

**NEBRASKA**

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

# **Provider Toolkit for the Netsmart Mobile Caregiver+ Electronic Visit Verification (EVV) System**

A guide for using the Netsmart Mobile Caregiver+ Administrator Console, Mobile Application, and Claims Console for Medicaid providers, as well as other helpful EVV information.



**Mobile Caregiver+**

Rev. 09/01/2023

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## Section 1: Registering for Netsmart Mobile Caregiver+

You must register for Mobile Caregiver+ using your computer before you can proceed with using the Mobile Caregiver+ system on both your computer and through the mobile application.

To register:

1. Go to <https://4tellus.com/ne-dhhs>
2. Click on EVV Registration:



RESOURCES ▾

EVV LOGIN

A screenshot of the Nebraska DHHS website header. The background is a green-to-blue gradient with a faint white pattern of overlapping circles. The text "NEBRASKA DHHS" is centered in white, bold, sans-serif font. Below the header is a grey navigation bar with two links: "OVERVIEW" and "EVV REGISTRATION". A red arrow points to the "EVV REGISTRATION" link.

# NEBRASKA DHHS

OVERVIEW EVV REGISTRATION

## NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Nebraska Department of Health and Human Services (DHHS) has selected Mobile Caregiver+ to launch electronic visit verification (EVV) in Nebraska. Mobile Caregiver+ is a national EVV company that has successfully launched EVV with multiple states, managed care organizations, and thousands of providers. DHHS will be implementing an EVV system this year.



3. Complete the information in the EVV Self-Registration box:
- 4.

The screenshot shows the 'NE DHHS • EVV Self-Registration' form. At the top, it says 'For self-registration, please fill out the form below.' There are three input fields: 'Provider Tax ID # \*' with the placeholder 'Add Provider Tax ID # \*', 'Payer Provider ID # \*' with the placeholder 'Add Payer Provider ID # \*', and 'Zip # \*' with the placeholder 'Add Zip # \*'. Below these is a reCAPTCHA box with an unchecked checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. At the bottom is a 'Submit' button. Black arrows point from explanatory text on the right to each of these elements: the Provider Tax ID field (text: 'This is your social security number or EIN for agencies'), the Payer Provider ID field (text: 'This is your Medicaid/Org ID number assigned by NFOCUS and used on your billing'), the Zip field (text: 'Zip code'), the reCAPTCHA box (text: 'Be sure to check this box'), and the Submit button (text: 'Click submit when complete').

If you are unsure of your Medicaid/Org ID number to complete the payer provider ID# box, look at your paper service authorization and it is the number identified to the right of the words: PROVIDER ID.


Note: If you have more than one Medicaid Provider ID number, you will need to do one of the following:

- If you have more than 1 provider number and you bill both, you will need to register separately for each one.
- If you use the same Email address when registering for both, you will have 1 account that you can toggle between the 2 providers
- If you use a different Email address when registering, you will have multiple accounts. You would have to log in to the account you were doing services for and then log out and log into the other account when you do services. You would most likely have multiple different usernames.
  - You can contact Netsmart and ask them to combine the accounts so you can have 1 login and just toggle between them.
- If you have more than 1 provider number but you only bill to 1. That is the number that you will need to use for registering.

5. You will then see a screen to enter your information. Enter your information as it appears on your Medicaid Provider Agreement (this is the same information you entered in Maximus). You must provide your email address as this is where Netsmart will send your Username and Temporary Password.


## Example of Completed Information

Provider Name	GeorgiesNDHHPProvider
Provider Short Name	Georgies
Active	<input checked="" type="checkbox"/>
Default Time Zone	
Address Line 1	1671 Woodbridge Lakes Circle
Address Line 2	
City	West Palm Beach
State	Nebraska
Zip #	33406
<small>Add Admin Email *</small>	
*Admin Email	rojik34011@brbqx.com

 Submit Back

6. Now that you have submitted your information to Netsmart through the above registration steps, Netsmart will email you an invitation/link that will have your Username and Temporary Password. You may need to check your spam folder for the email, but the email will look like this:

Welcome to Mobile Caregiver+

 Mobile Caregiver+ <no-reply@ntst.com>  
To: Phan, Jackie  
ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.



# Mobile

You have been registered to use the **Mobile Caregiver+** mobile app for electronic visit verification as required by the 21st Century Cures Act.

**You have 36 hours to activate your account**, from the time the email is sent until the invitation expires. If the invitation expires, you will have to call the Netsmart customer service center to request a new email.

**The first time you login, you will set your Permanent Password.** Be sure to save your username and password for future reference in a safe and confidential way.

There are two different “roles” that you will be assigned:

- **Admin role**, where you will schedule your visits and submit billing. This Admin role is accessible through a computer. Think of this as what you need to do to operate your business and complete necessary paperwork.
- **Caregiver/Provider role**, where you will clock in and out when providing services. The Caregiver/Provider role is accessible through your smart phone or tablet, while using the Mobile Caregiver+ app. Think of this as what to do when providing the care.

## Section 2: Using the Admin Console of Mobile Caregiver+ (Computer Based)

1. Go to <https://4tellus.com/resources/>

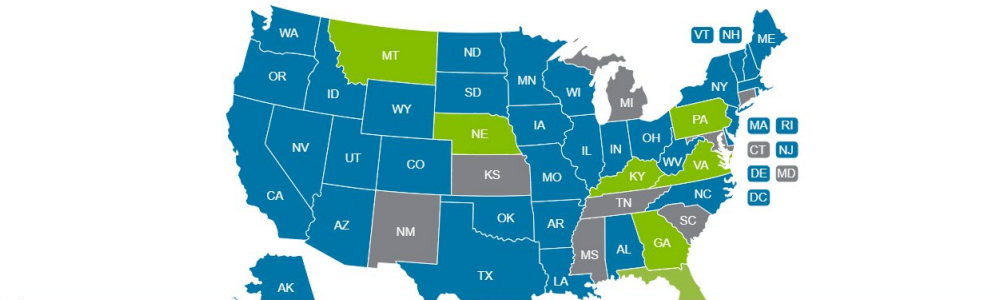
\*\*\*It is recommended to use Google Chrome or Microsoft Edge for your web browser when using the Admin Console

2. Click **EVV LOGIN** in the upper right-hand corner:




### EVV AGGREGATOR AND STATUS

Visit this page for links to all your client resources, including training webinars, user guides, and state-specific information.



