

State of Nebraska PCS Townhall

Nebraska State Solution Enhancements for PCS EVV Providers

July 24, 2024
4:00 – 5:00 CT

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Agenda

- Provider Communication
- Changes affecting PCS Alternate EVV Vendors
- Enhancements to the EVV Solution

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DHHS Provider Communication

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Provider Communication

May 31, 2024

In 2020, Nebraska Medicaid announced that PAS and HCBS providers were required to use the EVV system for their billing of EVV services as of January 2021. Recent audit findings show that providers have not complied with the regulations outlined in 471 NAC 15. Per the 21st Century Cures Act, all providers of Personal Care Services participating in the Medicaid program are required to use the EVV system. A provider bulletin outlining the findings and subsequent program changes is currently being worked on and will be shared shortly. As a reminder, Personal Care Services that are not billed through the EVV system will not be paid.

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Provider Bulletin 24-16

July 10, 2024

Changes to Expect Effective August 14, 2024

- *Effective August 14, 2024, Manual Claims will no longer be allowed.*
- *Effective August 14, 2024, PAS and HCBS EVV claims will not be paid if:*
 - ✓ *The Provider does not use location services (GPS) during their visit or an approved alternative method such as a landline Interactive Voice Response (IVR);*
 - ✓ *The Provider does not start or end an EVV visit at the scheduled location and within the allowed GEO-FENCE radius;*
 - ✓ *The Recipient/Legal Representative signatures are not recorded in the EVV application during each visit; or,*
 - *The Provider can not sign on behalf of the Recipient.*
 - ✓ *The Provider does not follow State and Federal regulations.*

<https://dhhs.ne.gov/Pages/Medicaid-Provider-Bulletins.aspx>

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Alternate EVV Vendors

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Alternate EVV Vendors

- Netsmart hosted a Townhall with all PCS Alternate EVV Vendors on June 27, 2024;
- Alternate EVV Vendors were notified on 8/14/2024;
- New Alternate EVV Vendor Specifications have been posted on the MCG+ website;
- Alternate EVV Vendors will be required to sign a new attestation of compliance; and
- MCG+ Website: <https://mobilecaregiverplus.com/ne-dhhs/>

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Alternate EVV Vendor Development Status

Vendor (Provider Count)	Vendor Development	Testing in UAT	In Production	New Attestation Signed
Therap (739)	X			
WellSky (46)	X			
AxisCare (15)	X			
MITC (9)	X			
eRSP/Kaleida (4)	X			
Caresmartz 360 (3)	X			
Caring Inc (2)	X			
Complia (1)	X			
Maxim (1)	X			
Medsys (1)	X			X
Spectrum (1)	X			
SwyftOps (1)	X			X

EVV Solution Enhancements

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GPS or IVR Verification Required for Visit Capture

- DHHS EVV Visits MUST utilize an approved Start and End verification method
 - ✓ GPS – Captured via mobile device at the Start and End of each visit (Preferred);
 - ✓ IVR – Phone Call via State of Nebraska DHHS approved landline (Secondary);
- Provider Administrators cannot adjust visit service times to lengthen the service duration captured during actual clock-in and clock-out; and
- Alternate EVV Vendors will be required to send a Start IVR Phone and PIN when the visit has a start verification method of IVR and an End IVR Phone and PIN when the visit has an end verification method of IVR.

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VVER Critical Error (Visit: Missing Start and/or End Verification)

- The EVV Worklist will populate a VVER Critical Error on visits that:
 - ✓ Do NOT contain both an approved start and end verification method of either GPS or IVR;
 - ✓ Have a start and end verification method of GPS or IVR and the start time has been manually adjusted to a time prior to the verified start time; and
 - ✓ Have a start and end verification method of GPS or IVR and the end time has been manually adjusted to a time past the verified end time.

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VIVR Critical Error (Phone Number Used for IVR Does Not Match Number on Record)

- EVV Worklist will populate VIVR Critical Error on Alternate EVV Vendor IVR visits when:
 - ✓ The start or end IVR phone number associated with the visit does not match the verified IVR phone number on file in Mobile Caregiver+ for the recipient; and
 - ✓ The recipient does not have a verified phone number configured in Mobile Caregiver+.

