New!

How do we record our hours? We are only allotted a certain number of hours, but we work intermittently 24 hours per day.

Live-in caregivers will need to begin clocking in and clocking out to capture their visits in real time.

9/25/2023

New!

Is it required that we have to bill through Netsmart even if we do not use Netsmart (i.e. a 3rd party vendor)?

Yes, as of 3/31/24 all visit data needs to be sent from the 3rd Party to Netsmart to be paid.

9/25/2023

New!

If you are with a client that does not have set schedule for visits and schedule visits that do not work for the client and they are logged in the app as missed or late consistantly, will this affect my job?

Visits may start after the scheduled time, but they must last for the full duration of the activity to be considered on time. Visits not completed won't be compensated. The Department and program staff will monitor late/not completed visits to ensure the necessary point of care is completed.

9/25/2023

New!

If the consumer has a personal representative who lives off site, who signs for the consumer for each visit?

If there isn't a PR to sign when the visit is complete, the signature capture can be waived with a reason explaining why the signature could not be captured at that time.

9/25/2023

New!

If someone lives in a rural place with no internet, would they need to find internet in order for those claims to go through before processing day?

Yes. Visits that are captured in offline mode will automatically be submitted once the device is connected to the internet via wifi and/or cellular services if the application is open.

9/25/2023

New!

If our client has a seizure are we supposed to clock in before helping?

No, you tend to your client and then can start the visit late and enter the reason why the visit didn't begin when scheduled.

9/25/2023

New!

I don't always see my clients parents to have them sign. Can we have them sign at the end of the week? Or every other day?

You can end the visit without the signature, but you have to type in a reason for why there is no signature.

9/25/2023

New!

I do not have a smart phone. Can this be done on my laptop?

Your device needs to be GPS capable and you have to have mobile data or Wi-Fi.

9/25/2023

New!

How much data is used to download app & use it each time?

The iphone version of Mobile Caregiver+ is approximately 23MB and the Android version is approximately 26.17MB at this time. Users typically report no notable increase in data use month over month.

9/25/2023

New!
How long should we anticipate waiting to hear if someone has an IVR exemption approved?

Our target is to complete the review and approval/denial process with two weeks from submission.
9/25/2023

New!
How is it going to work for people who have multiple caretakers? Are those schedules going to be assigned still or will it be different?

The schedules should still be assigned.
9/25/2023

New!
How does a personal representative who does not live in the home with the consumer but will need to sign off on the consumer's time do this?

There is a timelog report that can be exported and sent via email to whomever is approving current timesheets.
9/25/2023

New!
Is the scheduling submittal before EVV submittal mandatory, or will it be mandatory at some point?

Scheduling visits on demand is not mandatory. Caregivers are able to create/start (i.e., schedule) a visit on demand at the beginning of a service even if it hasn't been previously scheduled.
9/25/2023

New!
How do we register for the trainings?

https://mobilecaregiverplus.com/training/
9/25/2023

New!
Can you work for 2 agencies?

You can! The agency admin will add you as a caregiver at registration and you'll gain access to the agencies that you've been assigned to.
9/25/2023

New!
Do you have to enter future visits?

No, you can create a visit "on the fly" (at the time of service) and immediately begin.
9/25/2023

New!
Do we still have to fill out a paper timecard to submit to our employer?

This system will replace the need for paper timesheets for in-scope EVV services. Please refer to the Services Subject to EVV (https://dphhs.mt.gov/assets/sltc/EVV/ServicesSubjecttoEVV.pdf) to identify the services you don't need to submit a paper timesheet.
9/25/2023

New!
Do we schedule the visits future visits? or do we schedule it with our clients present?

You can do it either way.
9/25/2023

New!
Could you expand on how live-in caregivers will clock in and out? Sometimes tasks are just a few minuets here and there, do they have to clock in and out for those?

Live-in caregivers will need to begin clocking in and clocking out to capture their visits in real time.
9/25/2023

New!

Regarding GPS location on the app, does this mean that the app itself is tracking location at the time of clocking in and out, does this mean if using a home computer for this app, will the location tracking affect the time recording if we record the time at home and not at the site of the client?

Occaisional corrections can be made by computer off site.

9/25/2023

New!

Can you use an Apple MacBook Pro for visit capturing?

Yes, if the MacBook Pro can access applications and have location services.

