

To: All Providers Participating in the Nebraska Medicaid Program
From: Matthew Ahern, Interim Director *MLA*
Date: July 10, 2024
Re: Attention All PAS and HCBS Waiver (AD, DDAD, CDD, TBI, FSW) Providers:
Upcoming Changes to EVV

This provider bulletin is being issued to notify all Nebraska Medicaid Personal Assistance Service (PAS) and Home and Community-Based Service (HCBS) providers that changes are being made to the Electronic Visit Verification (EVV) system to ensure that Nebraskans get the services they need.

In 2020, Nebraska Medicaid announced that PAS and HCBS Providers were required to use the EVV system for their billing as of January 2021. Recent audit findings show that providers have not complied with the regulations outlined in Nebraska Administrative Code (NAC) titles [403](#), [404](#), [471](#), and [480](#).

The audit determined that providers are out of compliance with the state and federal regulations that establish that the caregiver was with the client completing services. 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.

In this bulletin, Providers are defined as Agency Providers, Independent Providers, and Caregivers.

Changes to Expect Effective August 14, 2024

- Effective August 14, 2024, Manual Claims will no longer be allowed.
- Effective August 14, 2024, PAS and HCBS EVV claims will not be paid if:
 - The Provider does not use location services (GPS) during their visit or an approved alternative method such as a landline Interactive Voice Response (IVR);
 - The Provider does not start or end an EVV visit at the scheduled location and within the allowed GEO-FENCE radius;
 - The Recipient/Legal Representative signatures are not recorded in the EVV application during each visit; or,
 - The Provider can not sign on behalf of the Recipient.
 - The Provider does not follow State and Federal regulations.

These requirements also apply to claims submitted by Alternative EVV Vendors. If you utilize an Alternative EVV Vendor please contact your Vendor to ensure compliance.

The information in this bulletin updates Provider Bulletin [17-09](#).

Provider Resources

Information on using the EVV system including provider training, stakeholder meetings, informational materials, and service codes can be found online at: <https://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx>.

Online training and additional resources are available at no cost on Nebraska Medicaid's website at: <https://dhhs.ne.gov/Pages/EVV-Provider-Training.aspx>. Providers can also access training on Netsmart's website at: <https://mobilecaregiverplus.com/training/>.

Provider information on using the EVV system for PAS services can be found online at: <https://dhhs.ne.gov/Pages/Personal-Care-Services.aspx>.

Provider information on using the EVV system for HCBS services can be found online at: <https://dhhs.ne.gov/Pages/Medicaid-Home-and-Community-Services-Provider-Information.aspx>.

Provider Bulletins, such as this one, are posted on the DHHS website at <https://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.

If you have questions regarding this bulletin, please email DHHS.MedicaidFA-EVV@Nebraska.gov.