of the Mobile Caregiver+ app.

Q24: How do DSPs and PDS employees use the Mobile Caregiver+ app in situations where a waiver participant does not have WiFi and/or lives in an area without a cellular data signal?

Revised: 02/11/21

The mobile app automatically goes into offline mode when WiFi or cellular data connectivity is not available. This is indicated by a black and blue banner at the top of the screen that reads "OFFLINE mode."

Visits can be logged in the mobile app when it is in offline mode. These visits will remain in encrypted storage on the mobile device until it connects to WiFi or cellular data again or the app is deleted. The amount of visit data that can be stored is dependent upon the mobile device's storage space.

To collect information for visits while in offline mode, the DSP or PDS employee's mobile device will need WiFi or cellular data connectivity to download their visit schedule. Step-by-step instructions for completing visits in offline mode is available at http://bit.ly/kyevvofflinemode.

Q25: How does the Mobile Caregiver+ app capture the start and end location of a visit when in offline mode?

Date Added : 11/09/20

When it has WiFi or cellular data connectivity the mobile app uses both GPS and triangulation to cell towers to document the user's location. When the app is in offline mode, it documents location using GPS only. It is important to note location is only documented once at the start of the service and once again at the end of the service.

Q26: Is there an alternative to logging visits in the Mobile Caregiver+ app? There are waiver participants and PDS employees who do not have a smartphone or tablet.

Revised: 11/09/20

The Mobile Caregiver+ app is the primary method of recording visits. The Netsmart EVV system can accept visit data using interactive voice response (IVR), which allows users to log visits via a landline telephone. It is important to note, visits documented using IVR must still be scheduled using the Mobile Caregiver+ online dashboard, which requires internet access and a computer. Visits can also be entered into Netsmart EVV manually. Because these options do not meet the requirements of the 21st Century Cures Act, they will only be allowed in limited circumstances and must receive prior approval from DMS. Additional information on IVR and submitting a request is available at https://bit.ly/tellusevvivr.

Alternative options for logging visits will vary if a participant's FMA is using a third-party EVV vendor. The waiver participant or PDS employee should check with the FMA to see what options the third-party EVV vendor offers.

Q27: What kind of access will participants have to Netsmart EVV?

Date Added: 8/21/20

The waiver participant, guardian/parent, and/or legal representative should review the visit information, including start and end time of service, entered by the DSP or PDS employee into

the Mobile Caregiver+ app before signing off on the visit.

Q28: How can a participant, guardian/parent, and/or legal representative see what the DSP or PDS employee documented in Mobile Caregiver+ about the care provided to a waiver participant?
Date Added: 8/21/20

The waiver participant, guardian/parent, and/or legal representative should review the visit information entered by the DSP or PDS employee before signing off at the end of the visit.

Q29: Can DSPs or PDS employees print the visit information they enter in the Mobile Caregiver+ app?
Revised: 02/11/21

No, there is no way for mobile app users to print visit information at this time.

Q30: Can parent, guardian, and/or legal representative sign off on visits where they are also the PDS employee providing the service?
Date Added: 11/09/20

No, a parent, guardian, and/or legal representative cannot sign on behalf of the waiver participant when they are also the PDS employee providing the service. In this case, another parent, legal guardian, and/or legal representative should sign if the participant cannot or if they are a minor. If there is no one available to sign, the PDS employee should choose the "No signature" option and indicate in the note they are transitioning from paid care to natural supports.

Q31: How do waiver participants who have disabilities that prevent them from using a smartphone or tablet use the Mobile Caregiver+ app?
Date Added: 06/08/20

Waiver participants only use the mobile app to capture a signature confirming their services were provided according to what the service provider reports. If a participant is unable to sign, their legal representative can sign on their behalf or the reason the participant cannot sign can be entered in the app.

Q32: If the participant, guardian/parent, and/or legal representative is not available to sign the Mobile Caregiver+ app at the end of a visit, can they go back and sign off on the visit later?
Date Added: 8/21/20

A participant, guardian, and/or legal representative cannot go back and sign once the visit is complete. If no one is available to sign at the end of the visit, the DSP or PDS employee should select the yellow recipient bar and choose the appropriate reason as to why a signature was not captured. The DSP or PDS employee must sign to complete the visit.

> Q33: When a participant signs the Mobile Caregiver+ app to confirm services, do they have to sign their full name or are initials acceptable?
>
> Date Added: 8/21/20

DMS will accept initials if a waiver participant cannot sign their full name.

> Q34: Can an electronic or voice signature be used to sign the Mobile Caregiver+ app at the end of a visit?
>
> Revised: 11/09/20

No. The DSP or PDS employee and the participant, if able, must sign the app using their finger or a stylus at the end of the visit.

> Q35: When DMS says the Mobile Caregiver+ system is free to providers, does that include the full platform and features?
>
> Revised: 8/21/20

Yes, the full platform is available to provider agencies and FMAs free of charge. There are no additional options at this time. If a provider agency or FMA decides to use the Mobile Caregiver+ app for non-Medicaid clients or for services outside those required to use EVV, additional fees apply. If a provider has questions about what features the Mobile Caregiver+ system includes, please contact Netsmart.

> Q36: Will DSPs and PDS employees be linked to a specific agency?
>
> Date Added: 8/21/20

Yes. DSPs will be linked to the provider agency that employs them. PDS employees will be linked to the FMA the participant uses for employment paperwork and timesheet processing.

A DSP or PDS employee can be linked to multiple agencies if they work for more than one provider agency or PDS employer. If a DSP or PDS employee is linked to multiple agencies, they will only have one login for the Mobile Caregiver+ app.

> Q37: Who uploads DSP, PDS employee, and waiver participant profiles in Mobile Caregiver+?
>
> Revised: 07/08/21

Provider agencies need to upload DSPs and FMAs need to upload PDS employees to Mobile Caregiver+.

Uploading DSPs or PDS employees is covered in Netsmart training. It is also described in the Admin User Guide and agency registration resources available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo.

DMS provides Netsmart with information to upload basic profiles for each waiver participant. Provider agencies and FMAs can add additional details to these profiles, such as the participant's diagnosis code or additional service locations, as needed.

Q38: Is there a limit to how many DSPs or PDS employees can use the Mobile Caregiver+ app for one participant?
Date Added: 8/21/20

No. The login is assigned to the DSP or PDS employee, not the waiver participant. If the DSP or PDS employee works for multiple participants, he or she will have one login used to document visits for all participants.

Q39: What happens if a DSP or PDS employee logs into the Mobile Caregiver+ app before the previous DSP or PDS employee ends their visit or if the previous DSP or PDS employee forgets to end their visit?
Date Added: 11/09/20

Each DSP or PDS employee has their own username and password for the Mobile Caregiver+ mobile app that only shows the visits they have scheduled with the participant. If a previous DSP or PDS employee is finishing a visit or forgets to end their visit, it should not prevent the next DSP or PDS employee from starting their visit.

Q40: How does the provider agency or FMA gain administrative access to Mobile Caregiver+ provider portal?
Revised: 11/09/20

Access to Mobile Caregiver+ is roles-based. This means users have different levels of access based on their role (executive director, DSP, PDS employee, etc.). Onboarding staff and assigning roles is covered in the Mobile Caregiver+ Admin User Guide and the agency registration resources available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo.

Q41: Can provider agencies and FMAs designate more than one staff member as an administrator for Mobile Caregiver+?
Date Added: 11/09/20

Yes, provider agencies and FMAs can have multiple administrators for the Mobile Caregiver+ provider portal.

Q42: Who enters the DSP or PDS employee's schedule on the Mobile Caregiver+ app?
Revised: 02/11/21

For DSPs, the provider agency scheduler enters DSP visits using the Mobile Caregiver+ provider portal.

For PDS employees, the PDS employee schedules their own visits using the Mobile Caregiver+ app. Step-by-step instructions on scheduling visits on the app is available at http://bit.ly/kyevvscheduling.

Q43: Do visits have to be pre-scheduled in the Mobile Caregiver+ app?

Revised: 02/11/21

Yes, visits must be pre-scheduled. Visits can be scheduled in advance or scheduled immediately before they begin. Visits can also be scheduled as recurring, however, recurring visits must be scheduled by the provider agency or FMA EVV administrator using the Mobile Caregiver+ provider portal.