9/25/2023

New!

Can we as self-direct consumers or PR's who are using Netsmart correct/approve hours? When will it be available?

Yes. We hope this will be complete in early 2024.

9/25/2023

New!

Can we as self-direct consumers or PR's who are using Netsmart correct hours?

Yes.

9/25/2023

New!

Can visits be done without the visit being scheduled in the application?

Yes, you can create a visit "on the fly" (at the time of service) and immediately begin.

9/25/2023

New!

Because I don't have a smartphone, I will be using my pc. But I am NOT able to take my computer to doctor visits or community integration activities. How do I log these?

You will need to obtain a device is GPS capable and you have to have mobile date or Wi-Fi.

9/25/2023

New!

Are the clients personal representatives going to be the provider or just the agency administrators?

Personal Representatives will be an added role in the Mobile Caregiver+ solution. This design is still underway.

9/25/2023

New!

How do you handle addresses if you're taking recipients out to run errands or Special Olympics, etc?

Start the visit at the address the member is picked up from. Do the activities associated with the visit. Then, when the visit is completed, end the visit at the address where the member is returned.

9/25/2023

New!

What is IVR?

IVR, or Interactive Voice Response, is an automated phone system that allows incoming callers to access information via a voice response system.

9/25/2023

New!

Can you add tasks to a scheduled visit?

Yes

9/25/2023

New!

Will dialup (IVR) be available to use, or is only a webbased app the only option?

IVR is only available as an exception for a 90 day period with the Department's approval. The expected approach for submitting visits is via the mobile application.

9/25/2023

New!

Will agencies receive copies of the account starting slides in order to help train caregivers on how to use the application? The slides on how to download and register on the app.

Android device - Locate the Play store and search or browse for Mobile Caregiver+ app, tap install
Apple iOS - Locate the Apple App store and search or browse for Mobile Caregiver+ app, tap Get on the right side of the screen and follow the instructions to install.

For more information, please review the EVV Caregover Role Training - 8/9/2023 here: https://mobilecaregiverplus.com/mt-dphhs/mt-dphhs-training-recordings/
9/25/2023

New!

Why is Montana not making IVR an alternative option on going?

Montana determined that the most accurate way to capture the CMS required fields in a timely manner is via the use of the mobile application.
9/25/2023

New!

Who signs when the consumer has a personal rep? I rely on my paycheck. If the personal rep doesn't live with my consumer who signs during my visit.

If the personal representative is not present to sign at the end of the visit, the capture signature can be waived to complete the visit. The caregiver would need to add a reason why a signature was not captured. Then a report can be exported and sent to the PR to approve the visit(s) and once the approval is granted, the visit(s) can be released for payment.
9/25/2023

New!

Who put the members information into the portal?

The solution receives the member details from the file loads from the state of Montana.
9/25/2023

New!

Who pays the monthly bill for the phone/data on the "free" smartphone?

Lifeline Wireless Program and the Affordable Connectivity Program.
9/25/2023

New!

Who enters the shifts I work with my consumer?

Shifts are scheduled by provider staff members and/or self-directed members.
9/25/2023

New!

Which Waiver(s) require tasks?

CFC/PAS tasks are required. Tasks can be added for other programs if wanted, but they are not required for programs/waivers other than CFC/PAS.
9/25/2023

New!

Is there a way to indicate a somewhat flexible start time? As in, as a caregiver, I start working between 7:30 and 8:30 pm and that's a situation I've worked out with my employer.

No. The solution captures real time. You will start the visit when you're ready and end the visit when complete.
9/25/2023

New!

What is the definition of a recepient?

Recipient can be defined as the patient, member, client, or consumer.
9/25/2023

New!

What is an agency admin?

An agency admin can be defined as someone who at the agency who is in charge of scheduling and billing.
9/25/2023

New!

What do caregivers do who do not have smart phones?

You can apply for a free smartphone here: https://mybenefitphone.com/

9/25/2023

New!

My client does not have a smart phone and does not want one in his home. How do I access the app? On my laptop?

Your device needs to be GPS capable and you have to have mobile data or Wi-Fi.

9/25/2023

New!

My client gets dropped off approx 15 mins early every day. Will that be an issue?

Not an issue. You will start the visit when they arrive. The solution will bill for the amount of time spent in the visit, regardless of what was scheduled.

