

NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

# GUIDANCE DOCUMENT

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Pursuant to  
Neb. Rev. Stat. § 84-901.03

This document outlines the most frequently asked questions about Therap Electronic Visit Verification (EVV) for independent providers.

## General Information:

**Q: When is the start date for Developmental Disabilities (DD) providers to begin using Therap Electronic Visit Verification (EVV)?**

A: All providers of EVV-required services must begin using the Therap EVV module on **November 1, 2020**.

**Q: What independent provider DD services require the use of EVV?**

A: EVV is required for the following independent provider services: Independent Living (2639), Supported Family Living (7494), Respite-In Home (8148), and Homemaker (9393).

**Q: Is a 3rd Party Attestation form required to be signed by DD providers?**

A: No. Because DDD has an EVV contract with Therap, DD providers do not need to sign the 3rd Party Attestation form (as long as the provider chooses to use Therap or Netsmart as their EVV solution).

**Q: Where can interested persons get additional information about the DD implementation of Therap EVV?**

A: Information may be found on the DDD Therap EVV webpage (<http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>).

**Q: Who should be contacted for general questions about Therap EVV?**

A: All questions about Therap EVV should be directed to [DHHS.DDProviderRelations@nebraska.gov](mailto:DHHS.DDProviderRelations@nebraska.gov).

**Q: Who should be contacted if an independent provider is not receiving the emails from DD about EVV?**

A: Contact [DHHS.DDProviderRelations@nebraska.gov](mailto:DHHS.DDProviderRelations@nebraska.gov) and request to be added to the independent provider email list.

**Q: What is the process for providers who wish to use Netsmart instead of Therap for EVV?**

A: Providers will need to send an email to [DHHS.DDProviderRelations@nebraska.gov](mailto:DHHS.DDProviderRelations@nebraska.gov). This email must outline the provider name, provider number, and the intent to use Netsmart instead of Therap. The provider will not be able to use Netsmart until DDD confirms the Therap EVV module has been disabled.

## Billing Information:

**Q: How does time rounding work with Therap EVV?**

A: The time rounding in Therap EVV is the same as the time rounding when using the Therap Attendance module. The check in and out is recorded at the exact time and billed on the nearest 15-minute increment.

**Q: What is all the criteria needed to successfully bill?**

A: The provider will need to have an active service authorization for the service, the number of hours being worked available on the authorization, and a check in and check out on EVV. The billing module for Therap EVV services is still being worked out and DDD will communicate the process once it is fully defined which will be before EVV is implemented. Until the solution is in place, providers will need to submit their claims through Netsmart. For non-EVV services, billing will be done in the usual fashion using the Therap Attendance Module.

**Q: On what day does the billing week start and end?**

A: The billing week is Monday through Sunday.

**Q: How will billing work with Therap EVV?**

A: A solution is still being created for billing using the Therap EVV system. Once this solution has been finalized, information will be distributed to providers. Until the solution is in place, providers will need to submit their claims through Netsmart.

**Q: Will EVV information auto-populate in the Therap Attendance module to be submitted for billing?**

A: No. EVV information will be maintained in the EVV module and will not transfer to the Attendance module. Checking in and out for EVV services will be done through the EVV module. Claims will need to be submitted through Netsmart until a solution is in place through Therap. More information about this will be distributed once the solution has been finalized.

## Service Delivery:

**Q: Will the schedule within EVV link the individual's budget and let the scheduling staff easily know how many hours are left in the person's budget?**

A: EVV in Therap shows real-time updates in utilization based on what is in the service authorizations.

**Q: How is mileage going to be calculated?**

A: Mileage is not a part of the EVV system. When you are using the service "Transportation," it will be billed through the current process.

**Q: Will a provider be required to check in and out to every place they go during the provision of services? For example, the provider starts at the participant home, then takes the participant to the grocery store, then goes back to the participant home. Would the provider need to check out when they leave the home and check in when they come back?**

A: The provider would check in at the start of the service and check out at the end of providing services. There is no need to check out when leaving the home during the service as long as the outing takes place as a part of service provision.

**Q: A provider is authorized for both Respite-In Home (8148) and Respite-Out of Home (9042). Which of these services utilize EVV?**

A: The only type of Respite service that requires EVV is Respite-In Home (8148).

**Q: Does the EVV service have to begin at the participant's home? Or can it be started at another location?**

A: The check in should be done wherever the EVV service is supposed to begin. Service delivery will not change with EVV, only the way the time is recorded will be changing.

**Q: Are DD providers required to collect signatures from the participant receiving the service?**

A: No. Although this is an option in the Therap EVV module, DD providers will not be required to collect signatures from participants receiving the service.

## Technology:

**Q: What software will the phone or tablet need in order to use Therap EVV?**

A: Apple devices require at least iOS 10.0 or newer. Android devices require at least Android 5.0 or newer. Therap has a guide for minimum requirements to use the Therap mobile app ([https://help.therapservices.net/app/answers/detail/a\\_id/1618/](https://help.therapservices.net/app/answers/detail/a_id/1618/)).

**Q: Can a provider check in on one device and out on a different device?**

A: The provider will not need to check in/out on the same device, as long as both devices have the Therap mobile application installed. The preferred device for check in/out using EVV is the Therap app on a smart device which could be a phone or tablet.

**Q: Does a smart phone have to be used, or will a computer work for checking in/out?**

A: The primary method for check in/out using EVV is the Therap app on a smart device which could be a phone or a tablet.

**Q: Does the app need to be open the entire time the service is being provided?**

A: The provider will only need to log into the app to check in, and log in to check out.

**Q: Does the app track GPS location, even when not open?**

A: The app only tracks GPS location at the time of check in and at the time of check out.

**Q: What will the providers do if they don't have smart device or access to the web?**

A: Current Nebraska policy is that providers need a smart device or web access. Therap has alternate check-in methods however it would still require access to the web to access offline scheduling info.

**Q: Can a provider use EVV even if their internet or Wi-Fi is spotty?**

A: Therap EVV allows for check-ins and check-outs when the device is offline, but the provider will need make sure information is uploaded once they are back to a place where they have access to Wi-Fi or internet.

**Q: If the phone is dead or left at home can this be manually fixed?**

A: Yes, Therap includes a feature where a provider can add a missed check-in or out. There will be additional training and information coming out on this topic.

## Training:

**Q: Where can a recordings of the DD-Therap Trainings found?**

A: Recordings of the trainings can be found on the DHHD DD Therap EVV Webpage (<http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>).

**Q: How will independent providers be trained?**

A: Independent providers will be trained via webinar. These trainings will be scheduled and posted on the DDD Therap EVV webpage (<http://dhhs.ne.gov/Pages/Therap-Electronic-Visit-Verification.aspx>). Emails will also go out to the DD independent provider email list notifying independent providers of scheduled trainings.

## Scheduling:

Q: **Who sets up independent provider schedules?**

A: Independent provider schedules can be done one of two ways. The independent provider can use the self-schedule feature, which allows them to schedule their shifts in advance. Independent providers can also use the self check in, which allows them to check in/out without doing any advance scheduling.