Q44: How do you edit or remove a scheduled visit?

Date Added: 11/09/20

Once a visit is scheduled, it cannot be edited. If the visit has not been started, the DSP or PDS employee can select "Cannot Start Visit" and select the reason the visit cannot be started.

Q45: How do provider agencies change the DSP assigned to a waiver participant?

Revised: 11/09/20

The provider agency assigns a DSP to the waiver participant at the time the visit is scheduled through the Mobile Caregiver+ provider portal. Provider agencies should attend Mobile Caregiver+ admin console training to learn more about this functionality or review the Mobile Caregiver+ Admin User Guide available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo. More information about training is available in the Netsmart EVV Training section of this FAQ.

Q46: If a waiver participant switches from one traditional provider agency to another, how long does it take to update Mobile Caregiver+? Will the participant have to go without services until the provider is updated?

Date Added: 11/09/20

The new traditional provider agency can schedule visits for the participant once it receives a prior authorization. The provider agencies should work together to make sure the participant continues to receive services until the new traditional provider agency can begin providing them.

Q47: Can a DSP or PDS employee change the tasks listed in the Mobile Caregiver+ app for a service at the end of a visit? There are instances where a planned task does not occur.

Revised: 4/29/21

The DSP or PDS employee can leave the tasks listed under each service in the Mobile Caregiver+ app checked or unchecked as needed. They cannot add or remove tasks from the list. If the DSP or PDS employee needs to document a task not included in the list, they can add a note when completing the visit. Instructions for adding a note are available at http://bit.ly/kyevvaddingnotes.

Provider agencies or FMAs can use the Mobile Caregiver+ provider portal to add, remove, or modify the tasks listed for each service code in the Mobile Caregiver+ app. See the Suggested Task Lists by Code quick reference guide at https://bit.ly/evvqrgtasklists for directions on managing tasks and suggestions for the types of tasks to list under different service codes.

Q48: Can a visit start at one location and end at another? If so, should the DSP or PDS employee enter a note indicating why this occurred in the Mobile Caregiver+ app?

Date Added: 8/21/20

Yes, this is allowed. When a DSP or PDS employee ends a visit in the Mobile Caregiver+ app, it captures a snapshot of the location even if it is different than where the visit is scheduled to end. The DSP or PDS employee should also enter a note indicating why the service ended at a different location than scheduled.

Q49: Do all possible service locations need to be entered into the Mobile Caregiver+ app? How does the app know if a DSP or PDS employee is at an approved location? What happens if a service begins or ends at a location not listed in the app?

Date Added: 11/09/20

Yes, all possible service locations need to be entered in the Mobile Caregiver+ app. The locations where services start and end do not need to be approved.

If a service location is different than what is scheduled, the app alerts the DSP or PDS employee, however, they are not prevented from starting or ending the visit. The DSP or PDS employee should enter a note about why the visit started or ended at a different location, which can be viewed by the agency's EVV administrator(s).

Q50: What should the DSP or PDS employee do if the Mobile Caregiver+ app is showing the wrong location when starting or ending a visit?

Revised: 07/08/21

If the Mobile Caregiver+ app is showing the incorrect location, the DSP or PDS employee will need to contact their agency EVV administrator to update the service location using the Mobile Caregiver+ provider portal.

If a mobile app user is regularly having problems getting the app to identify the correct location, the user should calibrate the GPS on their mobile device. A guide to calibrating GPS on Apple and Android devices is available at https://bit.ly/evvqrgcalibrategps.

Mobile Caregiver+ uses Google Maps to pinpoint a user's location at the start and end of the service. If an app user regularly delivers services at an address Google Maps cannot find, you can request to have Google Maps add the address. Instructions for making this request are available at https://bit.ly/evvqrgmissingaddress.

Q51: If a DSP or PDS employee starts a service at a participant's home, goes out into the community, then ends the service at the participant's home, do they need to log everywhere they went in the community with the participant using the Mobile Caregiver+ app?

Date Added: 8/21/20

No. DSPs or PDS employees only need to capture a snapshot of their location when the service begins and again when it ends using the Mobile Caregiver+ app. The app does not capture where an employee took the participant during a visit and there is no requirement to provide this information.

> **Q52: Where should a DSP or PDS employee start the visit in the Mobile Caregiver+ app if they are meeting the participant at their home and then going on a community outing?**
>
> Date Added: 11/09/20

The visit should be started in the Mobile Caregiver+ app at the location where the DSP or PDS began rendering services to the participant.

> **Q53: Who should DSPs and PDS employees call to correct errors made while entering a visit in the Mobile Caregiver+ app?**
>
> Date Added: 8/21/20

DSPs should contact the EVV administrator for their provider agency to correct errors. PDS employees should contact the EVV administrator at the FMA that processes its employment paperwork.

Provider agencies and FMAs can also monitor for errors using the Mobile Caregiver+ provider portal. DMS recommends provider agencies and FMAs have staff designated to monitor for and fix errors.

> **Q54: Does Mobile Caregiver+ notify the provider agency or FMA if errors need correcting, such as when a DSP or PDS employee forgets to end a visit?**
>
> Date Added: 11/09/20

No. Provider agencies and FMAs should monitor for errors using the Mobile Caregiver+ provider portal. DMS recommends provider agencies and FMAs have staff designated to monitor for and fix errors and to have a process in place for what DSPs or PDS employees should do when they have an error they need to correct.

> **Q55: What happens if a DSP or PDS employee forgets to start or end a visit? Does the Mobile Caregiver+ app end the visit automatically?**
>
> Date Added: 8/21/20

No, the Mobile Caregiver+ app does not automatically end a visit if a DSP or PDS employee forgets to end it. The DSP or PDS employee should contact their Mobile Caregiver+ administrator who can correct any errors, such as forgetting to start or end a visit.

For DSPs, the administrator is designated by the provider agency they work for. For PDS employees, the administrator is designated by the FMA that processes their employment paperwork.

> **Q56: What should a DSP or PDS employee do if the smart device used with the Mobile Caregiver+ app dies or isn't working and visit information cannot be entered?**
>
> Date Added: 11/09/20

If the DSP or PDS employee has access to another smart device with the Mobile Caregiver+ app installed, they can complete the visit using it. If not, the DSP should contact their provider agency EVV administrator. The PDS employee should contact their FMA EVV administrator. The EVV

administrator can enter EVV information in instances where the device stops working before or during a visit.

Q57: Should a DSP or PDS employee call the agency after hours or the next day if they cannot enter visit information?
Date Added: 11/09/20

It is up to each provider agency (for DSPs) and FMA (for PDS employees) to develop a protocol for situations like this one and to communicate the protocol and expectations to DSPs or PDS employees.

Q58: Can a visit go over the scheduled appointment time?
Revised: 02/11/21

Yes, visits can go over the scheduled appointment time, if the participant has the extra units available. The DSP or PDS employee should enter a note at the end of the visit to indicate why the appointment went over the scheduled time. Instructions for adding a note are available at http://bit.ly/kyevvaddingnotes.

Q59: Does a DSP or PDS employee need to be logged into the Mobile Caregiver+ app or leave it open the entire time they are providing services?
Date Added: 8/21/20

No, the DSP or PDS employee only needs to log into the app to start the service, and again once the service is complete to end the visit. DSPs and PDS employees do not need to remain logged into the app nor keep it open while providing services.

Q60: When a DSP or PDS employee takes a waiver participant into the community during a visit, do they need to take the smart device they use for the Mobile Caregiver+ app with them?
Date Added: 11/09/20

No, the DSP or PDS employee does not need to have the smart device on them while providing EVV-affected services. The smart device is only needed when starting and ending the visit using the Mobile Caregiver+ app.

Q61: Does the Mobile Caregiver+ app capture service delivery times by unit?
Revised: 4/29/21

No, the app captures the full length of the visit from start time to end time and calculates the number of service units per visit.

Q62: How are service units rounded in EVV?
Revised: 02/11/21

DMS updated its rounding policy in January 2021. Please review the letter available at https://bit.ly/kyevvpolicyupdate for details.