9/25/2023

New!

Our pay period starts 9/24, will visits be able to captured 9/24 in order to start 9/25 and include the full period?

No. Visit capturing cannot begin until 9/25. You can begin visit capturing with Mobile Caregiver+ the next pay period to keep pay periods cleaner.

9/25/2023

New!

The consumer I work for I work both PA and Social hours. These are two different services? How do I handle this?

All services required for the visit can be included in a single visit. Visits are scheduled using service codes and tasks that are already associated with the correct billing centers. All EVV required services should be included for the visit. Caregiver(s) perform the services and tasks listed in the visit, then tap each service(s) they provided and complete the visit.

9/25/2023

New!

What is the process for location services if you are traveling in MT with your client and may be on the road, so no pre-known locations?

Start the visit at the address the member is picked up from. Do the activities associated with the visit. Then, when the visit is completed, end the visit at the address where the member is returned.

9/25/2023

New!

We are currenlty using a different EVV but are switching to Netsmart. Can we begin to visit capture with Netsmart after 9/25 if we are still using the other vendor?

You can begin using Netsmart 9/25 to capture visits for dates of service 9/25 or later.

9/25/2023

New!

What if you forget to start your visit? Is there a way to go in and input that?

You can start the visit late. Once you realize you didn't start the visit, you can login and begin the visit. The provider admins or your billers back in the office will have an opportunity to adjust your time in the small exceptional chances where you forget to clock in and clock out.

9/25/2023

New!

What do I do for signatures for individuals with guardians where the guardian signs when they collect the individual? This is for respite.

In this case the guardian signs.

9/25/2023

New!

What happens if I work more than the scheduled shift?

The system will bill for the time that was captured.

9/25/2023

New!

What happens if our visit isnt always scheduled for specific times? Sometimes they run longer than we plan and in multiple locations.

Not an issue. You will start the visit when they arrive. The solution will bill for the amount of time spent in the visit, regardless of what was scheduled.
9/25/2023

New!

What happens if we don't have mobile data on our cell phone? There has been problems with my mobile data for months.

Offline mode - you have to ensure you open the phone before losing wifi and the GPS location will still be captured.
9/25/2023

New!

What if you are a live in caregiver how do you clock in and out?

Live-in caregivers will need to begin clocking in and clocking out to capture their visits in real time.
9/25/2023

New!

What if you forget to end the visit?

You can end the visit late. Once you realize the visit didn't end, you can login and end the visit. The provider admins or your billers back in the office will have an opportunity to adjust your time in the small exceptional chances where you forget to clock in and clock out.
9/25/2023

Updated!

Will the state allow for temporary IVR exemptions by the caregiver as they get a "device" or connectivity with out going through a whole request process?

No. Every request for IVR must begin with the online application. Which will be reviewed by the Department.
Revision Date: 9/25/2023

How can I get a copy of the survey that needs completing so we can get the information we need collected and then can fill it out?

Yes. Provider Survey and Alternate Provider Surveys can be found under the EVV Communications tab.

https://dphhs.mt.gov/sltc/EVV

https://netsmart.az1.qualtrics.com/jfe/form/SV_cMadppHfItPSDdA

https://netsmart.az1.qualtrics.com/jfe/form/SV_5bCIVW3hWl4IAuO
7/30/2023

Is there going to be an alternative for consumers or caregivers who are not familiar with technology? Some of our consumers do not even own cellular phones.

There will be training for consumers or caregivers not familiar with technology. Additionally, if a member does not have a smart phone that will support the use of the mobile application, members can secure a smart phone at no cost through a national program. This program is not related to MT DPHHS, please visit My Benefit Phone for information regarding this program.
6/14/2023

If we are using a 3rd party vendor who has Cures Act compliant IVR (or other) capabilities, are we able to utilize those?

Yes, you will. Regardless of which EVV solution you use, IVR is considered a 90-day exception, which the member must apply for in order to use.
6/14/2023

Has DPHHS established the criteria for a third-party EVV solution to be certified by DPHHS? If not, when will this be available?

Providers will complete the Provider Survey to begin the process.

After the Provider Survey is completed, the alternate vendor will complete the Alternate Vendor Survey.

Self Direct Employers do not need to complete the survey. If you use Acumen as your Fiscal Intermediary, Acumen will fill out the survey. If you are a Self-Direct Agency with Choice, the provider agency that you work with will complete the survey.

