Independent Provider Electronic Visit Verification (EVV) Toolkit

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1. Introduction

1.1 Welcome

Thank you for your participation in Nebraska's community-based developmental disabilities (DD) Electronic Visit Verification (EVV) services. The Nebraska Department of Health and Human Services Division of Developmental Disabilities (DDD) aims to improve quality of life by promoting independence and community integration for participants.

We support the choices of people with developmental disabilities by promoting flexible, quality, participant-directed services, and supports in Nebraska communities for people who meet the same level of care, which would otherwise be provided in an Intermediate Care Facility for Individuals with Developmental Disabilities (ICF/DD).

1.2 Purpose of the EVV Toolkit

This toolkit outlines the requirements and procedures for the use of *Therap* Electronic Visit Verification for qualifying Medicaid Home and Community-Based (HCBS) DD Waiver services. This toolkit is intended for use by **DD independent providers**.

A.   EVV Qualifying DD Services:

Service Name	Service Code	Provider Type
Independent Living	2639	Agency and Independent
Supported Family Living	7494	Agency and Independent
Respite (In-Home)	8148	Independent Only
Homemaker	9393	Independent Only

2. EVV Flow Chart

The following flow chart gives a brief overview of how EVV works from start to finish. Each square is color-coded based on where the action is performed (Dark Blue: Netsmart Website, Orange: Therap Mobile App, Yellow: Therap Website). More information about each step may be found by clicking on the box.

Please note this chart is not all-inclusive of every step that may need to be taken. This chart is to exemplify the most common flow of the EVV process.

2.1 EVV Flow Chart Graphic

ONE TIME ACTIONS: → Register on the Netsmart webpage. DO NOT DOWNLOAD THE NETSMART EVV APP
One time action

→ Dowload Therap App on Smart Device
One time action

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The following actions must be completed each billing cycle

←

Complete check-ins and check-outs at each shift

←

Check to assure all check-ins and check-outs are complete (green)

↓

Submit completed visit information to Netsmart at desired billing interval (weekly, bi-weekly, or monthly) → Log on to the Netsmart web page → Access the worklist and check to assure all claims are in "Matched" Status

↓

Release Claims ← Resolve all "Unmatched" Claims

Color Key:

- Netsmart Website
- Therap Mobile App
- Therap Website

3. Required Hardware and Software

This chapter describes the hardware (such as a computer) and software (such as a specific app) required to utilize Therap EVV properly. This chapter also describes alternatives should there be a need.

3.1 Required Hardware—Smart Device

In order to use the required check-in and check-out features of Therap EVV, the provider must have or be able to obtain a smart device (such as a smart phone or tablet). The device must have a connection to the internet via either mobile data or Wi-Fi.

A.   Provider must have access to *at least one* of the following:

Device Type	Version	Internet Access
Smart Phone	iPhone – iOS 10.0 (or higher)	Wi-Fi or Mobile Data
Smart Phone	Android – 5.0 (or higher)	Wi-Fi or Mobile Data
Tablet	iPad – iOS 10.0 (or higher)	Wi-Fi or Mobile Data
Tablet	Android – 5.0 (or higher)	Wi-Fi or Mobile Data

B.   The provider must have access to the smart device during the time of service provision.

C.   To find out the version of an Android device, conduct an internet search or visit: https://its.uiowa.edu/support/article/2803

D.   To find out the version of an Apple device, conduct an internet search or visit: https://support.apple.com/en-us/HT201685

E.   When the provider does not have access to a smart device and cannot obtain one, the provider may qualify for use of a Fixed Device. Please see section 4.3 Therap Fixed Device for more information.

3.2 Required Hardware—Computer

In order to pre-schedule and submit billing for EVV services, access to a computer is required. The computer must have a connection to the internet. The computer may be a desktop or laptop.

A.   The provider must have access to *at least one* of the following:

Device Type	Operating System
PC	Windows OS – 7 or higher
Apple computer (Mac)	Mac OS – 10 or higher

B.   The provider must have access to the computer prior to EVV service provision when using the self-scheduling feature of Therap EVV. This is an optional feature. Please see section 4.1 Therap Self-Scheduling Feature for more information.