3. Alternatively, you can also click on this link: <https://www.ntst.com/lp/tellus-landing-page>

- Click on [EVV PROVIDER LOGIN](#) both methods will lead you to the login page!



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# Netsmart + TELLUS

## Empowering Efficient Mobile Care Delivery

### TELLUS IS NOW A PART OF NETSMART

Since joining Netsmart in Oct. 2020, the Tellus EVV solution has continued to provide industry leading solutions for providers, health plans and states. The solution, now known as Mobile Caregiver+, enables providers to efficiently capture EVV data at the point of care and seamlessly manage the claims process with their state or Managed Care Organization (MCO). For payers it offers a comprehensive view into their provider network and population, including visibility to missed visits, provider adoption, claims status and more to manage utilization and reduce fraud, waste and abuse.

[Click here](#) to read the news release.

### Resources for current clients:

[EVV PROVIDER LOGIN](#)

To access training resources, user guides and other user information [click here](#).

Download the latest version of the mobile app:

[Apple users click here](#)


[Android users click here](#)



4. The Mobile Caregiver+ login box opens, and you will **enter your Username and Password** that you set up during registration and click **Login**:

← App Store

**Important HIPAA Notice**  
This application provides access to HIPAA Protected Health Information (PHI). Unauthorized access or improper use may subject you to criminal prosecution and/or civic penalties.

 **Mobile Caregiver+**

Username (required)

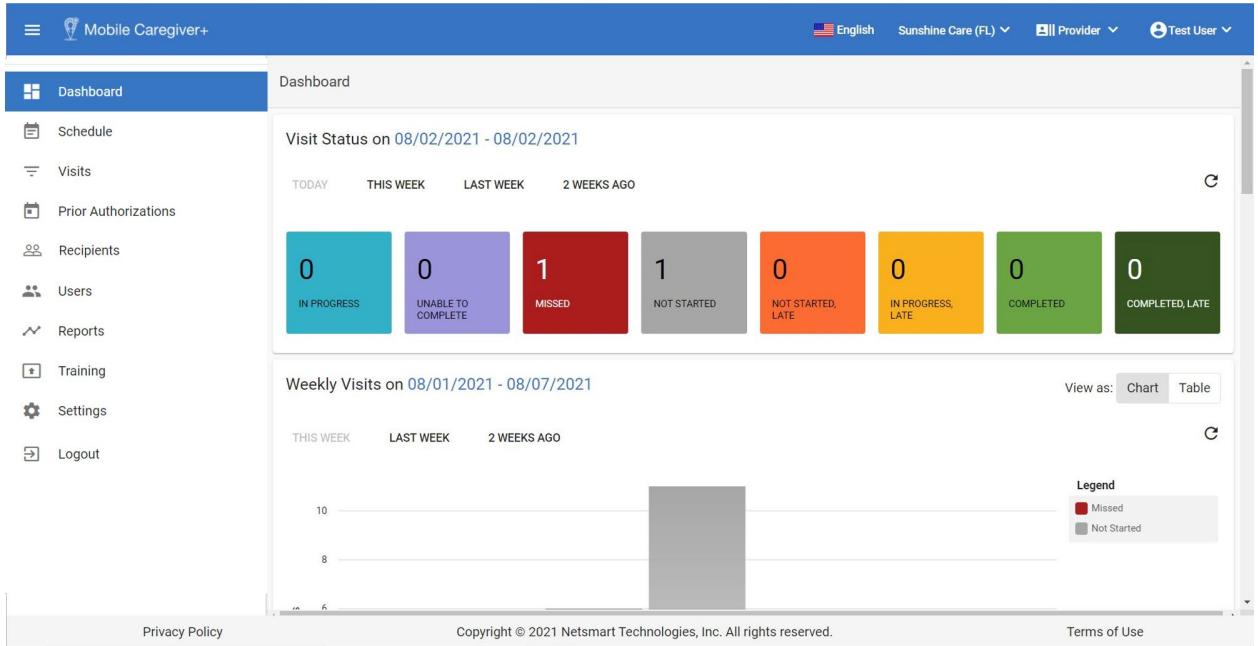
Password (required)

**Login**

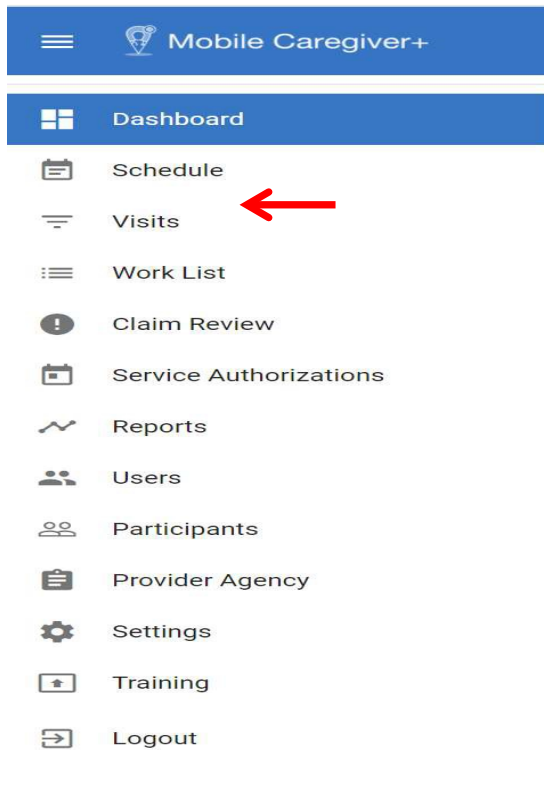
[Forgot Password](#) [Forgot Username](#)

*Note: If you forgot your password, click **Forgot Password**. You will receive an email with a temporary link that will allow you to log in and change your password.*

5. You will now see the Dashboard of the Mobile Caregiver+ Provider Portal; you can use the Main Menu to access the Dashboard and other features and functions of the Mobile Caregiver+ Provider Portal.



