Electronic Visit Verification

Upcoming Changes

State of Nebraska DHHS

Meeting Logistics

- Welcome; web cams are turned off to help us keep a stable connection and microphones are muted to help us eliminate background noise.

- The Q&A function will be available for questions as there is no chat feature. Our moderator staff will be monitoring the Q&A's as they come in.

- There may be opportunity for participants to ask their questions live at the end of the presentation if time permits.

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NE DHHS Team

- Jeremy Brunssen/Jenn Clark
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- Marcy Bartek
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- Shauna Adams
- Evelyn Desilets
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Agenda

- Why are Personal Care Services (PCS) Electronic Visit Verification (EVV) Changes Occurring
- EVV Solution Updates/Demonstration
  - Update # 4 Force Pay by State
  - Update # 5 Provider Schedule & Go
- Live Question and Answer Session
- Future Provider Sessions
- Resources and Support

Overview – Why EVV Changes?

- DHHS is making these system changes to become fully compliant with EVV requirements set forth in 12006 of the 21st Century Cures Act.
- This mandates six elements of a visit be captured via EVV, which includes, "the time the service begins and ends" and "the location of the service delivery":
    1. Individual Receiving Services
    2. Individual Providing Services
    3. Visit Date
    4. Visit Begin and End Times
    5. Service/Procedure Code
    6. Location Where Visit Occurred
- DHHS has been cited by the Nebraska Auditor of Public Accounts (APA) for not fully enforcing this federal requirement under current practice.
- DHHS agrees with the APA and is making these changes to ensure we are compliant and are eligible to continue to claim federal funding for these services provided that are subject to EVV.

Integration of Provider Feedback

We incorporated provider feedback to ensure that the system aligns with provider's needs and enhances overall effectiveness.

- The Provider Schedule and Go capability was implemented in direct response to provider concerns regarding scheduling flexibility. This feature integrates feedback to enhance the system's effectiveness in supporting client care.
- The Force Pay by State Adjustment Request process enables providers to request payment reconsideration for unmatched visits affected by critical errors— **VVER, VIVR, and VLOC**—caused by unforeseen circumstances beyond the provider's control. This process ensures equitable resolution and supports providers in addressing issues outside their direct influence.

Update # 4 – Force Pay by State Adjustment Request Objective

- The Force Pay by State Adjustment Request process enables providers to request payment reconsideration for unmatched visits affected by critical errors— **VVER, VIVR,** and **VLOC**—caused by unforeseen circumstances beyond the provider's control. This process ensures equitable resolution and supports providers in addressing issues outside their direct influence.

- This process also enables Nebraska DHHS to address these unmatched visits, without necessitating an appeal. Proper documentation is needed for a valid submission and approval is not guaranteed.

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Update # 4 – Force Pay by State Adjustment Request Objective

- The process will assist the Provider with submitting an Adjustment Request. During the Adjustment Request process, the State will review the visit and applicable documentation the Provider submits to determine if the visit should be matched and processed for payment.
- The process enables providers to request payment reconsideration for unmatched visits affected by only these critical errors— **VVER, VIVR**, and **VLOC**. Providers are still required to match other types of errors within the visit to ensure timely payment.
- The Force Pay by State functionality is **NOT** intended as a way to submit manual claims.
- The State will carefully review and monitor provider usage patterns to ensure the process is used appropriately.

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Update # 4 – Force Pay by State Adjustment Request Process

1. Provider has a visit that is unmatched due to **VVER, VIVR,** and or **VLOC.**
2. Provider gathers the necessary documentation and determines the reason(s) to validate why the visit should be matched and paid.
3. Provider submits an Adjustment Request along with the necessary documentation.
4. Nebraska DHHS EVV Program Leads reviews the Adjustment Request and documentation the Provider submitted.
5. Nebraska DHHS EVV Program Leads approves or denies the Adjustment Request.
6. Provider will then match any additional error codes and release the visit for payment.

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Update # 4 – Force Pay by State Adjustment Request Reason Codes

Reason Category	Reason Code	Reason Code Description
Overnight (If applicable)	100	This Reason Code is system-generated (cannot be selected by the user) to split overnight visits by automatically clocking out at 11:59 p.m. and creating a new visit by clocking in at 12:00 a.m.
Service Delivery Exception	110	This Reason Code and appropriate Reason Code Description is used when the EVV hours (based on clock in and clock out) represent a service delivery exception: A. Service delivery differs from schedule B. Fill-in service provider C. Allowable overlapping visits
Eligibility or Service Authorization Exception	120	This Reason Code and appropriate Reason Code Description is used when services are required to comply with Recipient retro Medicaid eligibility or when an authorization has been approved but not available in the EVV System yet: A. Services provided without eligibility; retro eligibility B. Services provided with authorization not in EVV system
Disaster	130	This Reason Code and appropriate Reason Code Description is used when service delivery is impacted by a natural disaster: A. Flood B. Hurricane C. Earthquake D. Ice/snowstorm E. Tornado F. House Fire G. Wildfire H. Power Outage I. Declared Public Health Disaster/Emergency
Inability to Electronically Clock In or Clock Out	140	This Reason Code and appropriate Reason Code Description is used when a State override is necessary to address critical errors: A. Mobile device not available B. GPS Location not available C. Physical address not available D. Landline phone not available E. EVV system down F. Emergency (Free text is required to document the nature of emergency when using this description)
Other	150	This Reason Code is allowable for any other reasons not listed above. There will also be a free text option to further describe the reason.

Update #5 - Provider Schedule & Go Objective

Provider Schedule and Go will allow the following

- Allows for flexibility and promotes person-centered plans
- Providers WILL BE able to add and start a visit with no scheduled start and/or end address selected.
- Providers WILL BE able to add a new address for the scheduled start and/or end address if it is not currently an Approved Location on the Recipient's address list.

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Live Q&A

- If you would like to ask a question live, please use the "raise hand" function and we will unmute participants to ask questions.
- Please specify the program type or services when asking your questions.
- Our moderator will facilitate the discussion.
- If there are questions that we cannot address today, please submit those to DHHS.MedicaidFA-EVV@nebraska.gov.

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Future Provider Training Sessions

Date	Program Specific
01/07/2025	DD
01/08/2025	DD
01/21/2025	AD, TBI, DD
02/03/2025	Re-runs based on feedback
02/04/2025	Re-runs based on feedback

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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 August 14, 2024, 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
Video Tutorials:
https://mobilecaregiverplus.com/training-resources/video-tutorials/
Training Webinars:
https://mobilecaregiverplus.com/training/
User Guides:
https://mobilecaregiverplus.com/training-resources/user-guides/
Quick Reference Guides:
https://mobilecaregiverplus.com/faq-quick-reference-guide/

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