A user manual including user requirements will be made available as part of the implementation process.
6/14/2023

What if you don't have internet service or poor internet?

The mobile application provided by the state and a requirement for all Alternate EVV vendors is that they support offline capabilities which allow the ability to conduct a visit check in and check out when not connected to cellular or Wi-Fi and then allows the visit to be automatically submitted when the device has subsequent cell or wifi service.
6/14/2023

Where can I find the list of Montana EVV services? When will I be required to comply?

When Montana goes live in September 2023, these Montana EVV Services will all be required to comply at that time.
6/14/2023

What about emergency visits, self-directed scheduling, and unit tracking?

Emergency visits can be scheduled on the fly from the mobile application meaning they do not have to be scheduled prior to time of service.

Self-directed scheduling can be done ahead of time or on the fly the same way emergency visits can be scheduled.

Unit Tracking information will appear in the member's information tab. Navigating to the information will be included in training.
6/14/2023

Updated!
How do I apply for an IVR exemption?

An IVR exemption application must be submitted by the member online at
https://mt.accessgov.com/dphhs/Forms/Page/evv/electronicvisitverification/1.
Revision Date: 9/25/2023

If my company has services that do not require EVV, do we have the option to use it for those services also?

At the time of implementation, we're only including the services required to use EVV. However, if there is a desire to expand the list of services beyond those that specifically require EVV, we will consider those requests after go-live.
5/24/2023

Are we able to download the Netsmart app and do test entries with our time tracking software?

Not at this time, however, we will have test providers set up for user acceptance testing when we enter the testing phase.
5/24/2023

Updated!

Are live-in caregivers included or exempt from the EVV mandate?

The Department decided to require live-in caregivers to ensure the integrity of the EVV solution. Additionally, the Department's 40 year old claims processing system (which will be replaced in 3 years) does not have the ability to distinguish between live-in caregivers and non-live in caregivers. Therefore, in order to be compliant with the federal law, we needed to apply the same requirement to all caregivers for services subject to EVV. In the future, once our new claims system is implemented in 2026, we can revisit the decision if needed.
Revision Date: 9/25/2023

Will Self Direct users still submit their hours to the Acumen Fiscal Agent in addition to using the solution?

Per Acumen - What is nice about our solution is that our self-directing clients and their employees are already using DCI, which is also our EVV solution/alt evv vendor. As such, they will continue to use the same system however they will need to start using new tools to capture their visits, like the DCI Mobile Application. The DCI Mobile Applications is linked directly to their other DCI accounts in our DCI Web Portal. This means that they will get to retain their username and password that is already established to access our Web Portal, but they can now use it for the mobile application.
5/15/2023

If two caregivers or a caregiver and a member share an email address, will they each need independent email addresses to register for the platform?

All users need to have either a unique email OR a unique phone number. We understand many users share an agency email address, and therefore, they would need to have individual phone numbers to register.
5/15/2023

Can Self Direct consumers still create their own schedules in this system?

Caregivers can schedule visits in the mobile application for immediate use and for future use. If a recurring visit is needed (i.e. 8am-4pm M,W,F ongoing), the provider administrator will have to schedule in the provider portal. Recurring Visit scheduling functionality does not exist in the mobile application.
5/15/2023

How are staff changes during the visit handled?

Caregivers will need to clock in and out to begin and end their shift. For example, if one caregiver is being relieved by another caregiver, the first caregiver will need to clock out to complete their visit and the second caregiver will need to clock in to begin a visit.
4/19/2023

Does the caregiver portal also allow for import of scheduling calendar data as well as the export? For example n in-house scheduling app.

You cannot import a schedule into Mobile Caregiver+. You may be able to in a third party solution, but not at this time in Mobile Caregiver+.
4/19/2023

Do you have a guide which outlines the specs of this program? Such as what type of devices are needed for remote documentation, does this work in a "disconnect" mode as services are provided in remote areas without internet/phone access, etc.

The Department will publish the minimum device requirement to use the mobile application. The mobile application can work in a offline mode when either cellular or internet service is not available.
4/19/2023

Currently, live in caregivers are not required to clock in or out on a timesheet. Will this policy change?

Yes, caregivers will need to clock in for a service to begin and clock out for a service to end.
4/19/2023

Can the clock in and outs be adjusted?