6. You can schedule your visits with participants you have Service Authorizations for by clicking on Visits or Schedule:



7. Click the “add visit” icon (plus sign) circled at the top right-hand corner:

The screenshot displays the 'Mobile Caregiver+' application interface. On the left is a navigation menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Service Authorizations, Reports, Users, Participants, Provider Agency, Training, Settings, and Logout. The main content area is titled 'Visits' and features a search bar with fields for 'Select Player', 'Search Scheduled Date Range' (From/To), 'Search Participant Name/Last Name', 'Search Visit Status', 'Search User', and 'Search Visit ID'. Below the search bar are two buttons: 'Search Visits' and 'Search Visit to Claim Reconciliation', and an 'Actions' icon. A table lists visit records with columns: Row, Visit ID, User / Provider, Participants, Procedure Codes, Scheduled Start Time/Date, Scheduled End Time/Date, Actual Start Time/Date, Actual End Time/Date, Visit Status, Visit Status Detail, Payer, Visit to Claim Status, and Actions. A red arrow points to a plus sign icon in the top right corner of the 'Visits' header area.

Row	Visit ID	User / Provider	Participants	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail	Payer	Visit to Claim Status	Actions
1	5158467292	Chris Pemicano	Ernest Tait	9769	10/6/20, 4:00 PM	10/6/20, 5:00 PM	10/6/20, 4:50 PM	10/6/20, 4:50 PM	Completed	-	NDHH	SUCCESS	⋮
2	0084366000	Lisa Turner	Steve Reagan	4475	10/7/20, 6:30 AM	10/7/20, 7:30 AM	10/7/20, 6:30 AM	10/7/20, 7:30 AM	Completed	-	NDHH	SUCCESS	⋮
3	2665489517	Lisa Turner	Steve Reagan	4475	10/7/20, 10:30 AM	10/7/20, 11:30 AM	10/7/20, 10:39 AM	10/7/20, 10:42 AM	Completed	-	NDHH	SUCCESS	⋮
4	0060823592	Lisa Turner	Steve Reagan	4475	10/7/20, 2:05 PM	10/7/20, 3:05 PM			Missed	-	NDHH	-	⋮
5	1845055389	Joe Schur	Mike Kennedy	1891 V0	10/7/20, 4:45 PM	10/7/20, 5:45 PM			Missed	-	NDHH	-	⋮
6	1705415925	Lisa Turner	Steve Reagan	4475	10/14/20, 7:30 AM	10/14/20, 8:30 AM	10/14/20, 7:30 AM	10/14/20, 8:30 AM	Completed	-	NDHH	SUCCESS	⋮
7	3890226551	Lisa Turner	Steve Reagan	4475	10/14/20, 12:00 PM	10/14/20, 1:00 PM	10/14/20, 12:08 PM	10/14/20, 12:10 PM	Completed	-	NDHH	SUCCESS	⋮
8	5515332282	Lisa Turner	Steve Reagan	4475	10/14/20, 1:00 PM	10/14/20, 2:00 PM	10/14/20, 12:22 PM	10/14/20, 12:24 PM	Completed	-	NDHH	SUCCESS	⋮
9	5765820512	Lisa Turner	Steve Reagan	4475	10/14/20, 9:35 PM	10/14/20, 10:35 PM	10/14/20, 9:50 PM	10/14/20, 9:51 PM	Completed	-	NDHH	SUCCESS	⋮

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8. Complete each numbered section in the “Add new visit” section:

Visits **Add new visit**

Select Participant **1** Select Participant \*  
Select Payer  
Select Additional Recipients

Select Provider **2** Select Provider \*

Select Prior Authorization **3** Select Participant

Select Location **4** Select Start Address Add Address  
Address Type  
Select End Address Add Address  
Address Type

Select Date And Time **5** Choose start date \* 09/14/2020 Choose Start Time \* 10:40 AM  
Duration hours \* 0 Duration minutes \* 0

Select Visit Recurrence **6** Repeat ?  
Repeat Repeat Every 1  
Occurrences 1  
On Date 09/14/2020

Save Cancel

- When it asks for the diagnosis code in section 1 when entering the participant information, you will always use **R69**
- To Select Prior Authorization 3, please make sure you check that the auth you have selected is the right auth. Look at the start and end date of the auth. Review the rate on the auth. CHECK AND DOUBLE CHECK THE AUTH after you selected it to ensure it is an active auth.

**WARNING: If you selected the wrong auth, your claims will not be matched to get paid.**

- If the visit is starting or ending somewhere other than default address being displayed, click on the default address to select a different address that was previously added to Recipient's Mobile Caregiver+ profile or you can add a new address by clicking on the blue command button labeled Add Address. Ensure you enter the correct address in section 4 (Select Location) to reflect where the visit will actually start and end, so you don't get an error message indicating that the visit did not start or end at the scheduled location.
- You can clock in up to 2 hours before or after the scheduled start time without receiving an error.
- **If you have a regular schedule, consider Select Visit Reoccurrence 6.** This will allow you to schedule the information you entered in the previous sections on more than one day.
  - **For Independent providers, RECURRING VISIT SHOULD NOT BE SCHEDULE FOR MORE THAN ONE MONTH. For Agencies, RECURRING VISIT SHOULD NOT BE SCHEDULE FOR MORE THAN THREE MONTHS.**

Be sure to click **SAVE** at the end. Now you can click Schedule under the main menu, and you will see the visit(s) that you have scheduled between yourself and your participant. You can now schedule additional visits for this participant or additional participants, following the same steps you used above.

- If you are unsure how to read your clients SNA or have questions about how to schedule visits, please contact your resource developer (RD) worker.

9. Where to locate your Service Authorization and how it looks like electronically in Netsmart Mobile Caregiver+

The screenshot shows the Netsmart Mobile Caregiver+ interface. The left sidebar contains a navigation menu with items: Dashboard, Schedule, Visits, Work List, Claim Review, Service Authorizations (highlighted with a red arrow), Reports, Users, Participants, Provider Agency, Settings, Training, and Logout. The main content area features a search form with fields for Payer (NEBRASKA DHHS), Participant (Brown, Sally), Procedure Code, and Authorization Number. Below the search form is a table titled "Search List Service Authorizations" with columns: Participant First/Last Name, Medicaid ID, Member ID, Procedure Code, From Date, To Date, Authorization Number, Authorization Status, Payer, Program, Total Units Authorized, Units Used, Percent of Units Remaining, and Limit Type. Two rows of data are visible in the table.