C.   The provider must have access to the computer after EVV service provision for billing of EVV services through the Netsmart web portal. Please see Section 5 Using the Netsmart Web Portal for more information.

3.3 Required Software

In order to use the required check-in and check-out feature, the provider must have specific software installed on their smart device.

Providers are required to download and install the **Therap app** on their smart device.

A.   Instructions for downloading and installing apps on Android devices:
      https://support.google.com/android/answer/9457058?hl=en
B.   Instructions for downloading and installing apps on Apple devices: https://support.apple.com/en-us/HT204266

4. Registration and EVV Training

This chapter describes the registration process and recommended EVV training for DD independent providers. Therap is the primary application in which providers will use EVV. Providers will be required to utilize the Netsmart Web Portal to complete their billing.

4.1 Registration

A.   **Therap Registration**:

   1.   DD independent providers are automatically registered for Therap upon their Medicaid enrollment. A Therap username, password, and provider code is assigned to each provider. The username, password, and provider code are utilized to access the Therap website and the Therap mobile app.

B.   **Netsmart Registration**:

   1.   DD independent providers must register to use the Netsmart website. Registration can be accessed at this website: https://www.4tellus.com/ne-dhhs-registration/
   2.   To register, providers will need their Billing Provider Tax ID Number (SSN), their Provider ID Number, and their Zip code. *Please note when the Provider ID number begins in zeros, those will be omitted when entering the Provider ID number into the Netsmart registration.*

4.2 Therap EVV Training

Therap EVV training for independent providers will cover use of the Therap app and use of the Therap website to record EVV services.

A.   Independent Provider Therap EVV training is available on the Therap EVV webpage. Training may be accessed here: https://support.therapservices.net/electronic-visit-verification-evv-for-nebraska-independent-providers/

B.   Other Therap EVV information may be found on the DD Therap EVV webpage (http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx) including Frequently Asked Questions, previously recorded meetings and slide decks, and contact information.

4.3 Netsmart Claims Console Training

In order to bill for EVV services, providers will be required to access the Netsmart Claims Console through the Netsmart website. Netsmart Claims Console training can be accessed via the following website: https://4tellus.com/training-webinars/

5. Using the Therap EVV Module

The Therap EVV module is where DD independent providers will complete the majority of the requirements for EVV including self-scheduling (optional), check-in/out, and submitting EVV data to Netsmart. The Therap EVV module is accessed through both the Therap website and the Therap mobile app.

5.1 Therap Self-Scheduling Feature (optional)

Within the Therap EVV module, providers may choose to create their own shift schedules in advance. This feature is called "Self Scheduling." Self-Scheduling is optional; however, when a provider typically works the same schedule from week to week, it is recommended.

A. Self-scheduling can only be accessed from the Therap website on a computer or laptop.
B. Self-scheduling does not require a provider to work only during the specific scheduled times, but rather is a tool to speed up the check-in/out process. Providers are not "locked" into the schedule set up through the self-scheduling feature.
C. Self-scheduling allows providers to track how many hours they are working *before* they are actually worked, which allows the provider to better keep within the units allowed on the service authorization.
D. **At the time of the visit, providers will log in to the Therap app on their smart device where the list of pre-scheduled visits will populate. The provider will tap on the correct visit, and click "check in." After the visit has concluded, the provider will log on to the Therap app, tap on the correct visit, and click "check-out."** Voice verification and signatures are not required by DDD.
E. Instructions for how to use the self-scheduling feature are found online:

    1. Written instructions: https://help.therapservices.net/s/article/2946#CreateSchedule-SelfScheduling
    2. Video: https://help.therapservices.net/app/answers/detail/a_id/3665

5.2 Therap Self-Check-In/Out Feature

At the beginning and end of each visit, providers will be required to check in and check out using the Therap EVV module. Providers who choose not to use the self-scheduling feature will use the self-check-in/out feature.

