

Alternate EVV Vendor State Attestation

For Nebraska Department of Health and Human Services
(DHHS) EVV Program



Netsmart

www.ntst.com

11100 Nall Avenue
Overland Park, KS 66211
800.842.1973

Alternate Electronic Visit Verification (EVV) Vendor Requirements

Section 12006(a) of the 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. This applies to PCS provided under sections 1905(a)(24), 1915(c), 1915(i), 1915(j), 1915(k), and Section 1115; and HHCS provided under 1905(a)(7) of the Social Security Act or a waiver.

To engage in the Nebraska Department of Health and Human Services (DHHS) EVV Program, Alternate EVV Vendors must meet the following minimum requirements:

1. Be compliant with the 21st Century Cures Act by electronically verifying the following:
 - Type of service performed
 - Individual receiving the service
 - Date of the service
 - Location of service delivery
 - Individual providing the service
 - Time the service begins and ends
2. Allow authorized users to enter participant information, which includes:
 - Name
 - Address
 - To be associated to each participant for verification purposes
 - Include, at minimum, street address, city, state, and zip code
 - Any additional addresses entered will not remove previously entered addresses from the system records
 - Phone Number
 - Medicaid ID (State Assigned ID (N-Focus ID))
 - Payer ID
 - Any other identifiers needed to uniquely identify the participant for services and billing
3. Allow authorized agency providers to enter caregiver's information, to include the following:
 - Name
 - Address
 - Include, at minimum, street address, city, state, and zip code
 - Phone Number
 - Date of Birth
 - Last four (4) digits of the social security number
 - Email Address
4. User access must be controlled by the Alternate EVV Vendor, so as to limit any unauthorized entry, manipulation, or review of EVV data, to include the following:
 - The user is not permitted to access the EVV system

- The user is not authorized by the Medicaid certified entity and billing provider to enter information in the EVV system on behalf of that provider
 - The individual is not permitted to see participant or agency provider data
 - Must be Health Insurance Portability and Accountability Act (HIPAA) compliant and provide appropriate security and privacy controls to protect Personally Identifiable Information (PII) and Protected Health Information (PHI) data
 - Ensures all PHI is encrypted at all times in transit and at rest
5. To ensure Providers and Provider Agencies have EVV capability in all areas being serviced, the Alternate EVV Vendor, at minimum, must utilize one (1) or more of the following:
- Mobile application which utilizes Global Positioning Systems (GPS) will be the primary method of collecting visit information
 - Must operate in offline mode to capture visit data when cellular or Wi-Fi connectivity is unavailable
 - Allow manual entry of visit information into the EVV system as an alternate method
 - Only administrative users may manually enter visit information. Caregivers must not be capable of manually entering visit information
 - Must require authorized users to enter a Payer approved reason for each modification or manual entry of verification data
 - In the instance where a visit is manually entered, the provider will be required to attest to the presence of hard copy documentation
 - IVR will only be used conditionally with approval from the state
 - Requires the individual to have a landline
 - Provider is required to submit a request to use IVR to the State designee
 - Alternate EVV Vendor is required to transmit IVR pin information with visit detail
 - Must use technology that is accessible to all participants and providers
6. Must utilize unique sign in credentials for each user who accesses the system and retain information about any changes to electronically captured visit information:
- Only allow access to the system by properly credentialed users
 - Only provider agency administrators will be allowed to manually edit visit data system of record/electronic log
 - Tracks all edits to data completed by administrators, recording username and date/time stamp in an audit log
7. Be capable of retrieving current and archived data to produce reports to adequately document services delivered as follows:
- Report output should include of services delivered, tasks performed, participant identity, beginning and ending times of service, and date of services
 - Any report shall include an explanation of codes utilized by the provider/vendor (i.e., xx – Personal Care)
 - and report should include the provider's identity by either name of provider or Medicaid ID / National Provider Identifier (NPI) / Tax ID
8. Maintain reliable backup and recovery processes that ensure that all data is preserved in event of a system malfunction or disaster. Data must be backed up, at a minimum, weekly, and retained for ten (10) years.
9. Must support expansion of the EVV Program by allowing:
- Addition of potential future services

- Addition of participants
 - Addition of tasks
 - Addition of any requirements based on any applicable state or federal laws
10. Providers and vendors shall:
 - Accommodate more than one (1) participant and/or provider in the same home at the same phone number
 - Customize, collect, verify, document, and transmit specific provider services and visit tasks (i.e., bathing, meal assistance, etc.) delivered to each participant
 11. Verify components within the program requirements when the provider initiates visit verification and flag a visit for review when any required verification elements are missing, or if the recorded service location is not on a participant's list of approved locations.
 12. Notify the provider if the visit data is incomplete or invalid when received.
 13. Any training required for Alternate EVV Vendor system functionality must be provided by the Alternate EVV Vendor. Netsmart aggregator training will be provided by Netsmart.
 14. Alternate EVV Vendor must share client integration documents (user manuals, integration guides, etc.) with Netsmart.
 15. Must meet published Netsmart requirements for integration messaging format, transport protocol, and security.
 16. Responsible for ensuring the quality of the data submitted to Netsmart.
 17. Must provision functionality for the monitoring and correction of any errors returned by Netsmart, and a mechanism to resend corrected transactions.
 18. Alternate EVV Vendor will be required to electronically transmit EVV data to Netsmart per Netsmart Alternate EVV Vendor Implementation Guide. A partial list of key requirements are as follows:
 - Data format & layout to comply with Netsmart Rendered Services Data Dictionary
 - Transmit data from all of your represented providers to a Netsmart-hosted single SFTP directory or HTTPS end point
 - Manage error responses from Netsmart, error resolution, and resubmission of failed transactions
 - Transmit at least visit created/scheduled and visit ended (completed, cancelled, etc.) status
 - Transmit changes in visit status within 60 minutes of change, 24x7
 19. Is able to electronically collect provider and participant authentication and confirmation of service delivery as part of EVV. Such confirmation will be delivered as part of the visit record to Netsmart.
 20. Must use only FIPS Pub 140-2-approved (or higher) encryption algorithms.
 21. Must execute the Netsmart Integration Agreements.

Attestation

I attest that _____ (Alternate EVV Vendor) is in compliance with all of the requirements of the Nebraska program as outlined above.

_____ (Alternate EVV Vendor) will produce supporting documentation upon request or audit.

Print Name

Alternate EVV Vendor

Signature and Date

Title and Phone Number