Participant First/Last Name	Medicaid ID	Member ID	Procedure Code	From Date	To Date	Authorization Number	Authorization Status	Payer	Program	Total Units Authorized	Units Used	Percent of Units Remaining	Limit Type
Brown Sally	111234567876696	4475	4475	9/29/20	7/1/21	1234567	UPDATED	NDHH	-	8480	4316	49.1%	N (None)
Brown c..	111234567876696	4475	4475	7/1/21	10/1/21	1234567	UPDATED	NDHH	-	8480	351	95.86%	N (None)

10. Click on the most updated auth and it will expand to look like this: Review your auth carefully!

**Service Authorization** Status: UPDATED Print

Insurance / Payer NDHH: NEBRASKA DHHHS	Billing Provider	Program
Authorization Number	Start Date 9/29/20	End Date 7/1/21
Procedure Codes 4475	Modifier 1-4	Description PERSONAL ASSISTANCE
Total Units Authorized 8480	Units Used 4316	Units Remaining 0
Percent of Units Remaining 49.1%	Billing Rate Per Unit \$ 2.4	
Participant First/Last Name Sally Brown	Participant ID	Date of Birth
Authorized Provider Type		
Referring Physician First / Last Name	Referring Physician ID	Referring Physician NPI Taxonomy
Case Manager First/Last Name	Case Manager ID	
Limit Type NONE	Limit Details Sun Mon Tue Wed Thu Fri Sat	Unit Type Q
Tasks SHAVING, WASH DISHES, MEAL PREPARATION (INCLUDES SPECIAL DIETARY NEEDS), ASSIST ON/OFF TOILET, SHOPPING FOR FOOD (PAS ONLY), OTHER, OTHER LIVING AREAS USED BY CLIENT (LIVING ROOM & B, HAIR GROOMING, DRESSING, CLEAN BATHROOM, ACCOMPANY TO APPOINTMENTS, NAIL CARE, MAKE BED AND/OR CHANGE LINENS, ASSIST WITH ADMINISTRATION OF MEDICATIONS, BATH/SHOWER, WALKING - MINIMAL ASSISTANCE (SPECIAL ASSISTIVE DE, LAUNDRY, CLEAN KITCHEN		
Source System NDHH	Batch ID NDHH:EBE9B26B-165A-4D63-AFAD-F5886A912D5A	Date Created 11/20/20
Created By	Modified By PAYERINBOUNDPROCESS	Last Updated 7/3/21

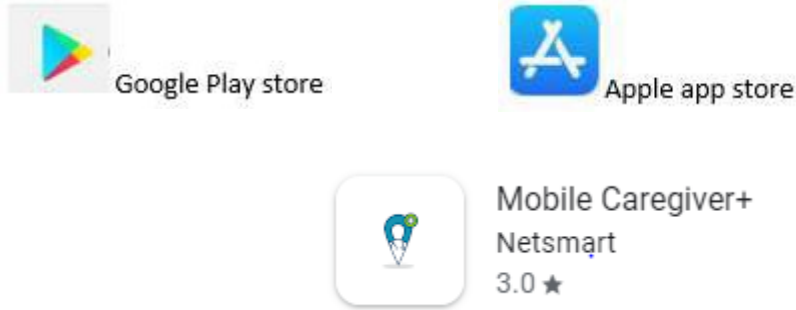
**Warning all providers!**  
If you have no more units, your claims will

**PAS PROVIDERS ALERT:**  
If you do not see tasks here, alert your Resource Developer



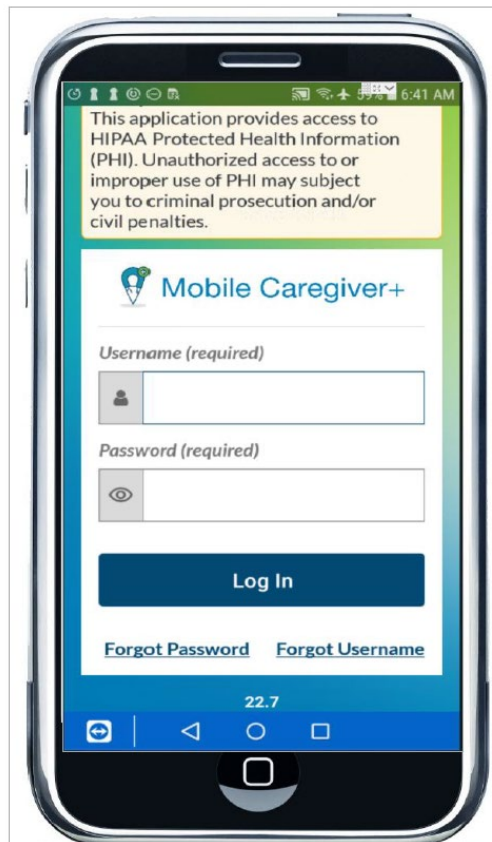
## Section 3: Using the Mobile Caregiver+ App (Using your Smart phone or Tablet after you have registered and used the Admin Portal)