A. Self-check-in is utilized on a smart device at the time of the visit.
B. **Self-check-in requires the provider to enter information about the visit at the time of the check-in, and then click "check-in." After the visit has concluded, the provider will log on to the Therap app, tap on the correct visit, and click "check-out."** Voice verification and signatures are not required by DDD.
C. Instructions for how to use the self-check-in feature are found online:

    1. Android Devices
        a. Written instructions: https://help.therapservices.net/s/article/3283
        b. Video: https://help.therapservices.net/s/article/3667

    2. Apple devices
        a. Written instructions: https://help.therapservices.net/s/article/2929
        b. Video: https://help.therapservices.net/s/article/3666

5.3 Therap Fixed Device

When a provider does not have access to and/or is unable to obtain or use a smart device, they may request to use a "fixed device" to check in/out of EVV visits. A fixed device is an electronic device that is kept at the participant's residence for the provider to use to check-in and check-out when providing EVV services. Each fixed device is associated with a specific person *and* location. Providers using a fixed device must start and end every visit in the participant's home.

A. Requesting a fixed device:

    1. Provider will submit the application for the fixed device, found online: https://www.surveymonkey.com/r/N7RBHS3

2. The application will be reviewed by DDD and either approved/denied based on the information submitted.
3. When approved, the provider, the participant's Service Coordinator, and the Service Coordinator's supervisor will be notified via email.
4. The device will be associated with the correct participant, and then sent to the Service Coordinator or Service Coordinator Supervisor.
5. The Service Coordinator will obtain consent form the participant/guardian and arrange a time with the affected participant/guardian to install the fixed device.

B. **The provider will press the button on the device to check-in at the beginning of the visit. The provider will press the button again to check-out at the conclusion of the visit. When the button is pressed, it will generate a random number. The provider will record this number at check-in, and at check-out, and enter them into the Therap web portal.**
C. Fixed device visits may be pre-scheduled using the self-scheduling feature, or may be entered after the visits have occurred.
D. Instructions for how to use the fixed device are found online: https://help.therapservices.net/s/article/3835

5.4 Editing Visits in the Therap EVV Module

Visits can be edited before the visit occurs (pre-scheduled visits only), or after the visit occurs. Editing is done to correct any errors, including incorrect check-in/out times, missed check-in/outs *before* submitting the EVV data to Netsmart.

A. Pre-scheduled visits that have not yet occurred may be edited through the self-scheduling feature. Instructions on how to edit pre-scheduled visits may be found online: https://help.therapservices.net/s/article/3096#UpdateSchedule-SlotInfo
B. Visits that have already occurred may be edited through the self-scheduling feature. Check-in time, check-in address, check-out time, and check-out address can be edited from the Individual tab. Instructions on how to edit visits that have already occurred may be found online: https://help.therapservices.net/s/article/3096#UpdateSchedule-CheckInCheckOutInfo

1. When editing visits that have already occurred, providers will be required to enter an exception code and an explanation of why the visit is being edited. Please see the chart below for explanation of common exception codes.

Code	Common Use
VVER-Malfunctioning FVV device or invalid FVV device value	Select this code *only* if a Fixed Device is used and is not working or the fixed device number was recorded incorrectly
VVER-Malfunctioning Mobile Application	Select this code when check-in/out could not be completed due to the mobile app not working.
VVER-Staff failed to call in and out – or both times were wrong – verified services were delivered	Select this code when **both** check-in *and* check-out were missed.
VVER-Staff failed to call in or called in early/late – verified services were delivered	Select this code when the check-in was missed or was done early/late.
VVER-Staff failed to call out early/late – verified services were delivered	Select this code when the check-out was missed or was done early/late.

5.5 Submitting EVV data to Netsmart

EVV data must be submitted through Therap to Netsmart in order to be paid. EVV data may be submitted at any interval, but it is recommended submission occur no more than once per week. It is very important that the EVV data is accurate before submission to Netsmart.

A. **Check to assure all visits are complete**. Incomplete visits cannot be paid. All complete visits will show as green on the schedule. Any incomplete visits will show as yellow. Visits can be checked by following the guide found online:
https://help.therapservices.net/s/article/2947#ScheduleView-QuickGridView

B. **Check to assure the hours worked match the hours/days authorized in the Service Authorization.** Service authorizations are divided by month. A specific number of hours/days are authorized each month for each service. It is important that the number of hours/days submitted to be paid are less or equal to the number of hours/days authorized.

