



Dear Participants,

The Nebraska Department of Health and Human Services (DHHS) is excited to announce the launch of Electronic Visit Verification (EVV) in 2020, which will help our providers and strengthen our Medicaid program.

## Electronic Visit Verification

The Federal 21st Century Cures Act (2016) contains a new Medicaid requirement for the mandatory use of Electronic Visit Verification. EVV allows in-home care providers to check in and out of service appointments electronically. Providers can check in through the phone, an application, or another electronic device and record the exact date, time, and location of a visit.

All state Medicaid programs must have an operational EVV system for personal care services in 2020. DHHS plans to launch EVV in 2020.

EVV is good for participants, providers, and DHHS. Some of EVV's benefits include:

- Providers will not need to use paper time sheets for services verified by EVV.
- DHHS will help clients by making sure they receive only DHHS-approved services.
- EVV will help DHHS by making sure that the services billed were actually provided.

## DHHS Wants to Keep You Informed, Hear Your Ideas, and Answer Your Questions

DHHS welcomes comments from providers and participants to ensure that the design and operation of the EVV solution is successful. DHHS will continue to be transparent with the improvements we are making and why we're making them. These updates will be provided on the EVV web page (below).

DHHS wants to make sure we hear from you. Please find us on the web at:

<http://dhhs.ne.gov/medicaid/Pages/FA-EVV.aspx>.

Use the below web page after March 17, 2019:

<http://dhhs.ne.gov/Pages/Fiscal-Agent-and-Electronic-Visit-Verification.aspx>

Subscribe to the website for updates to keep you informed and ready for these changes.

Email us at: [DHHS.MedicaidFA-EVV@nebraska.gov](mailto:DHHS.MedicaidFA-EVV@nebraska.gov)

Or send a fax to: 402-742-2321

**Note:** Participants must remain up to date on upcoming information posted to the website to obtain needed education and training on EVV. Providers must take the EVV training before the go-live date that will be posted on the website.