1. Download the Tellus mobile app from the Google Play or Apple store on your smart phone or tablet.

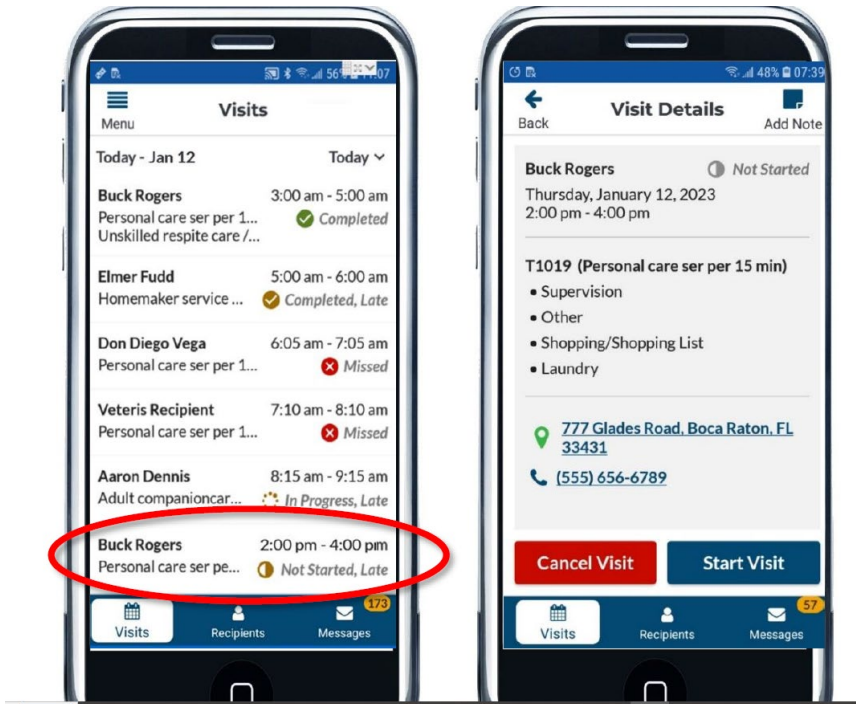


Make sure you select the one with a “+” sign at the end. If you select the wrong app, it will not work for Nebraska providers.

2. After installing the app, open it and use the same username and password that you used for the Admin Console.
  - **WARNING! DO NOT CREATE NEW USERNAME AND PASSWORD!!**



- Make sure you mark YES to allow the Mobile Caregiver+ app to access your locations via GPS to be compliant with EVV requirements. (For non-use of GPS, there is a 10% allowance for extenuating circumstances.)
- You will be asked to set a PIN or use fingerprint scanning to access the app easily while you are working.
- You can only schedule a visit in the Tellus EVV+ app if you have previously scheduled a visit with that participant and authorization in the Admin Portal (computer based).



1. On the **Home Page**, tap the visit you want to start. The **Start Visit** page will open and tap “Start Visit.” You have now clocked in and can set down your phone and focus on providing care to your participant.

- When you are ready to clock out, scroll all the way down and tap “End Visit.” A list of all authorized tasks will appear with all authorized tasks. Check any tasks that you did during that visit. Tap “Complete Check Out” to start the clock out process.

**Visit Started**

Back Add Note

Visit in Progress - 02 : 06 : 47

**Buck Rogers**  
Thursday, November 10, 2022  
2:00 pm - 4:00 pm

Actual Start Time - 2:07:10 pm Undo Start

Help to complete tasks

T1019 (Personal care ser per 15 min)

Supervision

Other

Shopping/Shopping List

**End Visit**

Visits Recipients Messages 173

---

**Add Note** Tap to **Add Note** to Recipient’s Mobile Caregiver+ Record.

---

**Visit in Progress - 02 : 03 : 11** **Visit in Progress** bar displays timer depicting **Total Visit Time** recording for service duration.

---

**Undo Start** Tap to cancel visits that were mistakenly started.

---

**Help to complete tasks** Tap to display an information box containing information on how to mark tasks as complete, incomplete, or refused.

**INFORMATION**  
To mark a task as completed, tap the checkbox once. Tap it twice to mark the task as refused. Tap the checkbox again to clear the status and indicate the task was not completed.

---

**Add Service Note** Tap to add a Service Note to the Recipient’s Mobile Caregiver+ Record.

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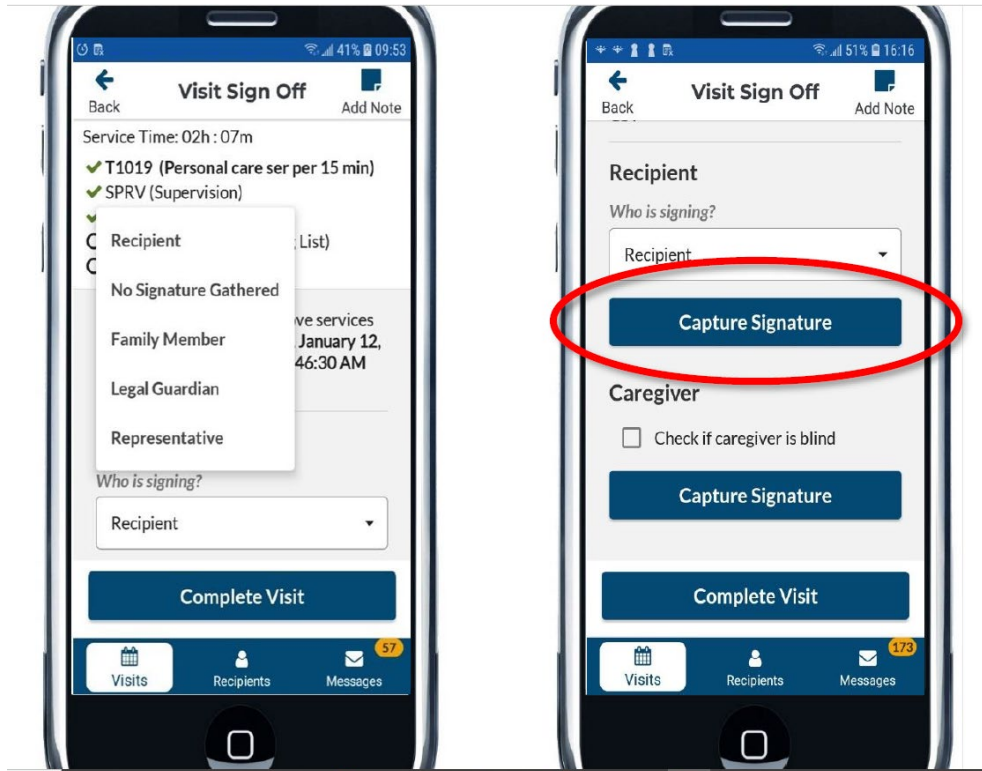
**Services & Tasks** Allows Caregivers indicate completion status for each assigned service(s) and task(s).\*\*\*