Q63: Do visits have to be entered into the Mobile Caregiver+ app at the time they occur or can be entered after the visit occurred?
Date Added: 8/21/20

No, visits cannot be entered using the Mobile Caregiver+ app after they have occurred. Services should be entered into the Mobile Caregiver+ app at the time they are delivered. If a DSP or PDS employee forgets to start or end a visit or made a mistake during visit entry, the EVV administrator for their provider agency or FMA can correct it using the Mobile Caregiver+ provider portal.

Q64: How soon do visit notes need to be entered in the Mobile Caregiver+ app? Can a DSP or PDS employee add notes after a visit is complete or do notes have to be entered throughout the day as they transition to new activities or services?
Revised: 02/11/21

Notes can be entered in the Mobile Caregiver+ app any time before a visit is completed. Once a visit is completed in the app, notes cannot be added. Instructions for adding notes is available at http://bit.ly/kyevvaddingnotes.

The DSP or PDS employee is not required to enter a note each time they change to a new task or service. DMS is transitioning service notes for EVV-affected services to a "documentation by exception" approach. Information about what details DSPs or PDS employees should include in notes for EVV-affected services is available at https://bit.ly/kyevvservicenotes.

Q65: Can a DSP or PDS employee submit a note in the Mobile Caregiver+ app for a participant if they are not listed as an employee for that participant?
Date Added: 8/21/20

No. If a DSP or PDS employee is not linked to a participant, the employee is not able to enter a note for that participant.

Q66: Who sees notes entered via the Mobile Caregiver+ app?
Revised: 07/08/21

When a note is submitted via the Mobile Caregiver+ app, the note is added to and stored in the waiver participant's record for the provider agency or FMA EVV administrator to view. The administrator does not receive notifications that a note has been entered unless the DSP or PDS employee checks the "Alert My Administrator" box when entering the note. DSPs or PDS employees should verify if their provider agency or FMA wants them to use this option or another method for notification of concerns requiring an administrator's attention.

Service note requirements for EVV-affected services are available at
https://bit.ly/kyevvservicenotes. Instructions for adding notes are available at
http://bit.ly/kyevvaddingnotes. Instructions for view notes in the Mobile Caregiver+ provider portal
are available at https://bit.ly/evvqrgmanagingnotes.

Q67: Can DSPs send service notes to their supervisors for review before they are submitted?
Revised: 07/08/21

No, service notes must be submitted at the time the DSP ends the visit. Provider agency
administrators can review notes using the Mobile Caregiver+ provider portal.

Service note requirements for EVV-affected services are available at
https://bit.ly/kyevvservicenotes. Instructions for adding notes are available at
http://bit.ly/kyevvaddingnotes. Instructions for view notes in the Mobile Caregiver+ provider portal
are available at https://bit.ly/evvqrgmanagingnotes.

Q68: Is there a text limit for the free-text notes entered in the Mobile Caregiver+ app?
Revised: 07/08/21

Yes, however, it is 65,000 characters. Service notes do not need to be lengthy to meet
documentation requirements for EVV-affected services. Service note requirements for EVV-
affected services are available at https://bit.ly/kyevvservicenotes. Instructions for adding notes
are available at http://bit.ly/kyevvaddingnotes. Instructions for viewing notes in the Mobile
Caregiver+ provider portal are available at https://bit.ly/evvqrgmanagingnotes.

Q69: Is the Mobile Caregiver+ app also web-based? Can visit information be entered using a computer?
Revised: 02/11/21

No. Visit information must be entered via the Mobile Caregiver+ app, which can only be used on
a device such as a smartphone or tablet.

Administrators access the Mobile Caregiver+ provider portal via a computer.

Q70: How are service codes entered in the Mobile Caregiver+ app?
Revised: 4/29/21

The codes are pre-populated in the Mobile Caregiver+ system, however, the provider agency or
FMA can add, remove, or edit the tasks associated with the each code. DMS created a quick
reference guide (QRG) of suggested task lists by code. This QRG gives provider agencies and
FMAs a list of possible tasks they can use when crafting task lists for their agency's paid
caregivers. It includes step-by-step instructions for updating tasks in the EVV system. The QRG
is available at https://bit.ly/evvqrgtasklists.

The provider agency scheduler should choose the appropriate codes listed on the PA when
scheduling a visit for a DSP. The PDS employee should select the appropriate code(s) listed on
the PA when scheduling the visit through the Mobile Caregiver+ app.

Q71: What happens if the wrong code is chosen when the visit is scheduled?

Date Added: 11/09/20

If the incorrect code is chosen, the claim shows up in the Mobile Caregiver+ provider portal as unmatched. The provider agency or FMAs EVV administrator(s) must correct the claim so it is matched before releasing it from Mobile Caregiver+ for billing.

Q72: How does the provider agency or FMA obtain visit information after a DSP or PDS employee completes the visit using the Mobile Caregiver+ app?

Revised: 02/11/21

Visit information is downloaded to the Netsmart EVV system and is viewable using the Mobile Caregiver+ provider portal. Instructions on how to view visits is available in the Mobile Caregiver+ Admin User Guide available in the "Training" section of the Mobile Caregiver+ provider portal.

Q73: Can visits be scheduled and completed while waiting on a prior authorization (PA)?

Date Added: 8/21/20

Yes, the visit can be scheduled and completed without a PA, however, the provider agency or FMA cannot release the claim for billing until the PA is received.

Q74: Can a visit be entered in the Mobile Caregiver+ app if the PA is expired?

Date Added: 8/21/20

Yes, the visit can still be entered and notes captured even with an expired PA, however, the provider agency or FMA will not be able to release the claim for billing until a new PA is received.

Q75: What are the maximum hours per day that EVV-affected services can be provided?

Date Added: 11/09/20

Service limits have not changed as a result of EVV. EVV-affected services cannot exceed the number of hours allowed per day as defined in waiver-related KARs.

Q76: Will the Mobile Caregiver+ EVV system allow more service hours to be scheduled than a PA allows?

Date Added: 8/21/20

Yes, however, the individual entering the schedule should be aware of the service units authorized for the participant and schedule services accordingly.

Q77: What measures does Netsmart take to protect waiver participant data?
Date Added: 11/09/20

Netsmart takes a number of steps to protect participant data.

The Mobile Caregiver+ app does not store participant data on the user's phone unless it is being used in offline mode. In this instance, the data is encrypted and downloaded to the system as soon as the phone reconnects either via WiFi or cellular data.

Netsmart is also going through Health Information Trust Alliance, or HITRUST, certification, which assures companies meet regulatory security requirements to protect data.

Q78: The Mobile Caregiver+ app contains information about waiver participants. How is this information protected if a DSP or PDS employee is terminated or resigns?
Date Added: 8/21/20

DSPs and PDS employees are only linked to the participants they provide care to and can only view information about those participants. Provider agencies and FMAs can unlink the DSP or PDS employee as a provider using the Mobile Caregiver+ provider portal. Once the DSP or PDS employee is unlinked, they no longer have access to any waiver participant data even if they open the Mobile Caregiver+ app.

Q79: Is Mobile Caregiver+ used to process payroll?
Revised: 07/08/21

No, Mobile Caregiver+ is not used to process payroll. Provider agencies or FMAs can continue to process payroll using the method they do today. The Mobile Caregiver+ provider portal will generate a time log report that can be used for payroll. An example is available at http://bit.ly/kyevvtimelog. Additional information on the time log report as well as other reports generated in the Mobile Caregiver+ provider portal is available at https://bit.ly/evvqrgreports.

Q80: Will EVV require provider agencies or FMAs to adjust pay schedules?
Date Added: 8/21/20

No, pay schedules do not need to be adjusted with EVV. Provider agencies or FMAs can continue to process payroll using the method they do today.

Q81: Who should DSPs and PDS employees contact if they have trouble with the Mobile Caregiver+ app?
Revised: 07/08/21

For guidance on who to contact if they have trouble with the Mobile Caregiver+ app, DSPs and PDS employees can refer to the EVV QRG: Who to Call. This guide lists common questions or concerns with the Mobile Caregiver+ app and information on who to contact for help. The EVV QRG: Who to Call is available at https://bit.ly/kyevvwhotocall.

