NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

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DEPT. OF HEALTH AND HUMAN SERVICES

Department of Health and Human Services

Therap Electronic Visit Verification (EVV) Frequently Asked Questions (FAQ)

Agency Providers
August 28, 2020

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This document outlines the most frequently asked questions about Therap Electronic Visit Verification (EVV) for agency providers. This document will be updated weekly as needed. All updates will be highlighted.

General Information:

Q: **When is the start date for Developmental Disabilities (DD) providers to begin using Therap Electronic Visit Verification (EVV)?**
A: All providers of EVV-required services must begin using the Therap EVV module on ***November 1, 2020.***

Q: **What Agency Provider DD services require the use of EVV?**
A: EVV is required for the following agency provider services: Independent Living (2639), Supported Family Living (7494), Medical In-Home Habilitation (9220), Behavioral In-Home Habilitation (1796), Respite (2656), and Homemaker (9769).

Q: **Is a 3rd Party Attestation form required to be signed by DD providers?**
A: No. Because DHHS-DD has an EVV contract with Therap, DD providers do not need to sign the 3rd Party Attestation form (as long as the provider chooses to use Therap or Tellus as their EVV solution).

Q: **Where can interested persons get additional information about the DD implementation of Therap EVV?**
A: Information may be found on the DHHS-DD Therap EVV webpage (http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx).

Q: **Who should be contacted for general questions about Therap EVV?**
A: All questions about Therap EVV should be directed to DHHS.DDProviderRelations@nebraska.gov.

Q: **What is the process for providers who wish to use Tellus instead of Therap for EVV?**
A: Providers will need to send an email to DHHS.DDProviderRelations@nebraska.gov. This email must outline the provider name, provider number, and the intent to use Tellus instead of Therap. The provider will not be able to use Tellus until DHHS-DD confirms the Therap EVV module has been disabled.

Billing Information:

Q: **How does time rounding work with Therap EVV?**
A: The time rounding in Therap EVV is the same as the time rounding when using the Therap Attendance module. The check in and out is recorded at the exact time and billed on the nearest 15-minute increment.

Q: **On what day does the billing week start and end?**
A: The billing week is Monday through Sunday.

Q: **How will billing work with Therap EVV?**

A: A solution is still being created for billing using the Therap EVV system. Once this solution has been finalized, information will be distributed to providers. Until the solution is in place, providers will need to submit their claims through Tellus.

Q: **Will EVV information auto-populate in the Therap Attendance module to be submitted for billing?**
A: No. EVV information will be maintained in the EVV module and will not transfer to the Attendance module. Checking in and out for EVV services will be done through the EVV module. Claims will need to be submitted through Tellus until a solution is in place through Therap. More information about this will be distributed once the solution has been finalized.

Scheduling:

Q: **How does scheduling work for agency providers?**
A: Agency providers can set up schedules for their direct staff in three different ways: Scheduling, Self-Scheduling, and Self Check-in. Scheduling is done when the agency wishes to set up schedules in advance for their direct staff. Self-Scheduling is done when the agency wishes their direct staff to set up their own schedules in advance. Self Check-in is used when agencies wish to have their direct staff check in for shifts without an advanced schedule.

Service Delivery:

Q: **Will the schedule within EVV link the individual's budget and let the scheduling staff easily know how many hours are left in the person's budget?**
A: EVV in Therap shows real-time updates in utilization based on what is in the service authorizations.

Q: **How is mileage going to be calculated?**
A: Mileage is not a part of the EVV system. When you are using the service "Transportation," it will be billed through the current process.

Q: **Will a provider be required to check in and out to every place they go during the provision of services? For example, the provider starts at the participant home, then takes the participant to the grocery store, then goes back to the participant home. Would the provider need to check out when they leave the home and check in when they come back?**
A: The provider will check in at the start of the service and check out at the end of the shift or when providing services is complete. There is no need to check out when leaving the home during the service as long as the outing takes place as a part of service provision.

Q: **Does the EVV service have to begin at the participant's home? Or can it be started at another location?**
A: The check in should be done wherever the EVV service is supposed to begin. Service delivery will not change with EVV, only the way the time is recorded will be changing.

Q: **Are DD providers required to collect signatures from the participant receiving the service?**
A: No. Although this is an option in the Therap EVV module, DD providers will not be required to collect signatures from participants receiving the service.

Technology:

Q: **What software will the phone or tablet need in order to use Therap EVV?**
A: Apple devices require at least iOS 10.0 or newer. Android devices require at least Android 5.0 or newer. Therap has a guide for minimum requirements to use the Therap mobile app (https://help.therapservices.net/app/answers/detail/a_id/1618/).

Q: **Can a provider check in on one device and out on a different device?**
A: The provider will not need to check in/out on the same device, as long as both devices have the Therap mobile application installed. The preferred device for check in/out using EVV is the Therap app on a smart device which could be a phone or tablet.

Q: **Does a smart phone have to be used, or will a computer work for checking in/out?**
A: The primary method for check in/out using EVV is the Therap app on a smart device which could be a phone or a tablet.

Q: **Does the app need to be open the entire time the service is being provided?**
A: The provider will only need to log into the app to check in, and log in to check out.

Q: **Does the app track GPS location, even when not open?**
A: The app only tracks GPS location at the time of check in and at the time of check out.

Q: **What will the providers do if they don't have smart device or access to the web?**
A: Current Nebraska policy is that providers need a smart device or web access. Therap has alternate check-in methods however it would still require access to the web to access offline scheduling info.

Q: **Can a provider use EVV even if their internet or Wi-Fi is spotty?**
A: Therap EVV allows for check-ins and check-outs when the device is offline, but the provider will need make sure information is uploaded once they are back to a place where they have access to Wi-Fi or internet.

Q: **If the phone is dead or left at home can this be manually fixed?**
A: Yes, Therap includes a feature where a provider can add a missed check-in or out. There will be additional training and information coming out on this topic.

Training:

Q: **Where can a recordings of the DD-Therap Trainings found?**
A: Recordings of the trainings can be found on the DHHD DD Therap EVV Webpage (http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx).

Q: **How will agency providers be trained?**
A: Therap will contact agency providers via email or phone to schedule 1:1 training via web meeting/webinar. Providers can also contact Therap to schedule training for the agency.

Q: **Will agency providers practice EVV on Therap test environment once trained?**
A: Yes, practice will be in production using existing service authorizations but will not create billable data.