Completed  
 Refused  
 Not Completed

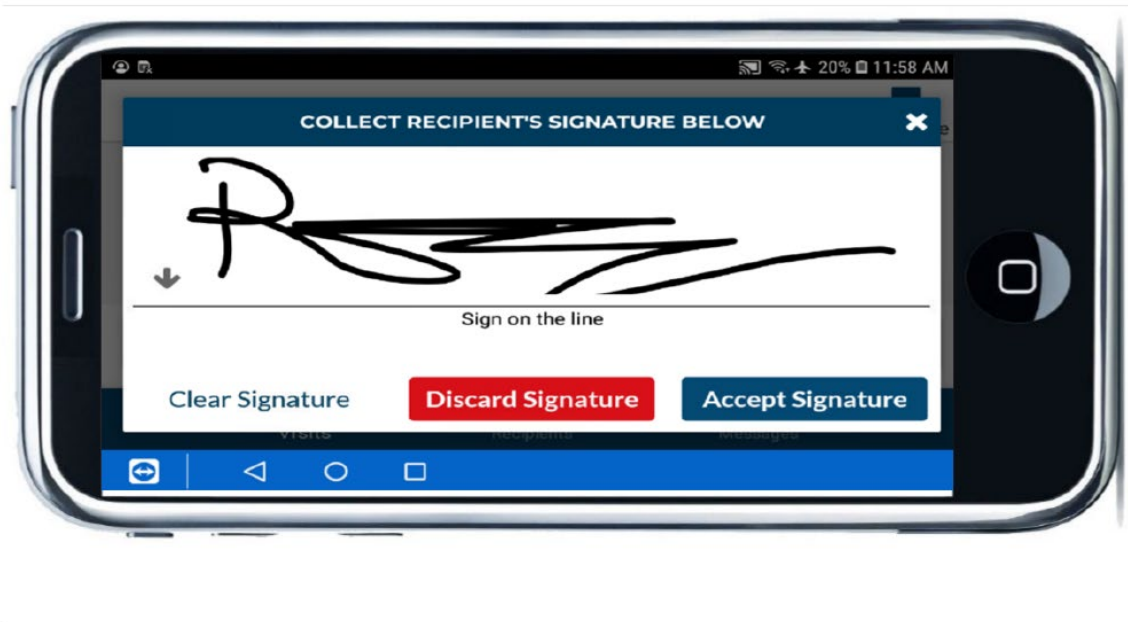
---

**End Visit** Tap to end (clock out of) a visit.

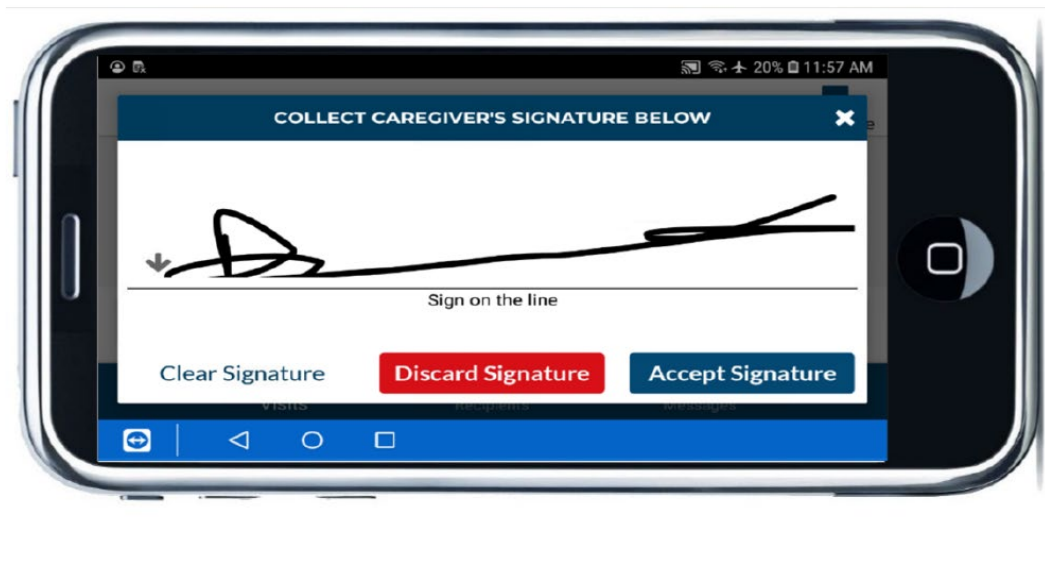
3. You will then be directed to a signature screen. You will need to select the role of the person who will sign in the recipient box (the recipient is the participant/client). This is where the participant or their available representative will sign. If you select anything besides **Recipient**, you will have to select the reason that the recipient is unable to sign. PAS providers who are also the guardian of the participant will need to consult with their resource development (RD) worker regarding second signature requirements.



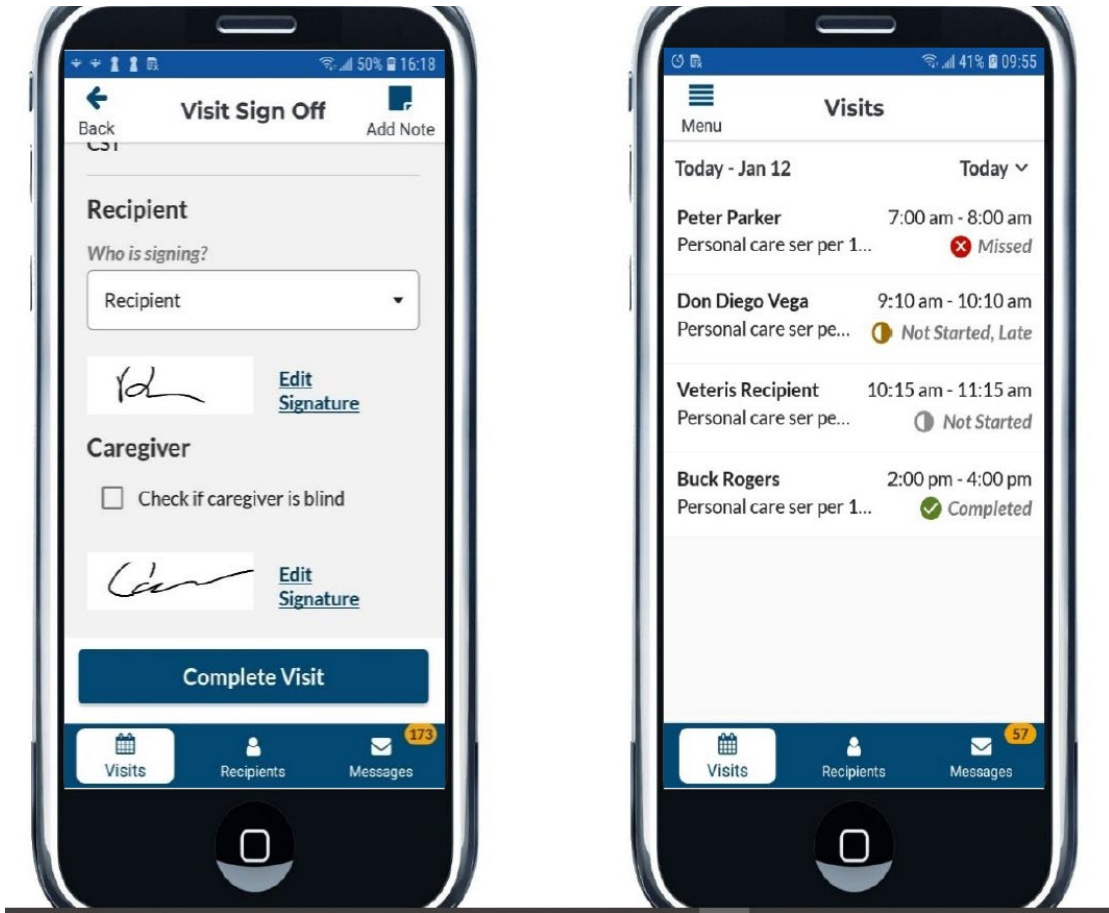
4. The recipient/approved signer will then sign the box with their finger or a stylus pen, and tap Accept Signature.