DSPs and PDS employees who have questions about how the Mobile Caregiver+ app can refer

to the Mobile Caregiver+ app user guide. DMS has also developed nearly two dozen quick reference guides for mobile app users to walk them through common app functions step by step. A listing of these quick reference guides is available in the EVV QRG: Who to Call and on the DMS EVV website at https://bit.ly/kywaiverEVVinfo.

DSPs and PDS employees also have access to Mobile Caregiver+ app training videos. Instructions for accessing the videos are available at https://bit.ly/evvmobileappvids.

> **Q82: Is there a software license key provider agencies and FMAs need to install to use Mobile Caregiver+?**
>
> Date Added: 11/09/20

No, there is no software license key provider agencies and FMAs need to install to use Mobile Caregiver+.

> **Q83: Can a provider agency or FMA use single sign-on security with the Mobile Caregiver+ system?**
>
> Date Added: 11/09/20

No, not at this time. In a future phase of EVV, users will be able to log in using the Kentucky Online Gateway (KOG).

> **Q84: Was EVV tested in Kentucky before all affected provider agencies and FMAs began using it?**
>
> Revised: 07/08/21

Yes, several provider agencies and FMAs volunteered to be "early adopters" of EVV. They began using the system before the go-live date of November 17, 2020 and provided feedback to DMS.

DMS is also continuously receiving feedback from provider agencies and FMAs as they adopt EVV and increase usage. This feedback is being used to identify any needed system updates and future EVV system enhancements.

Mobile Caregiver+ Registration, Onboarding, and Go-Live

> **Q85: What does go-live mean? When did the Mobile Caregiver+ system go-live in Kentucky? Should provider agencies and FMAs have started using EVV on the go-live date?**
>
> Revised: 07/08/21

The Mobile Caregiver+ system go-live in Kentucky began on November 17, 2020. Go-live means the system is open for use. DMS expects provider agencies and FMAs to have, at minimum, start using EVV to document service visits at this time. Currently, about 25% of affected providers are using the EVV system to document these six data elements for service visits. These providers are using EVV to capture data for 25% to 100% of visits. DMS appreciates the direct service provider agencies and FMAs that have made a good faith effort to use the EVV system.

DMS is asking direct service provider agencies and FMAs to either begin EVV or increase EVV use **as soon as possible.** DMS expects direct service provider agencies and FMAs to use EVV to

capture **a minimum of 50% of visits by August 9, 2021,** and for adoption to increase steadily toward the end of the year.

- By **November 6, 2021**, provider agencies and FMAs should be using EVV to document service **75% of visits**.
- By **January 1, 2022**, provider agencies and FMAs should be using EVV to document service **100% of visits**.

DMS acknowledges employee errors, connectivity issues, or system outages may result in slightly less than 100% compliance. Those situations will be taken into consideration as DMS monitors adoption percentages.

It is important to note, **DMS is only requesting the adoption of EVV to document the six data elements required by the 21st Century Cures Act at this time.** Direct service provider agencies and FMAs can continue to choose to bill EVV-affected services using either the EVV system or the Medicaid Management Information System (MMIS).

Q86: How do provider agencies and FMAs receive access to the Mobile Caregiver+ provider portal?
Revised: 07/08/21

Provider agencies and FMAs receive access to the Mobile Caregiver+ provider portal after completing the registration process. Once a provider agency or FMA is registered, additional EVV administrators can be added to the system. The Mobile Caregiver+ Admin User Guide and the registration resources available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo include instructions on this process.

After registering, provider agencies need to upload DSPs to the Mobile Caregiver+ system. This can be done with the user upload template available at https://bit.ly/tellusevvuseruploadtemplate. Instructions for using the template are available at https://bit.ly/tellusevvuseruploadinstructions.

Upon being added to the system, DSPs and PDS employees receive an email with their username and temporary password for the Mobile Caregiver+ app. DSPs and PDS employees need to log into the mobile app within 36 hours of receiving the email to change their temporary password. If they do not, a new temporary password will need to be sent.

Q87: Do DSPs and PDS employees need an email address to receive their username and password for the Mobile Caregiver+ app?
Date Added: 11/09/20

Yes, DSPs and PDS employees need an email address to receive their username and temporary password for the mobile app and for any additional password resets.

Q88: Can a Mobile Caregiver+ user have multiple emails associated with their account?
Date Added: 11/09/20

No, users can only have one email address associated with their account.

Q89: What are the password requirements for Mobile Caregiver+?
Revised: <mark>07/08/21</mark>

Mobile Caregiver+ passwords must meet the following requirements:

- Contain at least one (1) upper case letter.
- Contain at least one (1) lower case letter.
- Contain at least one (1) digit.
- One of the following special characters:
  $, @, !, %, ?, or &.

The Mobile Caregiver+ password must be reset every 60 days. Instructions for changing a password in Mobile Caregiver+ are available at https://bit.ly/kyevvforgottenpassword.

Q90: Who should DSPs and PDS employees contact when they are having trouble logging into the Mobile Caregiver+ app?
Date Added: 11/09/20

DSPs and PDS employees should contact their provider agency (for DSPs) or FMA (for PDS employees). If the provider agency or FMA is unable to resolve the problem and believes there is a technical issue, they should contact Netsmart Customer Support at support@ntst.com or (833) 483-5587.

Q91: When can provider agencies and FMAs register for Mobile Caregiver+?
Date Added: 11/09/20

Registration began on October 30, 2020. Provider agencies and FMAs can register at https://4tellus.com/ky-chfs/. The information needed to register is available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo.

Q92: Do provider agencies and FMAs with multiple provider IDs need to register each one? Does the provider agency or FMA have multiple log-in credentials if it has multiple provider IDs?
Date Added: 11/09/20

Yes, the provider agency or FMA needs to register for each Medicaid provider ID it has and has different log-in credentials for each provider ID.

Q93: Do provider agencies and FMAs using a third-party need to register with Netsmart?
Date Added: 11/09/20

Yes, provider agencies and FMAs still need to complete the Netsmart/Mobile Caregiver+ registration process to receive access to the Mobile Caregiver+ provider portal. All provider agencies and FMAs use claims console to review, correct, and release claims for EVV-affected services. Provider agencies and FMAs using a third-party vendor should also attend the claims console training.

Third-Party Integrations

> Q94: Why do provider agencies and FMAs using third-party EVV vendors need their system to integrate with Mobile Caregiver+?

> Date Added: 8/21/20

Third-party systems must integrate with Mobile Caregiver+ to allow DMS to reimburse for rendered services and conduct waiver quality assurance activities.

Provider agencies and FMAs must review, correct, and release claims for EVV-affected services using the Mobile Caregiver+ system, regardless of whether they use Mobile Caregiver+ for EVV or a third-party EVV system. Once a provider agency or FMA releases the claims, Mobile Caregiver+ interfaces with MMIS. MMIS then adjudicates the claim the same as it does today. The listing of EVV-affected services is available at https://bit.ly/kyevvservices.

Provider agencies and FMAs should continue to bill services that are excluded from EVV the same way they do today.

> Q95: Do third-party EVV systems need to capture the location of a service?

> Date Added: 8/21/20

Yes, third-party EVV systems must capture all six data points required by the 21st Century Cures Act. This includes location. It is important to note that EVV systems only need to capture a snapshot of the location at the start time of the service and again the end time of the service. Location is not required to be captured at any other time.

> Q96: What are the specifications for third-party EVV vendors to integrate with Mobile Caregiver+?

> Revised: 02/11/21

The following third-party systems integrated with Mobile Caregiver+ in Kentucky during the first phase of EVV:

- Ankota
- Bluestep System
- ClearCare
- Contiulink/Complia
- Delta Health Tech
- Mains'l
- Oasis Technologies
- Savii
- Therap

If a provider agency or FMA wants to use a third-party system on not on the list, it will need to integrate in phase two of EVV.

> **Q97: If a provider agency or FMA is using a third-party EVV system, do its DSPs or PDS employees need to use the Mobile Caregiver+ app?**
>
> Date Added: 11/09/20

No. If a DSP or PDS employee is associated with a provider agency or FMA that is using a third-party vendor for EVV, they need to enter visit information using the method that the third-party offers.