   For example, a provider has 20 hours authorized per month for Independent Living services. The provider works five days for the month for four hours each day. Five days x four hours=20 hours for the month. In this example, the month's visits are equal to the authorized amount, therefore can be sent to Netsmart for payment. When the provider wishes to submit hours more than once per month, it is their responsibility to assure that the hourly/daily total for the month does not exceed what is listed in the authorization. When the hours worked are more than what is authorized, please contact the Service Coordinator before submitting billing to Netsmart.

   1. Instructions on how to access the service authorization are found online:
https://help.therapservices.net/s/article/1306#AcknowledgeaServiceAuthorizationNE-AcknowledgeFromIndividualTab
   2. Instructions on how to access the number of EVV hours/days worked are currently in production and will be added once complete.

C. When all visits are complete *and* the number of hours/days worked does not exceed the authorized amount, submit the EVV data to Netsmart. Instructions on how to submit EVV data to Netsmart are found online: https://help.therapservices.net/s/article/3024#SubmitEVVData

   1. After the submission from Therap is complete, it will take a few hours up to overnight for the information to appear in the Netsmart worklist.

6. Using the Netsmart Web Portal

This chapter describes how to use the Netsmart Web Portal to submit billing. Once the EVV data is submitted in Therap, the provider will be required to complete their billing in the Netsmart Work List.

## 6.1 Logging in to the Netsmart Web Portal

The provider will navigate (on a computer or laptop) to the Netsmart webpage (https://4tellus.com), click "EVV Login" on the top right side of the page, and enter their user name and password.

A. A user name and password is issued when completing Netsmart registration. Please see section 3.1.B Netsmart Registration.

6.2 Navigating in the Netsmart Web Portal

Additional information about using the Netsmart Web Portal can be found in the Netsmart User EVV Toolkit (http://dhhs.ne.gov/Documents/EVV%20Toolkit.pdf) beginning on page 13.

A.   Once logged in, the provider will access the main menu using the three bars on the left side of the screen. The provider will click on "Worklist".
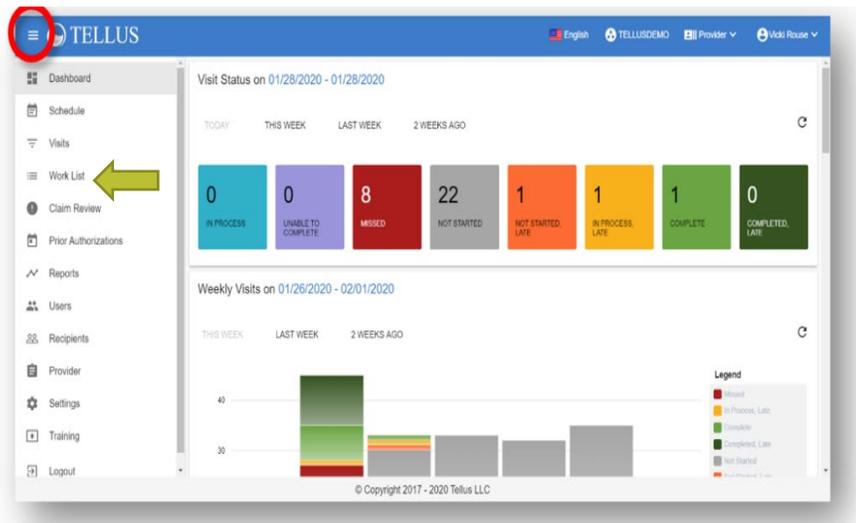
B.   In the **Work List** you will see a list of all completed visits submitted from Therap. **Select all visits that you want "released" for payment**. The visit can only be released for payment when it matches the service authorization, and will be listed as **matched**. When the visit does not match 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.

6.3 Visits in "Matched" Status

A visit in "matched" status means all of the information about the visit fits within the parameters of the service authorization. There are no errors, therefore the visit can be submitted as-is.