Note: Providers can work with NE DHHS to validate an IVR phone number. If the State finds the IVR phone number to be valid, NE DHHS WILL contact Netsmart to configure the VALID IVR phone number for the applicable recipient. This must be completed prior to visit scheduling.

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State of Nebraska DHHS IVR Approval Process

Introduction:

An Electronic Visit Verification (EVV) system is the primary method of data collection. If a provider has no availability to a smart phone or tablet to capture GPS, then Interactive Voice Response (IVR) can be used as last resort. A landline is required to use IVR for EVV.

High Level Steps:

1. Provider makes a request to use IVR for EVV to the State via email at DHHS.IVR@nebraska.gov;
2. State will send the Provider the IVR instructions, request form, and attestation;
3. Provider will complete the IVR request form and attestation;
4. Provider returns completed IVR request form and attestation to the State via email at DHHS.IVR@nebraska.gov; and
5. State will review and notify Provider of IVR approval or denial.

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Geofence Radius by Zip Code

- The Captured GPS Start and End locations must be within the allowed GPS geofence radius;
- The new GPS geofence radius follows new zip code requirements determined by the State of Nebraska DHHS; and
- Visits from Alternate EVV Vendors will require Scheduled Start Longitude/Start Latitude, and Scheduled End Longitude/End Latitude when the start and end verification method is GPS. This validation must occur in the vendor solution before the visit is scheduled.

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VLOC Critical Error (Visit: Start/End Location Other Than Scheduled)

- The VLOC Critical error is generated in the Worklist when any of the following conditions are met;
 - ✓ The Start Variance (Miles) is greater than the distance allowed for the zip code of the scheduled visit start address;
 - ✓ The End Variance (Miles) is greater than the distance allowed for the zip code of the scheduled visit end address;
- The VLOC critical error on the claim invoice record in the Worklist detail WILL BE read-only and WILL NOT allow for edits or reason codes; and
- When the VLOC critical error is generated the claim invoice record status WILL remain UNMATCHED and therefore CANNOT be billed.

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Recipient Signature for PCS Services

- The Recipient's signature must be captured in the mobile application for all GPS visits; and
- Alternate EVV Vendors will be required to send signature information for all GPS visits. If this information is not sent to Netsmart with the completed visit, the visit will not load to the MCG+ platform.

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Recipient Signature for PCS Services

- The “Who is Signing” drop-down menu in the application will be required and updated with the following State of Nebraska DHHS requested selections:
 - ✓ Recipient
 - ✓ Personal Representative
 - ✓ Authorized Guardian
 - ✓ Rubber Stamp (*Note: There must be a physical copy of the rubber stamp signature obtained*)
 - ✓ Recipient Physically Unable to Sign; and

- The “No Signature Gathered” will no longer be a valid option for the “Who is Signing” drop-down.

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Training Resources

➤ Video Tutorials:

<https://mobilecaregiverplus.com/training-resources/video-tutorials/>

➤ Training Webinars:

<https://mobilecaregiverplus.com/training/>

➤ User Guides:

<https://mobilecaregiverplus.com/training-resources/user-guides/>

➤ Quick Reference Guides:

<https://mobilecaregiverplus.com/faq-quick-reference-guide/>

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Additional Resources

- For Netsmart EVV solution questions
 - [Netsmart CONNECT](#)
 - 1-833-483-5587 – follow prompts to select Nebraska
- Please subscribe to the NE DHHS webpages to stay up to date on the latest EVV information.
 - <https://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>
 - <https://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

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Upcoming Events

Open Provider Forum to Ask Questions:

- July 30, 2024, from 4:00-5:00 PM CT

The final two townhalls will include a solution walkthrough of the new EVV functionalities:

- August 14, 2024, from 4:00-5:00 PM CT
- August 20, 2024, from 4:00-5:00 PM CT

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Frequently Asked Questions (FAQ)

- DHHS has developed an FAQ to address previously submitted questions;
- The FAQ will be continued be updated as new questions come in;
 - It can be found at:
<https://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>
<https://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>; and
- Please submit all policy related questions to:
DHHS.MedicaidFA-EVV@Nebraska.gov.

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