> **Q98: If a DSP or PDS employee uses a third-party system for EVV, does scheduling still need to occur?**
>
> Date Added: 11/09/20

It depends on the system. It is up to each provider agency or FMA to assure DSPs or PDS employees are trained on how its third-party system works.

> **Q99: If a provider agency or FMA is using a third-party EVV vendor, do they bill for EVV-affected services through the third-party?**
>
> Date Added: 11/09/20

No. Provider agencies and FMAs must review, correct, and release claims for EVV-affected services using the Mobile Caregiver+ system, regardless of whether they use Mobile Caregiver+ for EVV or a third-party EVV system.

Once a provider agency or FMA releases the claims, Mobile Caregiver+ interfaces with KYMMIS. KYMMIS adjudicates the claim the same as it does today. The listing of EVV-affected services is available at https://bit.ly/kyevvservices. Provider agencies and FMAs should continue to bill services that are excluded from EVV the same way they do today.

> **Q100: Can provider agencies or FMAs switch from Mobile Caregiver+ to a third-party vendor once EVV begins?**
>
> Date Added: 11/09/20

Yes, provider agencies and FMAs can switch to a third-party vendor as long as it integrates with the Mobile Caregiver+ system. A list of third-party vendors that have integrated in phase one of EVV is available on the DMS EVV website at https://bit.ly/kywaiverEVVinfo. If a provider agency or FMA wants to use a third-party system not on the list, it will need to integrate in phase two of EVV.

> **Q101: If a provider agency or FMA uses a third-party EVV system, do DSPs or PDS employees need to enter visit information in both Mobile Caregiver+ and the third-party system?**
>
> Date Added: 11/09/20

No. DSPs should use the system chosen by their provider agency and PDS employees should use the system chosen by their PDS employer's FMA.

> Q102: Can an FMA use Mobile Caregiver+ for traditional services and a third-party EVV system for PDS services?

> Date Added: 11/09/20

Yes, an FMA can choose to do this.

Billing and Claims via Mobile Caregiver+

> Q103: How will billing change with Mobile Caregiver+?

> Revised: 11/09/20

Provider agencies and FMAs can review, correct, and release claims for EVV-affected services using the Mobile Caregiver+ system, regardless of whether they use Mobile Caregiver+ for EVV or a third-party EVV system. This is the reason third-party EVV systems must integrate with Mobile Caregiver+.

Once a provider agency or FMA releases the claims, Mobile Caregiver+ interfaces with KYMMIS. KYMMIS adjudicates the claim the same as it does today. The listing of EVV-affected services is available at https://bit.ly/kyevvservices.

Provider agencies and FMAs should continue to bill services that are excluded from EVV the same way they do today.

> Q104: Does billing need to be done via the Mobile Caregiver+ app?

> Date Added: 11/09/20

No. The Mobile Caregiver+ app is only used to document visit information. Billing is done using the Mobile Caregiver+ provider portal, which is accessed via a web browser. The computer system and browser requirements for Mobile Caregiver+ are available at https://bit.ly/kyevvtech.

> Q105: If a provider agency or FMA is billing for EVV-affected services after the date EVV use for billing and claims becomes mandatory , but the services were provided before that date, do those services need to be billed using Mobile Caregiver+?

> Revised: 07/08/21

No. EVV-affected services with dates of service prior to the date EVV use for billing and claims becomes mandatory should be billed through MMIS.

> Q106: Can provider agencies and FMAs continue to bill EVV-affected services using KYMMIS?

> Revised: 07/08/21

No. All EVV-affected **services provided on or after the date EVV use for billing and claims becomes mandatory** must be billed using Mobile Caregiver+. Providers should continue to bill non-EVV services through MMIS.

Q107: How are prior authorizations uploaded to the Mobile Caregiver+ system?
Date Added: 11/09/20

DMS automatically sends the data to Netsmart each time a PA is created or updated.

Q108: Will claims information and prior authorization information for EVV-affected services be viewable in MMIS after the date EVV use for billing and claims becomes mandatory?
Revised: 07/08/21

Yes. Claims information for EVV-affected services will be viewable in MMIS, MWMA, and Mobile Caregiver+.

PAs for EVV-affected services are viewable in Mobile Caregiver+, MMIS, and MWMA.

MWMA generates a more user-friendly version of the PA than MMIS. PAs can be viewed in MWMA using the "Service Details" screen or by generating a PA letter.

If a provider wants to view PA information in MMIS, they will need to use "PA Inquiry." Instructions for using PA inquiry are available at https://chfs.ky.gov/agencies/dms/dca/Documents/painquiryinstructions.pdf.

Q109: Do case managers, support brokers, and/or service advisors still have a PA letter they can view?
Date Added: 11/09/20

Case managers/support brokers/service advisors can view PAs in MMIS and MWMA, however, MWMA generates a more user-friendly version. PAs can be viewed in MWMA using the "Service Details" screen or by generating a PA letter.

If a provider wants to view PA information in MMIS, they will need to use "PA Inquiry." Instructions for using PA inquiry are available at https://chfs.ky.gov/agencies/dms/dca/Documents/painquiryinstructions.pdf.

Q110: What does Mobile Caregiver+ use as the claim number?
Date Added: 11/09/20

The MMIS still generates the claim number.

Q111: Is the claim status in Mobile Caregiver+ updated in real-time?
Date Added: 11/09/20

No. The claims status is updated daily.

Q112: Does using Mobile Caregiver+ for claims submission delay reimbursement?
Date Added: 8/21/20

No, provider agencies and FMAs should not experience a delay in reimbursement when using Mobile Caregiver+.

Q113: Is a provider agency or FMA able to review visit data before it is submitted for billing?

Date Added: 8/21/20

Yes. Once the claims are reviewed, corrected, and released by the agency, Mobile Caregiver+ will send the claims to KYMMIS for adjudication.

Q114: How do provider agencies and FMAs adjust claims for billing?

Revised: 07/08/21

Provider agencies and FMAs can review, correct, and release claims for EVV-affected services using the Mobile Caregiver+ system, regardless of whether they use Mobile Caregiver+ or a third-party EVV system. How to review, correct, and release claims is covered in the Mobile Caregiver+ claims training and the claims user guide available in the "Training" section of the Mobile Caregiver+ provider portal.

Q115: Do claims release automatically in Mobile Caregiver+ or do providers have to release each claim individually?

Date Added: 8/21/20

Claims are not released automatically, however, an agency can release multiple claims at once.

Q116: Does Mobile Caregiver+ eliminate the submission of an electronic claim to DMS for EVV-affected services?

Date Added: 11/09/20

Yes. Mobile Caregiver+ submits the claims for EVV-affected services and the provider agency or FMA receives a copy of the response.

Q117: What is the schedule of payments for billed services from DMS?

Date Added: 11/09/20

The financial cycle runs every Friday evening.

Q118: How is the billable amount entered on the claim in Mobile Caregiver+?

Revised: 07/08/21

Maximum rates are configured in the system. The provider agency or FMA enters the rate for the service being billed if it is lower than the maximum rate. Step-by-step instructions for overriding rates are available at https://bit.ly/evvqrgoverriderates.

Q119: Does Mobile Caregiver+ generate a report that shows which claims are paid and which are denied?

Date Added: 11/09/20

Yes. Provider agencies and FMAs can generate a claims report using Mobile Caregiver+. An example of the report is available at https://bit.ly/TellusEVVClaimsReport. Provider agencies and FMAs also receive an 835 and remittance advice from the MMIS.

Q120: What types of reports do provider agencies and FMAs receive from Mobile Caregiver+ to use in their bookkeeping and/or payroll processes?

Revised: 07/08/21

DMS has developed a quick reference guide about the reports available in the Mobile Caregiver+ system. The guide lists a description and features for each report plus helpful tips on generating each one. The guide is available at https://bit.ly/evvqrgreports.

Q121: What do the fields on the claims report example mean?

Date Added: 11/09/20

The claims report example, available at https://bit.ly/TellusEVVClaimsReport, has been updated to include definitions of the fields.

Q122: What happens if the amount of services billed is more than what is allowed by the participant's person-centered service plan?

Date Added: 8/21/20

There is no change to service limits, which are defined in each waiver-related KAR. The claim will not release for billing if it exceeds established service limits.