To submit a visit in matched status, check the box on the far left of the claim line, and the blue release buttons will become active. Select Release, and the following box will appear indicating the claim has been successfully released:
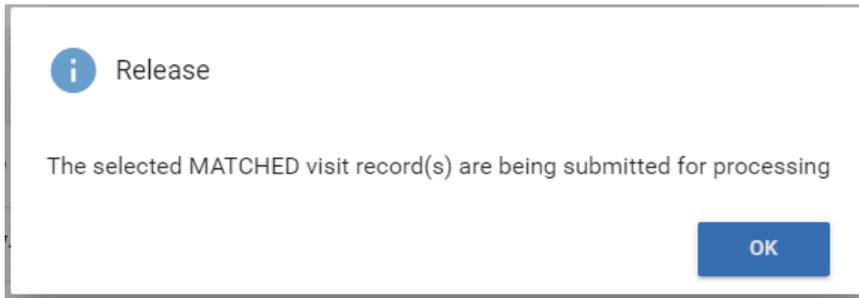
6.4 Visits in "Unmatched" Status

A visit in "unmatched" status means there is at least one part of the visit data that does not fit within the parameters of the service authorization. The error must be corrected before the visit can be submitted for payment. The majority of errors (such as missed check-ins/outs, insufficient units remaining in the service authorization, etc.) should be corrected in Therap prior to submitting EVV data to Netsmart.

When 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 correction. The fields with a pencil icon are fields you can edit. When 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:

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

Edits & Errors

A.   After you have clicked on the exclamation mark, and the **Edit Error** box will appear:

B.   Enter the Reason Code from the drop down list and a Note explaining why the error occurred, then click the blue "Apply" button.

C.   After you have corrected the unmatched claim and it's now showing as matched, follow the directions in section 5.3 for submitting a matched claim.

6.5 Claim Statuses

Claim statuses will change as the claim goes through Netsmart processing. The chart below identifies the different statuses and the definition of each.

A.   Claim Status Chart

Claim Status	Definition
Matched	The claim is ready to be released for payment by the provider. No errors found.
Unmatched	There are errors with the claim that must be resolved by the provider before it can be released.
Submitted	The released claim has been submitted to the payment system for processing. The system must assure that all requirements are met before payment.
Paid	The claim met the requirements for payment, and a payment will be issued within 3-5 business days.

7. Payment for EVV Services

Once matched claims are released on the Netsmart website by the provider, Netsmart sends all submitted claims to the payment system (once per week on Tuesdays). Three to five business days after Netsmart submits the claims to the payment system, claims are processed and payment is made in the manner selected during Medicaid Enrollment (direct deposit or ReliaCard).

Appendix A: Contacts and Resources

A.1 DDD Contacts and Office Locations

DDD Central Office Address

Nebraska Department of Health & Human Services - Division of Developmental Disabilities
301 Centennial Mall, South
P.O. Box 98947
Lincoln, NE 68509-8947

DDD Central Office Phone and Fax

Toll-Free: (877) 667-6266
Lincoln: (402) 471-8501
TTY (for those with hearing impairment): (402) 471-7256
Fax: (402) 471-8792

DDD Central Office Email

DHHS.DDDCommunityBasedServices@nebraska.gov

DDD Provider Relations and EVV Questions Email

DHHS.DDProviderRelations@nebraska.gov

DDD Website

http://dhhs.ne.gov/Pages/Developmental-Disabilities.aspx

DDD Staff Directory and Local Office Locations

http://dhhs.ne.gov/Documents/DDDMainDirectory.pdf

A.2 Department of Health and Human Services Contacts

DHHS Public Website

http://dhhs.ne.gov/

Medicaid Contact Information

Toll-Free: (855) 632-7633
Lincoln: (402) 473-7000
Omaha: (402) 595-1178
TTY (for those with hearing impairment): (402) 471-7256
Fax: (402) 471-9209
Website: http://dhhs.ne.gov/Pages/medicaid-and-long-term-care.aspx

Reporting Abuse, Neglect, or Exploitation of Children or Vulnerable Adults

Toll-Free: (800) 652-1999

To Report Suspected Medicaid Fraud by a Provider or Recipient

http://dhhs.ne.gov/Pages/Program-Integrity-Reporting-Fraud.aspx

A.3 Therap Contacts

Therap Main Website

https://secure.therapservices.net

Therap Help
nesupport@therapservices.net

A.4 Nebraska Medicaid EVV Contacts

Netsmart-Users EVV Toolkit:
http://dhhs.ne.gov/Documents/EVV%20Toolkit.pdf

DHHS EVV Email:

dhhs.medicaidfa-evv@nebraska.gov

A.5 Netsmart Contacts

Netsmart Website

https://4tellus.com/ne-dhhs/

Netsmart Helpline

(833) 483-5587