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# Electronic Visit Verification

Upcoming Changes  
State of Nebraska DHHS

## Meeting Logistics

- Welcome; web cams are turned off to help us keep a stable connection and microphones are muted to help us eliminate background noise.
- The Q&A function will be available for questions as there is no chat feature. Our moderator staff will be monitoring the Q&A's as they come in.
- There may be opportunity for participants to ask their questions live at the end of the presentation if time permits.

## NE DHHS Team

- Jeremy Brunssen
  - Jenn Clark
  - Travis Beck
  - Marcy Bartek
  - Stacey Boss
  - Lelia Razey
  - Shauna Adams
  - Evelyn Desilets
  - Toni Peters
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# Agenda

- Why are Personal Care Services (PCS) Electronic Visit Verification (EVV) Changes Occurring
- EVV Solution Updates/Demonstration
  - Update # 4 Force Pay by State
  - Update # 5 Provider Schedule & Go
- Live Question and Answer Session
- Future Provider Sessions
- Resources and Support
- We will discuss the same topics tomorrow, 02/04/2025 4:00 PM - 5:00 PM

# Integration of Provider Feedback

We incorporated provider feedback to ensure that the system aligns with provider's needs and enhances overall effectiveness.

- The Provider Schedule and Go capability was implemented in direct response to provider concerns regarding scheduling flexibility. This feature integrates feedback to enhance the system's effectiveness in supporting client care.
- The Force Pay by State Adjustment Request process enables providers to request payment reconsideration for unmatched visits affected by critical errors— **NOSL**, **VVER**, **VIVR**, and **VLOC**—caused by unforeseen circumstances beyond the provider's control. This process ensures equitable resolution and supports providers in addressing issues outside their direct influence.

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## Update # 4 – Force Pay by State Adjustment Request Objective

- The Force Pay by State Adjustment Request process enables providers to request payment reconsideration for unmatched visits affected by critical errors— **NOSL**, **VVER**, **VIVR**, and **VLOC**—caused by unforeseen circumstances beyond the provider’s control. This process ensures equitable resolution and supports providers in addressing issues outside their direct influence.
- This process also enables Nebraska DHHS to address these unmatched visits, without necessitating an appeal. Proper documentation is needed for a valid submission and approval is not guaranteed.

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## Update # 4 – Force Pay by State Adjustment Request Objective

- The process will assist the Provider with submitting an Adjustment Request. During the Adjustment Request process, the State will review the visit and applicable documentation the Provider submits to determine if the visit should be matched and processed for payment.
- The process enables providers to request payment reconsideration for unmatched visits affected by only these critical errors— **NOSL, VVER, VIVR, and VLOC**. Providers are still required to match other types of errors within the visit to ensure timely payment.
- The Force Pay by State functionality is **NOT** intended as a way to submit manual claims.
- The State will carefully review and monitor provider usage patterns to ensure the process is used appropriately.

## Update # 4 – Force Pay by State Adjustment Request Process

1. Provider has a visit that is unmatched due to **NOSL, VVER, VIVR**, and or **VLOC**.
2. Provider gathers the necessary documentation and determines the reason(s) to validate why the visit should be matched and paid.
3. Provider submits an Adjustment Request along with the necessary documentation.
4. Nebraska DHHS EVV Program Leads reviews the Adjustment Request and documentation the Provider submitted.
5. Nebraska DHHS EVV Program Leads approves or denies the Adjustment Request. Providers will be notified via email or the approval or denial.
6. Provider will then match any additional error codes and release the visit for payment.