Q123: Will Mobile Caregiver+ monitor for overtime and prevent billing beyond what is on the person-centered service plan?

Date Added: 8/21/20

No. Provider agencies and FMAs should monitor that the participant is receiving care as outlined on the person-centered service plan and services are provided per limits as defined by each waiver's KAR.

Q124: PDS claims sometimes need to be voided due to tax adjustments at the end of the year. How does this process work with EVV?

Date Added: 11/09/20

This process should be completed the same as it is today, however, for EVV-affected services it will be done in Mobile Caregiver+.

Q125: Who should provider agency and FMA EVV administrators contact for assistance when they cannot resolve a claims error?

Revised: 07/08/21

If a provider agency or FMA has worked the errors and the claim is not releasing, contact Netsmart through its Customer Service Portal, by calling (833) 483-5587, or by emailing support@ntst.com.

If the provider agency or FMA has a question about claims policy, contact DMS at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov

Service and Provider Specific Questions

Q126: Can case managers, support brokers, and service advisors use EVV?

Revised 02/11/21

Case managers/support brokers/service advisors are not required to use EVV to document case management activities. EVV is only used by providers of the services listed at https://bit.ly/kyevvservices.

DMS plans to add a case manager role to Mobile Caregiver+ in a future system enhancement, which will allow case managers/support brokers/service advisors to view visit information for the participants they support.

Q127: Can providers of services that are not required to use EVV use the Mobile Caregiver+ EVV system voluntarily?

Date Added: 06/08/20

No, not at this time. Once EVV is implemented for the required services, DMS will evaluate whether to expand use to other services.

Q128: Are providers of day programs or community-based services required to use EVV?

Date Added: 06/08/20

The use of EVV **is not** required for day programs. The use of EVV **is** required for community-based services where participants receive support with ADLs and/or IADLs. A listing of services that must use EVV is available at https://bit.ly/kyevvservices.

Q129: Does an ADHC or residential facility providing respite at the provider's facility need to use EVV?

Revised: 11/09/20

No, respite or specialized respite provided in congregate settings, such as at an ADHC or residential facility is not required to be documented using EVV.

Q130: Are the PA dates for respite entered in Mobile Caregiver+ based on calendar year?
Date Added: 11/09/20

There is no change to the current process. Respite still requires a prior authorization and audit timeframes are based on waiver-related KARs which are available at https://bit.ly/kywaiverregs.

Q131: Are residential services, including traditional residential, family home providers, or adult foster care, required to use EVV?
Date Added: 8/21/20

No, residential services are not one of the waiver services required to use EVV. A listing of affected services is available at https://bit.ly/kyevvservices.

Q132: Do personal service agency (PSA) employees need to use EVV?
Date Added: 11/09/20

Yes. PSA employees providing EVV-affected services should document those services using EVV, just like a DSP or PDS employee. Each PSA employee will need a username and password for the Mobile Caregiver+ app.

EVV does not change the way a PSA employee is paid and, therefore, the payroll process can continue to be done the same as it is today.

PDS-Specific Questions

Q133: Do PDS providers have to use EVV?
Revised: 8/21/20

Yes, PDS providers delivering in-home or community-based services where a participant receives support with ADLs or IADLs are required to use EVV. A listing of PDS services that must use EVV is available at https://bit.ly/kyevvservices.

If you are using an electronic system to document service delivery today, you may continue using the same system. You can check with the FMA you submit your paperwork to and confirm which system they plan to use. If you document service delivery using a paper timesheet, you can check the FMA you submit your paperwork to and see if they will be using Mobile Caregiver+ or a different system.

Q134: How do PDS employers and PDS employees know which system they are supposed to use for EVV?
Date Added: 11/09/20

PDS employees should use the EVV system chosen by the FMA their PDS employer uses. PDS employers and/or employees should talk to their FMA to figure out which system it chose. If you do not know which FMA you or your PDS employer uses, the PDS employer's case

manager/support broker/service advisor can help you get this information.

Q135: Do PDS employees who live with the waiver participant they work for have to use EVV?

Date Added: 8/21/20

Yes. The Centers for Medicare and Medicaid Services (CMS) is allowing states to choose whether to extend this requirement to PDS employees who live in the same home with the waiver participant they are paid to care for. Kentucky has elected to require EVV for all PDS employees.

Q136: How should live-in PDS employees, such as parents, document the services they provide?

Date Added: 8/21/20

PDS employees should schedule visits based on the participant's person-centered care needs as discussed during the person-centered planning process and outlined in the participant's plan. DMS acknowledges there are times when a visit cannot be scheduled ahead of time. PDS employees are able to schedule a visit in the Mobile Caregiver+ app at the start of the visit. Visits can also be scheduled after they occurred using the Mobile Caregiver+ provider portal.

Q137: Do PDS employees need to keep a paper timesheet once they begin using EVV?

Revised: 02/11/21

No. PDS employees should use EVV to record their hours worked. This should simplify the service documentation review process and make timesheet processing more efficient.

Since PDS employees are logging service start and end times using EVV, **they no longer need to complete a paper timesheet for any EVV-affected services provided**. The listing of EVV-affected services is available at https://bit.ly/kyevvservices. The FMA uses the services recorded in EVV to process payroll for the PDS employee.

If a PDS employee provides any services that do not require the use of EVV, they still need to complete a timesheet for those services.

Q138: Since Mobile Caregiver+ replaces timesheets for certain PDS services, does the employee still need to sign a timesheet before it can be processed?

Date Added: 8/21/20

No, the necessary signature for services required to use EVV is captured at the end of each visit.

Q139: Is there a way for PDS employees to keep track of hours worked per pay period with Mobile Caregiver+? Will it cut off PDS employees if they reach the maximum hours they are allowed to work?

Revised: 11/09/20

No, Mobile Caregiver+ does not cut off an employee if they reach their maximum hours. It is up to each PDS employee to keep track of hours worked the same as they do today.

PDS employees should schedule visits based on the participant's person-centered care needs as discussed during the person-centered planning process and outlined in the participant's plan. This will help PDS employees keep track of the hours worked each week and help them stay within their allotted number of hours. The Mobile Caregiver+ app has a calendar that allows PDS employees to view past and future visits, which will assist them in keeping track.

Q140: What happens if a PDS employee does not complete their timesheet correctly and errors are fixed after payroll is run?
Date Added: 8/21/20

The Mobile Caregiver+ system identifies errors before billing takes place. The FMA is responsible to correct any errors using the Mobile Caregiver+ provider portal. Additionally, FMAs can monitor the system for errors. It is up to each FMA to determine how to process payroll. Payroll procedures do not need to change because of EVV.

Q141: Does EVV eliminate the need for an FMA?
Date Added: 06/08/20

No. FMAs use EVV to validate PDS timesheets and bill claims. EVV should make the service documentation review process easier for FMAs.

Q142: Does EVV eliminate the need for PDS timesheets to be keyed in manually?
Revised: 8/21/20

Yes. PDS employees use EVV to record their hours worked. This should simplify the service documentation review process and make timesheet processing more efficient

Q143: How does a PDS employee use the Mobile Caregiver+ app if they work for multiple waiver participants or for participants in multiple waivers?
Date Added: 8/21/20

The Mobile Caregiver+ app login is assigned to the PDS employee, not the waiver participant. If the PDS employee works for multiple participants, he or she will have one login that they can use to document visits to all participants they work for.

Q144: For PDS employees, does the Mobile Caregiver+ app need to be used on the participant's device or the employee's? Can all employees use the same device?
Date Added: 8/21/20

For PDS, the Mobile Caregiver+ app can be used on either the employee or the participant's device. It is up to PDS participants and/or guardians/parents, and/or legal representatives to work with PDS employees to determine how the app is accessed. DMS also expects each participant's case manager/support broker/service advisor to discuss this requirement with the participant, and/or the participant's guardian/parent, or legal representative when the participant is considering the PDS service delivery option and at current PDS participant recertification to make a plan for meeting this

requirement. Because Mobile Caregiver+ users have their own account, multiple users can share one device.

