



## EVV Personal Care Services August 14, 2024 FAQ

In 2020, Nebraska Medicaid announced that certain services provided by PAS and HCBS Providers were required to use the EVV system as of January 2021, as required by Section 12006 of the 21<sup>st</sup> Century Cures Act.

These federal regulations mandate six elements of health care services, or “a visit,” be captured via Electronic Visit Verification, which includes, “the time the service begins and ends” and “the location of service delivery.” The state is making these changes to be compliant with these federal requirements, as the Nebraska Auditor of Public Accounts has cited DHHS systems for not fully complying with this federal requirement, under current practice. It was also noted that providers have not complied with state regulations outlined in Nebraska Administrative Code (NAC) titles 403, 404, 471, and 480.

Claims can only be submitted for payment when the caregiver follows these requirements to substantiate their presence with the client. Per the 21st Century Cures Act, all Providers participating in the Medicaid program who render Personal Care Services (PCS) or Home Health Services (HHCS) are required to use the EVV system.

### Question 1:

I am a Waiver services provider and recipient visits do not always start or end in the home. For example, sometimes it is at the movies, friend's home, event center, or out of State. How do I ensure compliance with the Geofence?

Answer 1:

Scheduled Start and Scheduled End must be captured to meet the State's GPS/geofencing requirements.

- The Netsmart Mobile Caregiver Application allows for a change in location if needed, but it must be done with proper planning on behalf of the provider/caregiver:
  - A provider/caregiver can pre-schedule a visit for any location. Multiple addresses can be set up to choose from in the MCG+ Provider Portal ahead of time. Visits do not have to be at home; they can occur outside of the home.
  - A provider/caregiver can, at the last minute, change that location, but it must be done prior to the visit start. Caregivers do have to clock in and clock out before they leave. This requires proper planning ahead of time.
  - That change in location is then checked for compliance, which should be compliant if the provider changes the location prior to the visit.
  - A provider can add multiple locations as needed. The location does not matter. The EVV system will look at the scheduled location to determine compliance.
- 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 8/14/2024.

- If there is a system failure, proof of attempt must be provided to the state of Nebraska DHHS by the provider to overturn claim denials.

How to add an additional address.

- If you are using MCG+, steps to update the location address are located on Page 58 of the MCG+ Provider Portal User Guide.
  - chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://dhhs.ne.gov/Documents/EVV%20Provider%20Portal%20User%20Guide.pdf
  - The MCG+ Provider Portal User Guide can be found on our EVV Page <https://dhhs.ne.gov/Pages/EVV-Provider-Training.aspx>
- If you are using Therap here are the steps to update the location address:
  - <https://help.therapservices.net/s/article/359#IDF-AddressList>.

### **Question 2:**

Sometimes our client asks us to go to the store before we come to their home to provide PAS or Waiver services. What should we do in this instance?

Answer 2:

PAS services allow caregivers to go shopping without the recipient present. All Waiver services require the recipient to be in attendance.

### **Question 3:**

How do I initiate the request to use Interactive Voice Response (IVR) to record the start and end of a visit?

Answer 3:

Below are the steps to follow to request the use of IVR from the State

1. Provider makes a request to use IVR for EVV to the State via email at [DHHS.IVR@nebraska.gov](mailto: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](mailto:DHHS.IVR@nebraska.gov)
5. State will review and notify Provider of IVR approval or denial

### **Question 4:**

Can IVR be approved if the landline is at a doctor's office?

Answer 4:

Proper planning is required prior to a visit being conducted. Yes, you can verify IVR with the Doctor's office phone number as the landline.

**Question 5:**

What is the new Geofence radius in Nebraska?

Answer 5:

The new Geofence radius is based on Nebraska zip codes. For rural designated zip codes, the Geofence is 0.50 miles. For urban designated zip codes, the Geofence is 0.25 miles. The updates to the geofence radius only impact locations inside the State of Nebraska

**Question 6:**

What should I do if there is no internet service, and the client does not have a landline for IVR?

Answer 6:

The MCG+ mobile application offers Offline mode for any services that might have to occur without cellular service or Wi-Fi. Please refer to the training materials on the MCG+ website ([www.mobilecaregiverplus.com](http://www.mobilecaregiverplus.com)) to learn how to use Offline mode.

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 8/14/2024.

**Question 7:**

When we bill for DD waiver respite services, we must enter the claim manually as the visit is not scheduled. How do we resolve this?

Answer 7:

Proper planning is required prior to a visit being conducted. Per the State's requirements, the Mobile Caregiver+ solution will not allow providers to release claims without GPS or IVR verification types. Manual completion of a visit without capturing GPS coordinates or IVR by a State-verified landline will not be able to be released for payment.

**Question 8:**

Are all PAS and waiver service providers required to capture the client's signature?

Answer 8:

Recipient signatures are required, effective 8/14/2024.

- The valid "Who is Signing" options include the following: Recipient, Personal Representative, Authorized Guardian, Rubber Stamp, Physically Unable to Sign.
- 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 8/14/2024.

**Question 9:**

I am a Personal Representative or Authorized Guardian for the recipient as well as the caregiver. Can I sign for the recipient for the provided services?

Answer 9:

Recipient signatures are required, effective 8/14/2024.

Due to conflict of interest the following rules apply:

If a court has found that the client is not legally competent, the court will appoint a guardian. In that case, the client does not have authority to sign documents, but the guardian has authority to sign documents for the client. However, please remember that a provider who is also the guardian cannot validate his/her own timesheets. A guardian cannot delegate his/her authority to anyone else. In this situation, only the court can designate someone other than the guardian to validate timesheets.

DD and FSW Waiver do not allow for Personal Representatives or Authorized Guardians to be paid providers.

### **Question 10:**

My recipient is physically unable to sign to verify services completed. What should I do in this situation?

Answer 10:

Recipient signatures are required, effective 8/14/2024.

- The valid "Who is Signing" options include the following: Recipient, Personal Representative, Authorized Guardian, Rubber Stamp, Physically Unable to Sign.
- If the recipient is unable to sign, use the "Physically Unable to Sign" selection from the drop-down menu.
- 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 8/14/2024.

### **Question 11:**

Will manual visits or claims be allowed?

Answer 11:

Effective 8/14/2024, Visits will need to be started and ended with an approved location capture verification method. The approved location capture verification methods are GPS and or Interactive Voice Response (IVR).

- Any visit that was not started and or ended with an approved location capture verification method will not be allowed to be submitted for payment.
- Visits completed in the Provider Portal will not be allowed to be submitted for payment.
- If there are issues with the mobile application, IVR is an approved location capture verification method as long as a request for IVR has been approved by the State.
- 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 8/14/2024.

### **Question 12:**

Sometimes the authorization is not in the system for us to schedule visits against. What do we do in this situation?

Answer 12:

Proper planning is required prior to a visit being conducted. Please review your service authorizations in advance of the visit to ensure you have proper authorization for services.

**Question 13:**

What will the appeals process be if we feel a valid visit has been rejected?

Answer 13:

The appeals process will remain the same as it is today.