5. The provider signs in the caregiver box. Tap Accept Signature



6. Click Complete Visit. A box will appear indicating that the visit is complete and successfully verified. You are now clocked out.



## Section 4: Submitting Claims in the Admin Console of Mobile Caregiver+ (Computer Based)

1. Login to the Netsmart Mobile Caregiver+ Admin Console (<https://evv-dashboard.4tellus.net/auth/login>) on a computer using the same username and password that you used previously.
2. You will see the EVV DASHBOARD VIEW. Click on the main menu:

**Main Menu Icon**

The screenshot displays the EVV Dashboard interface. A red circle highlights the main menu icon (three horizontal lines) in the top left corner, with a red arrow pointing to it. The dashboard includes a sidebar menu with options like Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area shows 'Visit Status on 06/25/2021 - 06/25/2021' with a summary of visit counts: 0 In Progress, 0 Unable to Complete, 1 Missed, 0 Not Started, 0 Not Started, Late, 0 In Progress, Late, 2 Completed, and 0 Completed, Late. Below this is a 'Weekly Visits on 06/20/2021 - 06/26/2021' bar chart showing visits for 'This Week', 'Last Week', and '2 Weeks Ago'. The chart shows 2 Completed visits and 1 Missed visit for 'This Week', 1 Missed visit for 'Last Week', and 3 Completed visits and 1 Missed visit for '2 Weeks Ago'. An 'Inbox' panel on the right shows an email from Bradley Caregiver to Brad Phillips with the message 'I have completed all of my visits for the day.' The footer contains 'Privacy Policy', 'Copyright © 2021 Netsmart Technologies, Inc. All rights reserved.', and 'Terms of Use'.

Visit Status	Count
IN PROGRESS	0
UNABLE TO COMPLETE	0
MISSED	1
NOT STARTED	0
NOT STARTED, LATE	0
IN PROGRESS, LATE	0
COMPLETED	2
COMPLETED, LATE	0

Week	Completed	Missed
THIS WEEK	2	1
LAST WEEK	0	1
2 WEEKS AGO	3	1

3. In the **Main Menu**, click on **Work List**:

The screenshot shows the Mobile Caregiver+ dashboard. On the left is a main menu with the following items: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The 'Work List' item is highlighted. The main content area is titled 'Dashboard' and features a 'Visit Status on 06/25/2021 - 06/25/2021' section. This section includes tabs for 'TODAY', 'THIS WEEK', 'LAST WEEK', and '2 WEEKS AGO'. Below the tabs are three colored boxes: a teal box with '0 IN PROGRESS', a purple box with '0 UNABLE TO COMPLETE', and a red box with '1 MISSED'. Below this is a 'Weekly Visits on 06/20/2021 - 06/26/2021' section with tabs for 'THIS WEEK', 'LAST WEEK', and '2 WEEKS AGO'. A bar chart shows visit counts for 'THIS WEEK' (0), 'LAST WEEK' (0), and '2 WEEKS AGO' (2 green bars and 1 red bar). The y-axis is labeled 'Visits' and ranges from 0 to 3. A 'Privacy Policy' link is at the bottom.

Mobile Caregiver+

Dashboard

Visit Status on 06/25/2021 - 06/25/2021

TODAY THIS WEEK LAST WEEK 2 WEEKS AGO

0 IN PROGRESS 0 UNABLE TO COMPLETE 1 MISSED

Weekly Visits on 06/20/2021 - 06/26/2021

THIS WEEK LAST WEEK 2 WEEKS AGO

Visits

3

2

1

0

Privacy Policy



4. In the **Work List** you will see a list of billable services that were completed in visits from the EVV Mobile App. **Select all visits that you want “released” for payment.** The visit can only be released for payment if it matches the service authorization and will be listed as **matched**. If the visit does not match the service authorization or has a critical error message, the visit will be listed as **unmatched**, and the error must be resolved before the claim will be listed as matched and can be released for payment.

The screenshot shows the 'Worklist' interface with the following elements:

- Navigation tabs: Worklist (selected), Archive, New Claim.
- Payer dropdown: NEBRASKA DHHS.
- Search filters:
  - Participants: Add Participant
  - Procedure Codes: Select Procedure Code
  - Authorization: Enter Authorization
  - Payer ICN(s): Add Payer ICN
  - Service ID(s): Select Service ID
  - Actual Start Date: From
  - Actual End Date: To
- Buttons: Search, Clear, New Claim.
- Search List table with columns: Row, Participant Last Name, Participant First Name, Medicaid ID, Service ID, Visit ID, Status, Procedure Codes/Mods, Diagnosis Code, Service Date and Time, Authorization Number, Payer Name, Calculated Amount, Billable Amount, Paid Amount (\$).
- Table actions: Rematch, Export, Release (circled), Archive.