> **Q145: If a PDS employee sends a message through the Mobile Caregiver+ app, how is the FMA notified of the message?**
>
> Revised: 4/29/21

The FMA EVV administrator will only receive a notification for messages where PDS employees check the **Alert My Administrator** box when entering the note in the Mobile Caregiver+ App. These messages will appear under the **Inbox** on the EVV provider portal dashboard.

Notes are also available by viewing an individual participant's details or by a specific visit. Step-by-step instructions for all the options EVV administrators can use to review notes are available in the Managing Notes QRG available at https://bit.ly/evvqrgmanagingnotes.

> **Q146: Is there a way for DSPs and PDS employees to share participant health, safety, or welfare concerns with provider agencies or FMAs using Mobile Caregiver+?**
>
> Date Added: 11/09/20

Yes. DSPs and PDS employees can send messages through the Mobile Caregiver+ app to their provider agency or FMA EVV administrator. DSPs and PDS employees should confirm with their agency if this is how they should report health, safety, or welfare concerns.

> **Q147: What happens when a live-in PDS employee, such as a parent, provides services to a participant while traveling temporarily out of state? Examples include when the family is on vacation, is visiting family or friends, or going to an attraction. In these instances, the service would not start at the home address.**
>
> Revised: 4/29/21

The address where the visit is taking place can be added to Mobile Caregiver+ even if it is out of state. To add an address to Mobile Caregiver+, contact your FMA. Live-in PDS employees should be sure provision of services to a waiver participant while outside the state of Kentucky adheres to DMS waiver policy.

> **Q148: Can DSPs or PDS employees who do not have access to a smartphone or tablet continue to use paper forms to document delivery of EVV-affected services instead of the Mobile Caregiver+?**
>
> Revised: 07/08/21

No, paper timesheets will not be accepted after the date it becomes mandatory to use EVV to capture the six data points as required by the 21st Century Cures Act.

If a DSP or PDS employee does not have access to a smartphone or tablet, the Mobile Caregiver+ system can accept visit data using interactive voice response (IVR), which allows users to log visits via a landline telephone. It is important to note that visits documented using IVR must still be scheduled using the Mobile Caregiver+ online dashboard, which requires internet access and a computer. Visits can also be entered into Mobile Caregiver+ manually. Because these options do not meet the requirements of the 21st Century Cures Act, they will only

be allowed in limited circumstances and must receive prior approval from DMS. Additional information on IVR and submitting a request is available at https://bit.ly/tellusevvivr.

Alternative options for logging visits will vary if a participant's FMA is using a third-party EVV vendor. The waiver participant or PDS employee should check with the FMA to see what options the third-party EVV vendor offers.

Mobile Caregiver+ Training

Q149: How does training on Mobile Caregiver+ work?
Revised: 07/08/21

Netsmart offers live, instructor-led training on the modules below.

Module	Module should be completed by…
Mobile Caregiver+ App*	DSPs and PDS employees whose provider agency is using Mobile Caregiver+
Mobile Caregiver+ Administrative Console*	EVV administrator(s) at provider agencies using Mobile Caregiver+
Mobile Caregiver+ Claims Console*	EVV administrator(s) at all provider agencies

Module includes detailed information on the Mobile Caregiver+ system's core functionalities. Kentucky-specific aspects of the system, such as policy and business rules, are not covered.

Additionally, Netsmart offers a recorded training specifically for Kentucky's participant-directed services employees who use Mobile Caregiver+. You can view a recording at 4tellus.com/training. Select the **Extra Topics** option and click **View Recording** next to Kentucky CHFS Participant Directed Services (PDS) Providers. You will be asked to register to view the recording.

There are multiple live training dates offered for each module. You can view training dates/times and register for sessions or view recorded trainings at https://4tellus.com/training/. **Individuals only need to attend one training session date per module.**

DMS encourages provider agencies to make a training plan. Provider agencies should designate at least one EVV subject matter expert (SME) at their location who can answer questions from agency users about the EVV system. The SME(s) can also train agency users or the provider agency can have staff sign-up for and attend Mobile Caregiver+ training modules as applicable.

Due to the ongoing COVID-19 pandemic, in-person training that adheres to Kentucky Department of Public Health and Centers for Disease Control guidance related to mass gatherings is not feasible at this time.

Q150: Do the Mobile Caregiver+ training sessions have a limited number of participants?
Date Added: 11/09/20

No. DMS encourages provider agencies to start making a training plan. Provider agencies should designate at least one EVV subject matter expert (SME) at their location who can answer questions from agency users about the EVV system. The SME(s) can also train agency users or the provider

agency can have staff register for and attend Mobile Caregiver+ training modules as applicable. Training registration is available at https://4tellus.com/training/.

Q151: Are Mobile Caregiver+ trainings recorded and available for viewing on-demand?
Date Added: 11/09/20

Yes, the trainings are recorded. The recordings are available for viewing at https://4tellus.com/training/.

Q152: Are there written directions on how to use the Mobile Caregiver+ app?
Revised: 4/29/21

Yes. Netsmart has a detailed user guide for the Mobile Caregiver+ app. It is available in the "Training" section of the Mobile Caregiver+ provider portal.

DMS has also developed a series of quick reference guides for Mobile Caregiver+ app users. They are available under the "EVV information and resources" dropdown menu on the DMS EVV website at https://bit.ly/kywaiverEVVinfo. A full listing of mobile app QRGs is also available in the EVV QRG: Who to Call at https://bit.ly/kyevvwhotocall.

Q153: Are there videos on how to use the Mobile Caregiver+ app?
Date Added: 4/29/21

Yes. Mobile app users can access short video tutorials on basic mobile app functions. Directions on accessing the video tutorials is available at https://bit.ly/evvmobileappvids.

Q154: How do provider agencies and FMAs access Mobile Caregiver+ user guides?
Revised: 02/11/21

Mobile Caregiver+ user guides are available in the "Training" section of the Mobile Caregiver+ provider portal and on the DMS EVV website at https://bit.ly/kywaiverEVVinfo.

Q155: Is there specific training for FMAs on Mobile Caregiver+?
Revised: 02/11/21

DMS met with FMAs to review Mobile Caregiver+ with them. Netsmart offers live training for all providers, including FMAs. To view training topics, dates/times, and to register, visit https://4tellus.com/training/.

Q156: How should provider agencies and FMAs account for staff time spent training employees? Is there be a stipend for training?
Date Added: 8/21/20

It is the responsibility of each agency to ensure employees using EVV attend any relevant training sessions. How agencies account for this time is part of the agency's business plan,

which DMS does not monitor nor approve. There is no stipend for training.

Q157: Does training on Mobile Caregiver+ satisfy annual training requirements for DSPs and PDS employees?
Date Added: 8/21/20

No, EVV training cannot be used toward annual training requirements.

Q158: Can provider agencies or FMAs receive a report of which DSPs or PDS employees view the Netsmart EVV trainings? Do provider agencies and FMAs need to document that DSPs or PDS employees completed EVV training?
Date Added: 11/09/20

No. It is up to each provider agency or FMA to make a plan for training DSPs or PDS employees or to ensure they attend a training hosted by Netsmart. To register for training, go to https://4tellus.com/training/.

DMS encourages provider agencies and FMAs to designate at least one individual at their location to train as the subject matter expert on EVV and serve as a point of contact for DSPs or PDS employees who need assistance with or have questions about training and the Mobile Caregiver+ system.

Q159: Do PDS employers need to complete EVV training?
Date Added: 11/09/20

No, PDS employers are not required to undergo EVV training.

Q160: Is there training for DSPs or PDS employees who work for waiver participants using the Mobile Caregiver+ IVR option?
Revised: 02/11/21

No. The Mobile Caregiver+ IVR system prompts users on how to enter visit information. A user guide for IVR is available under the "Training" section of the Mobile Caregiver+ provider portal.

Q161: Is Netsmart EVV training and support be provided in other languages?
Date Added: 8/21/20

Yes. Netsmart provides training and support in Spanish and English. Netsmart can provide training guides to provider agencies or FMAs who need to have the materials translated into additional languages.

Q162: Should case managers, support brokers, or service advisors attend Mobile Caregiver+ training?
Date Added: 11/09/20

Case managers, support brokers, or service advisors are not required to attend Mobile

Caregiver+ EVV training as case management is not a service required to use EVV.

