

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.

Agenda

- EVV Solution Updates/Demonstration
 - Update # 4 Force Pay by State
 - Update # 5 Provider Schedule & Go
 - Live Question and Answer Session
 - Resources and Support
- 

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Force Pay By State Critical Errors

| Error Code | Definition |
|------------|--|
| NOSL | There is no scheduled start and/or end location on the visit. |
| VVER | The visit is missing GPS or IVR as a start and/or end verification method. |
| VIVR | The phone number used for IVR does not match the phone number on record. |
| VLOC | The actual start and/or end location of the visit is outside the Geofence radius of the scheduled start and/or end location. |

Force Pay by State Reason Codes

| Reason Code | Number | Reason Code Description |
|---|--------|---|
| Overnight (If applicable) | 100 | This Reason Code is system-generated (cannot be selected by the user) to split overnight visits by automatically clocking out at 11:59 p.m. and creating a new visit by clocking in at 12:00 a.m. |
| Service Delivery Exception | 110 | This Reason Code and appropriate Reason Code Description is used when the EVV hours (based on clock in and clock out) represent a service delivery exception: A. Service delivery differs from schedule B. Fill-in service provider C. Allowable overlapping visits |
| Eligibility or Service Authorization Exception | 120 | This Reason Code and appropriate Reason Code Description is used when services are required to comply with Recipient retro Medicaid eligibility or when an authorization has been approved but not available in the EVV System yet: A. Services provided without eligibility; retro eligibility B. Services provided with authorization not in EVV system |

Force Pay by State Reason Codes

| Reason Code | Number | Reason Code Description |
|--|--------|---|
| Disaster | 130 | This Reason Code and appropriate Reason Code Description is used when service delivery is impacted by a natural disaster: A. Flood B. Hurricane C. Earthquake D. Ice/snow storm E. Tornado F. House Fire G. Wildfire H. Power Outage I. Declared Public Health Disaster/Emergency |
| No Electronic Clock In or Clock Out | 140 | This Reason Code and appropriate Reason Code Description is used when a State override is necessary to address critical errors: A. Failure to clock in, clock out or both B. Mobile device not available C. GPS Location not available D. Physical address not available E. Landline phone not available F. EVV system down G. Emergency; Free text is required to document the nature of emergency when using description |
| Other | 150 | This Reason Code is allowable for any other reasons not listed above. There will also be a free text option to further describe the reason. |

Force Pay by State FAQs

Question 1: What Adjustment Reason Codes are applicable to the three strikes?

Answer: The three-strikes rule applies exclusively to reason code **140A – Forget to Clock In/Clock Out**. This code is used when a caregiver fails to clock in and/or clock out and the VVER critical error must be resolved.

Important Reminder:

It is essential that the date and time stamp of the visit is electronically verified. Provider Agencies must ensure that caregivers are properly trained to consistently clock in and out of visits using the Mobile Application or IVR. Additionally, the State, as part of Program Integrity, is responsible for ensuring that providers adhere to all program rules and regulations. The Three Strikes rule is consideration from the State to allow time for Caregivers to be properly trained.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

Force Pay by State FAQs

Question 2: Will the Three Strikes follow the Caregiver?

Answer: Nebraska DHHS will be tracking and monitoring the three strikes at the Caregiver level to assist the Provider's in identifying the need for training.

Question 3: Can a hiring agency review the Caregiver's Three Strikes metrics?

Answer: It is the obligation of the Provider to properly vet their Caregiver's level of experience and past performance as part of the hiring process. Nebraska DHHS will not share the metrics with a hiring agency.

Question 4: Will I get fired for having Three Strikes?

Answer: Generally, the State does not get involved in Provider Agency human resource matters. The State does have an obligations as part of Program Integrity to ensure Providers are following program rules and regulations.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Update # 4 – Force Pay by State

Demonstration:

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

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

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 and include the applicable Adjustment Request ID Number and Visit ID with your inquiry

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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).

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

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. Once scheduled, the visit can be started and ended as usual.
4. The mobile application will ask to verify where you are. You can type “On Cruise to Alaska”. And start your visit.
5. This will result in a NOSL error and require an adjustment request.
6. If the MCG+ Mobile Application is not available, you can complete the visit in the Provider Portal. This will trigger a VVER error and require an adjustment request.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

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.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

Resources and Support

Please submit all policy related questions to: 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>

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

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/>

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES