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.

Helping People Live Better Lives.

Future Provider Training Sessions

Date/Time	Material Covered
05/28/2025 (12:00 PM – 1:30 PM CST)	• Caregiver 16-hour per Day Limit • Recipient 16-hour per Day Limit
06/10/2025 (9:00 AM – 10:30 AM CST)	• NPI Requirement • Authorization Limits • Rendered Service Tasks
06/20/2025 (9:00 AM – 10:30 AM CST)	• Caregiver 16-hour per Day Limit • Recipient 16-hour per Day Limit

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Agenda

- EVV Solution Updates/Demonstrations:
  - Update #6 – NPI Requirements: Effective 06/25/2025
  - Update #7 – Authorization Limits: Effective 06/25/2025
  - Update #10 – Rendered Service Tasks: Effective 07/09/2025
- Live Question and Answer Session
- Resources and Support

Phase II Critical Errors

Error Code	Definition
VRPI	VRPI will set if the Rendering Provider(Caregiver) does not have a valid NPI on file. Provider Administrators can clear this error if they enter the Rendering Provider NPI in Mobile Caregiver+ and then use the Rematch option on the Provider Portal Work List.
PNPI	PNPI will set if the Provider (Agency) does not have a valid NPI on file. Provider Administrators can clear this error once the Provider NPI has been received from NFOCUS and is saved in Mobile Caregiver+ and then use the Rematch option on the Provider Portal Work List.

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Update # 6 – NPI Requirement

- Require NPIs for all Agency providers, Independent Providers, and Rendering Providers(Caregivers)
- Agency Provider and Independent Provider NPIs will be transmitted from N-FOCUS to Netsmart
- Agency Providers and Independent Providers using Netsmart MUST manually enter Caregiver NPIs into Mobile Caregiver+
- Agency Providers and Independent Providers using an Alternate EVV Vendor MUST manually enter Caregiver NPIs into the Vendors system

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Update # 6 – NPI Requirement

Demonstration: LINK

Update # 7 – Authorization Limits

- Limit authorized services usage to daily and weekly unit count
- New fields added to the Service Authorization Details screen
    - Weekly Utilization
    - Weekly Units Remaining
- Reasonable control in place to ensure services are not provided above the applicable level
- Prevent authorized hours from being depleted prior to the expiration of the authorization
- Applicable service codes are listed on the next slide

Update # 7 – Authorization Limits – Service Codes – DD Waiver

Service Hours Max Limit	Service	Service Code	Provider Type	Service Hours Max Limit	Service	Service Code	Provider Type
70 hours a week	Independent Living	2639	AGENCY AND INDEPENDENT	8 hours a day	Respite	2656	AGENCY
70 hours a week	Independent Living	2639 G2	AGENCY AND INDEPENDENT	8 hours a day	Respite	2656 D0	AGENCY
70 hours a week	Independent Living	2639 G3	AGENCY AND INDEPENDENT	8 hours a day	Respite	2656 H0	AGENCY
70 hours a week	Supported Family Living	7494	AGENCY AND INDEPENDENT	8 hours a day	Respite (In-Home)	8148	INDEPENDENT
70 hours a week	Supported Family Living	7494 G2	AGENCY AND INDEPENDENT	8 hours a day	Respite (In-Home)	8148 D0	INDEPENDENT
70 hours a week	Supported Family Living	7494 G3	AGENCY AND INDEPENDENT	8 hours a day	Respite (In-Home)	8148 H0	INDEPENDENT
35 hours a week	Medical In-Home Habilitation	9220	AGENCY	520 annual cap	Homemaker	9393	INDEPENDENT
35 hours a week	Behavioral In-Home Habilitation	1796	AGENCY	520 annual cap	Homemaker	9769	AGENCY

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Update # 7 – Authorization Limits – Service Codes – AD Waiver

Service Hours Max Limit	Service	Service Code	Provider Type
12 hours per participant per day	Disability related Child-Care	2500	AGENCY AND INDEPENDENT

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Update # 7 – Authorization Limits

Demonstration: LINK

Update # 10 – Rendered Services Tasks

- Task validation is required for visits received in the Rendered Services feed
- If you are using an Alternate EVV Vendor, please work with them to address your concerns.
- The EVV Visits must meet the State's requirements on 7/09/2025.

Update # 10 – Rendered Services Tasks – Service Codes

Program	Service Code
AD Waiver	5761 Personal Care
	1113 Respite in home
	2500 Disability Related In Home Child Care
	9510 Companion
TBI Waiver	6222 Personal Care
	7934 Companion
	6688 Respite Care In-Home
PAS Service	4475 Personal Assistance

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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.

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Resources and Support

Please submit all policy related questions to: DHHS.MedicaidFA-EVV@Nebraska.gov.
Please email PAS services questions to DHHS.PAS@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/
- Quick Reference Guide for NPI
  https://mobilecaregiverplus.com/wp-content/uploads/2025/04/NE-DHHS-Mobile-Caregiver-Assigning-NPI-to-Rendering-Provider-Quick-Reference-Guide-V1-1.pdf
- 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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