

Electronic Visit Verification

Upcoming Changes
State of Nebraska DHHS

Agenda

- EVV Solution Updates/Demonstration
 - Update # 1 GPS or IVR Verification Required for Visit Capture
 - Resources and Support
- 

GPS or IVR Verification Required for Visit Capture

- DHHS EVV Visits MUST utilize approved start and end verification methods:
 - GPS – The use of a mobile application to start and end a visit. This is the preferred method.
 - IVR – The use of a phone to start and end a visit. This method must be approved by Nebraska DHHS.
- Alternate EVV Vendors will be required to send a IVR Phone number and PIN when the IVR method is used to start and/or end a visit.

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IVR Approval Process (Not Applicable for the PAS Program)

Introduction:

An Electronic Visit Verification (EVV) system is the primary method of data collection. If a Caregiver has no availability to a smart phone or tablet to capture GPS, then Interactive Voice Response (IVR) can be used as last resort. A recipient phone number is required to use IVR for EVV. The IVR Approval Process includes the following steps:

1. Agency or Independent Provider requests approval to use IVR from NE DHHS

- The Agency or Independent Provider reviews recipient's primary and/or secondary address and phone numbers under the recipient screen in Mobile Caregiver+ Provider Portal and ensures the primary and/or secondary address and phone numbers match what will be requested for IVR.
- If the recipient's primary and/or secondary address and/or phone numbers under the recipient screen in Mobile Caregiver+ Provider Portal needs to be updated, the Recipient or Recipient's guardian must update the information in [iServe](#) to match the IVR request so that IVR can be approved and configured. The Primary phone number cannot be left blank.
- Agency or Independent Provider submits an IVR approval request to NE DHHS by email at DHHS.IVR@nebraska.gov. **or**
- Agency or Independent Provider completes and submits the IVR Attestation Form [HERE](#)
- Agency or Independent Provider completes and submits the IVR Request Form [HERE](#)
- If the recipient's phone number used for IVR changes the Provider must submit a new IVR Attestation and IVR Request.

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2. NE DHHS processes the Agency or Independent Provider's request
3. NE DHHS notifies Netsmart of approval
4. Netsmart sets up IVR for the Agency or Independent Provider
5. Agency or Independent Provider notifies their Alternate EVV Vendor they need to be set up for IVR

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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>

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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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