Row	Participant Last Name	Participant First Name	Medicaid ID	Service ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number	Payer Name	Calculated Amount	Billable Amount	Paid Amount (\$)
<input checked="" type="checkbox"/>	LU	LENA	1691			MATCHED	1691 (H0)	A009	9/29/20, 1:02 PM	-	NDHH	\$7.17	\$0.00	-
<input type="checkbox"/>	2 LU	LENA	1691			UNMATCHED	1691 (H0)	A009	10/7/20, 9:40 AM	-	NDHH	\$4.78	\$0.00	-

5. If the visit is in **matched** status and *the calculated amount is the correct expected pay for the hour(s) worked*, check the box on the far left of that claim line, and the blue release buttons will become active. Select **release**, and the following box will appear indicating that the claim has been successfully released:

**IMPORTANT NOTE ABOUT YOUR CLAIMS: All claims that occurred on one day for a client must be released at the same time.**



6. If the visit is in **unmatched** status, click on the claim you want to view, and a claim detail screen will open. Scroll through the claim details and see what needs corrections. **The fields with a pencil icon are fields you can edit.** If you get to the bottom of the claim detail and there are **blue exclamation mark(s)**, there is an error that needs to be addressed by clicking on the exclamation mark:

Edits & Errors						
Type	Item	Error Code	Reason/Error Code	Reason/Error Code Description	Change	Modified On
 ERROR	<u>Visit: Missing Start and/or End Verification</u>	VVER	-	-	-	10/16/20, 12:08 PM

7. After you have clicked on the blue exclamation mark, and the **Edit Error** box will appear:  
**MAKE SURE YOU ADJUST ALL THE ERRORS AND CAREFULLY REVIEW YOUR ADJUSTMENTS!**  
**ALL ADJUSTMENTS MADE MUST BE TRUE AND ACCURATE!**

**Edit Error**

Error:  
VISIT: MISSING START AND/OR END VERIFICATION

Reason Code \*  
You must make a selection

Note

Cancel Apply

8. Select the **Reason Code** from the drop-down list and a **Note** explaining why the error occurred, then the **blue apply button** will be enabled for you to select:

The screenshot shows a form titled "Edit Error" with a blue header. Below the header, the error message "VISIT: MISSING START AND/OR END VERIFICATION" is displayed. The form contains two required fields, both circled in red: "Reason Code \*" with a dropdown menu showing "9106 (Provider: Forgot to Check-Out. Verified Services Performed)", and "Note \*" with the text "I forgot to clock out at 11:10am when the visit ended." At the bottom right, there are two buttons: "Cancel" and a blue "Apply" button, which is also circled in red.

9. After you have corrected the unmatched claim and it's now showing as matched, follow the directions in step 5 for submitting a matched claim.

10. You can use the Claim Review option to view claims as they go through claims processing:

**Claim Review Tabs**

Claim    Voids and Adjustments

**Claim Review**

Select Payer \*  
Payer: Statewide Medicaid MCO (Payer Feed)    Payer ICN(s)

Procedure Codes: Select Procedure Code    Visit ID

Select Recipient(s): Add Recipient    Member ID(s)

Actual Service End: To \_\_\_\_\_

**Search List**

<input type="checkbox"/>	Row	Recipient Last Name	Recipient First Name	Visit ID	Member ID	Status ↓	F
<input type="checkbox"/>	1	BAKER	BILL	1901234978	KS10001L	RELEASED	1
<input type="checkbox"/>	2	BAKER	BILL	0374382863	KS10001L	PAID	1
<input type="checkbox"/>	3	WHISKEY	THOMAS	1158286807	99991001	PAID	1

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The following terms used in the Claim Review indicate where your claim is at in processing:

- **Released:**

The provider has released the claim for the visit (see step #4) and has given permission for Netsmart to send the claim to DHHS for payment or denial.

- **Submitted:**

The visit has been "Submitted for Payment" to DHHS; this status will change to "Accepted" or "Rejected" when it has been received by DHHS.

- **Accepted:**

The claim has been accepted (approved) by DHHS and will be processed for payment.

- **Rejected:**

The claim was rejected (denied) by DHHS and payment will not be issued until errors are corrected.

11. Claims should be released by the provider by 11:59 pm CST each Monday for processing that week. Claims can be released at any frequency but must be within 90 days of the date of service.

12. Please note that any payment amount that Netsmart displays does not include any required deductions (FICA, overpayments, etc.). Please consult your Explanation of Payment (EOP) to see a more detailed explanation of your payment.

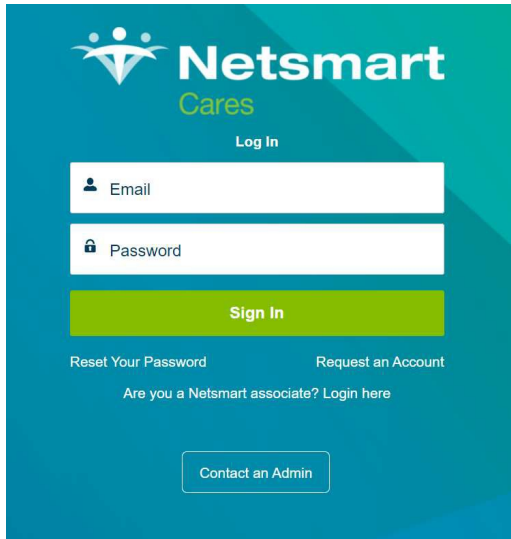


3. To open ticket for system issues: Click on OPEN SUPPORT TICKET

**OPEN SUPPORT TICKET**

You will need to create a support ticket account to track your ticket status:

<https://netsmartcares.force.com/s/login/>



To learn more about how to create a support ticket account, please register to view the recording here:

<https://register.gotowebinar.com/recording/6615927906757352711>

4. Netsmart Customer support can be reached at 1-833-483-5587. If you are leaving a phone message, you need to specify your name, call back number and best times to reach you, provider ID number, specific details as to the reason for your call or email, and your ticket number, if you have one.
5. EVV Questions for DHHS can be emailed to [dhhs.medicaidfa-evv@nebraska.gov](mailto:dhhs.medicaidfa-evv@nebraska.gov).
6. Other questions can be directed to your assigned resource development worker or service coordination agency.