## Update # 4 – Force Pay by State

Demonstration:

State will demonstrate how a Provider will complete the Adjustment Request Form

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# Update #4 Force Pay by State Adjustment Request Process

## Additional Information

- Link to [Adjustment Request Form](#)
  - State will begin reviewing Adjustment Requests on 02/19/2025
- Link to Adjustment Request Quick Reference Guide will be available once completed
- If you need to follow up on the status of an Adjustment Request, please email [DHHS.MedicaidFA-EVV@nebraska.gov](mailto:DHHS.MedicaidFA-EVV@nebraska.gov) and include the applicable Adjustment Request ID Number and Visit ID with your inquiry

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## Update #5 - Provider Schedule & Go Feature

Provider Schedule and Go will allow the following

- Applicable for Providers and Caregivers that use Netsmart
- Allows for flexibility and promotes person-centered plans
- Providers WILL BE able to add and start a visit with no scheduled start and/or end address selected.
- Providers WILL BE able to add a new address for the scheduled start and/or end address if it is not currently an Approved Location on the Recipient's address list.

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## How to manage scheduling a new visit with a different destination while another visit is already in progress.

1. Original visit scheduled to start and end at the individual's home.
2. Individual would like to go to the park and be picked up by Caregiver B at the park.
3. Caregiver A will end the original visit that is in progress at the individual's home.
4. Caregiver A will schedule a new visit with the start address at the Individual's home and the end address at the park.
5. If the address for the park is not already on the Recipient list in the Provider Portal, it can be added using the Add New Address selection in the visit starting/ending address drop down menu.
6. Caregiver A starts the new visit while at the Individual's home then ends the visit at the park when the Caregiver B takes over care.
7. Caregiver B will make similar changes in their scheduled visit(s).

## How to manage rescheduling a future visit with an address change

1. Original visit scheduled to start and end at Restaurant A from 5PM – 6PM
2. At 4PM Individual decides they would rather go to Restaurant B at 5PM
3. Caregiver will cancel the scheduled visit at Restaurant A
4. Caregiver will schedule a new visit at Restaurant B If the address for Restaurant B is not already in the Provider Portal, it can be added using the Add New Address selection in the visit starting/ending address drop down menu.
5. Caregiver will start the visit at Restaurant B once on site with the Individual.

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## How to manage scheduling a visit when you do not know the address or name of location

1. Caregiver and their individual are on a cruise to Alaska
2. Caregiver can use the Unknow/Not Available selection in the address drop down menu.
3. The mobile application will ask to verify where you are. You can type “On Cruise to Alaska”. And start your visit.
4. Once scheduled the visit can be started and ended as usual.
5. This will result in a NOSL – No Scheduled Location error and require an adjustment request.

## Update #5 - Provider Schedule & Go Feature

- Netsmart Demonstration Links
  - Part 1: Unknown or Not Available Address – [LINK](#)
  - Part 2: Add New Address - [LINK](#)
  - Part 3: Address Outside of the Geofence Radius - [LINK](#)

## Live Q&A

- If you would like to ask a question live, please use the “raise hand” function and we will unmute participants to ask questions.
- Please specify the program type or services when asking your questions.
- Our moderator will facilitate the discussion.
- If there are questions that we cannot address today, please submit those to [DHHS.MedicaidFA-EVV@nebraska.gov](mailto:DHHS.MedicaidFA-EVV@nebraska.gov).

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# Resources and Support

Please submit all policy related questions to: [DHHS.MedicaidFA-EVV@Nebraska.gov](mailto:DHHS.MedicaidFA-EVV@Nebraska.gov).

Please see the link for updates on the February 19, 2025, EVV Changes:

<https://mobilecaregiverplus.com/ne-dhhs-training-recordings/>.

Please subscribe to the NE DHHS webpages to stay up to date on the latest EVV information and FAQs updates.

<https://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>

<https://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>

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# Resources and Support

Please follow this link to the [Netsmart Triage Guide](#) for trouble shooting guidelines.

For Netsmart EVV solution questions

[Netsmart CONNECT](#)

1-833-483-5587 – follow prompts to select Nebraska

Training Resources Site: <https://mobilecaregiverplus.com/ne-dhhs/ne-dhhs-training-resources/>

- Training Webinars:

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

- User Guides:

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

- Video Tutorials:

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

- Quick Reference Guides:

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

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