Training is open to anyone, therefore, case managers, support brokers, or service advisors who want to familiarize themselves with the Mobile Caregiver+ app can choose to attend the "Start to Finish with the Mobile App" training. Registration for this training and a recorded version is available at https://4tellus.com/training/.

Tellus EVV Rebranding

Q163: Why is the name of the Tellus EVV system changing to Mobile Caregiver+?
Date Added: 07/08/21

Netsmart purchased Tellus in 2020. Netsmart designs and operates electronic health records systems, health information exchanges, analytics, and telehealth solutions. As a part of this sale, Tellus is changing its brand to Mobile Caregiver+.

Q164: What is changing when Tellus EVV becomes Mobile Caregiver+?
Date Added: 07/08/21

On July 8, 2021, the Tellus EVV will become Mobile Caregiver+. The mobile app and provider portal will look different, however, they will function the same as before.

Q165: Do Tellus EVV+ Mobile App users need to download the Mobile Caregiver+ app?
Date Added: 07/08/21

No. The Tellus EVV+ Mobile App will change to Mobile Caregiver+ through an update to the current app. You will use the same user ID and password to access Mobile Caregiver+ as you did when it was the Tellus EVV+ Mobile App. If the app does not update and a user needs assistance, they should refer to the following guides:

- Upgrading to Mobile Caregiver+ for Apple Users
- Upgrading to Mobile Caregiver+ for Android Users

Q166: How do users access the Mobile Caregiver+ provider portal and other resources on that were on the 4tellus.com website?
Date Added: 07/08/21

Some pages on 4tellus.com will be redirected to Netsmart's website (ntst.com), however, the login for the provider portal, the state resources page, and the training page will still be accessible via their current 4tellus.com addresses for now.

Q167: How do users reach Netsmart when they need assistance with Mobile Caregiver+?
Date Added: 07/08/21

Users can continue to contact Netsmart using most of the same information they used for Tellus.

- Use the new Netsmart Customer Support Portal. The portal allows you to:

- ○ Easily submit a request for support 24/7.
- ○ Check the status of support requests.
- ○ Search an online Knowledgebase for answers to common questions.
- ○ Track known issues for the Mobile Caregiver+ (Tellus) solution.

- Call (833) 483-5587

- Email support@ntst.com

- Use the online chat feature at 4tellus.com

Providers with questions about EVV as it relates to 1915(c) HCBS waiver policy should email 1915cWaiverHelpDesk@ky.gov or call (844) 784-5614.

A listing of common Mobile Caregiver+ questions or issues and where to go for help is available at http://bit.ly/kyevvwhotocall

General Questions

Q168: If a provider agency or FMA has suspended EVV-affected services due to COVID-19, do they still need to follow the timeline for implementing EVV?
Revised: <mark>07/08/21</mark>

Yes, provider agencies and FMAs should still follow the implementation timeline. If a provider intends to eventually resume EVV-affected services they will need to use EVV to document delivery of those services.

Q169: Can incidents be reported using Mobile Caregiver+ or a third-party EVV system?
Revised: 4/29/21

No. Any incident involving a 1915(c) HCBS waiver participant should be reported using MWMA. Information on incident reporting via MWMA is available at https://bit.ly/mwmaupdates20 and on the DMS DCA website at https://bit.ly/kyhcbswaiverinfo.

Q170: For EVV-affected services, does using EVV satisfy service notes requirements?
Date Added: 11/09/20

Yes. Notes for EVV-affected services are required to be entered in Mobile Caregiver+ or the provider agency or FMA's chosen third-party EVV system.

Notes for all other services must be entered in MWMA, however, **the requirement to enter service notes in MWMA is being delayed.** DMS notified providers of this delay in a letter sent on September 11, 2020. The letter is available at https://bit.ly/mwmaupdates20.

Q171: Do provider agencies and FMAs need to enter service notes for EVV-affected services in MWMA or a third-party electronic record system?
Date Added: 11/09/20

No. Service notes for EVV-affected services must be entered in Mobile Caregiver+ or the provider agency or FMA's chosen third-party EVV system. Provider agencies can choose to enter

services notes for EVV-affected services in MWMA or a third-party electronic record system as well, however, this is not required.

Notes for all other services must be entered in MWMA, however, **the requirement to enter service notes in MWMA is being delayed.** DMS notified providers of this delay in a letter sent on September 11, 2020. The letter is available at https://bit.ly/mwmaupdates20.

Q172: Does the Mobile Caregiver+ app account for mileage?
Date Added: 11/09/20

No, the Mobile Caregiver+ app only captures information about rendered services. DSPs should check with their provider agency to see how they should document mileage.

Q173: Will DMS continue to conduct audits once EVV begins?
Date Added: 8/21/20

Yes, DMS will continue to conduct audits once EVV begins.

Q174: Will waiver operating agencies (DMS, DAIL, and DBHDID) be able to view visits and service notes in the Mobile Caregiver+ system?
Date Added: 11/09/20

Yes, waiver operating agencies (DMS, DAIL and DBHDID) will be able to view visit information and service notes in Mobile Caregiver+ when conducting auditing activities.

Q175: Will DSPs or PDS employees who habitually forget to start and end visits be penalized?
Date Added: 8/21/20

DMS will monitor errors, identify ongoing issues, and offer technical assistance. Corrective action plans could be implemented if issues persist after repeated training and technical assistance.

Q176: Will DMS reimburse device, internet, or data costs associated with use of Mobile Caregiver+ or adjust rates for EVV-affected services?
Date Added: 8/21/20

No. Waiver services, as defined in each applicable KAR, do not allow for this type of reimbursement.

Users should not incur significant costs when using the Mobile Caregiver+ app. The app can be used with WiFi or cellular data. Because it only requires the entering of textual information, any cellular data usage is minimal. Service rates for EVV-affected services will not be adjusted at this time.

> Q177: Why were the Home and Community Based Services Advisory Panel (HCBS-AP) or topic-specific subpanels not engaged regarding the transition to EVV?

> Revised: 02/11/21

The HCBS-AP and topic-specific subpanels were started in December 2018 to advise DMS on topics related to 1915(c) HCBS waiver redesign. As of February 2020, the 1915(c) HCBS waiver redesign project is paused. Information about the redesign project pause is available at https://chfs.ky.gov/agencies/dms/dca/Documents/redesignpauseletter.pdf. Questions and comments about 1915(c) HCBS waiver redesign can be emailed to MedicaidPublicComment@ky.gov.

The transition to EVV is part of federal requirements Kentucky must meet to continue receiving funding critical to operating the waiver programs, making it a separate project from 1915(c) HCBS waiver redesign. DMS chose to engage an EVV Focus Group to provide feedback on topics related to EVV implementation in Kentucky. This focus group included representatives from major provider agencies, FMAs, advocates, participants, and caregivers. It met regularly to discuss EVV prior to the soft go-live in November 2020.

DMS is dedicated to continuously recognizing and considering stakeholder input. Comments can be submitted in several ways:

- By emailing MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov
- By calling (502) 564-7540 or (844) 784-5614
- By sending a letter to:
  Department for Medicaid Services
  Division of Community Alternatives
  275 E. Main St., 6W-B
  Frankfort, Kentucky 40621

> Q178: Can DSP or PDS employee information, such as training records, background check findings, or tuberculosis screening results, be viewed using Mobile Caregiver+?

> Date Added: 8/21/20

No. DSP and PDS employee records are not housed in Mobile Caregiver+. These records should continue to be kept as they are today.

> Q179: Can patient liability information be viewed using Mobile Caregiver+?

> Date Added: 8/21/20

No. Patient liability information is not housed in Mobile Caregiver+. Questions about patient liability should be directed to the Department for Community Based Services (DCBS) at (855) 306-8959.

> Q180: Will DMS require any other documents to be entered into the EVV system now or in the future?

> Date Added: 8/21/20

No. The only information that must be entered in EVV is the six data points required by the 21st Century Cures Act. DMS does not have any plans to expand this for now.

Q181: Will additional services be required to use EVV in future?
Date Added: 8/21/20

A listing of services required to use EVV is available at https://bit.ly/kyevvservices. DMS is not planning to expand the services required to use EVV at this time but may do so in the future.