If the provider is using the state's solution, the clock in/clock out times may be adjusted through the provider portal. This will be part of training.
4/19/2023

On an open model, is it expected that schedules are sent from the EMR? Or can it be submitted when completed visits are?

Schedule information will be submitted with the visit record.
4/19/2023

Can consumers refuse to use EVV or landline?

Consumers cannot refuse to use EVV. Consumers can request an exception to use IVR. Generally the use of IVR is for a limited time exception, but the state will handle those on a case by case basis.
4/19/2023

Are notes required whenever a task wasn't completed?

If a service has a list of tasks and no tasks are selected, the caregiver will be required to provide a note to explain why none of the listed tasks were provided.
4/19/2023

Can you only submit one recipient claim at a time or can you bulk submit multiple recipients altogether?

Claims can be bulk submitted, does not need to be by member or visit. There is a select all option on the screen. This will be part of training.
4/19/2023

Will caregivers be logging into the app on a phone from their provider or the client's phone?

The expectation is that the caregiver will be using this mobile application from their own mobile device or a device provided to them by the provider. If they do not have a device and the member is willing to let them use the member device to access the application the caregiver could log in using the member's device to record the visit.
4/19/2023

Will caregivers have to sign for every single visit?

Caregivers will log into the application to record each visit.
4/19/2023

Will each visit be processed and return as a separate claim on the remittance?

Yes, every claim is unique to a member, provider combination but can have many different lines on the claim.
4/19/2023

Is/will there be a training scheduled for providers who will be using alternate EVV Vendors?

There will be training for both provider scenarios (i.e., providers that solely use the Netsmart application and training for providers that use an alternate EVV vendor). These trainings will be scheduled as we get closer to implementation.
4/19/2023

How will a consumer that uses a signature stamp now be able to sign each day when they are unable to sign paper ones now?

Our application will provide the ability to set a member specific setting that a signature is not required for that member and instead that "rubber stamp" is the reason for bypassing the signature requirement.
4/19/2023

Can providers choose to use a different EVV vendor of their choice?

DPHHS has chosen to implement EVV using an Open Vendor model. While DPHHS will offer a State EVV solution, providers may choose to use an alternative system provided by another vendor if specific criteria are met. These criteria will be updated and added to this webpage once finalized.
12/31/2022

How does EVV technology work?

An EVV system electronically confirms that home and community-based service visits, subject to EVV, occur by keeping track of the six points of data (1) Who receives the service; (2) Who provides the service; (3) What type of service is performed; (4) Place where service occurs; (5) Date of the service; and (6) Time the service begins and ends in real time.
12/31/2022

How does implementing EVV benefit Medicaid programs?

Failure to comply with the Cures Act results in reductions in the Federal Medical Assistance Percentage (FMAP). FMAP provides federal funding for the Montana Medicaid program, including personal care services (PCS) and home health care services (HHCS). A reduction in funding negatively impacts provider and member communities by reducing the money available to pay providers for the services they render. Once EVV has been fully implemented, Montana will avoid reductions in federal funding.
12/31/2022

What is the ongoing monthly or annual cost to the state for EVV?

There will not be a monthly or annual charge or cost for providers to use the solution components provided by the State as part of the EVV solution acquisition. The EVV solution components will be finalized later in 2022.
12/31/2022

Why is DPHHS implementing EVV?

In December 2016, the United States Congress enacted the 21st Century Cures Act (Cures Act). Section 12006 of the Cures Act requires states to implement EVV for Medicaid-covered personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider. DPHHS is implementing EVV technology to be compliant with the federal requirements detailed in the Cures Act.
12/31/2022

Will DPHHS apply for a Good Faith Exemption for home health care services (HHCS) to delay compliance until January 2024?

Yes. DPHHS will be submitting a Good Faith Exemption for HHCS.
12/31/2022

Will Montana be using GPS technology to help capture the required EVV data?

Yes. The EVV solution uses GPS technology to verify services rendered. The solution only uses GPS technology (location tracking) upon check-in and check-out when the mobile application is engaged. The EVV mobile application will not continuously track the location of the provider, member, or aide.
12/31/2022

How will DPHHS make additional information available to providers and other external stakeholders?

DPHHS will share updated information regarding plans for provider manual, policy, and/or Administrative Rules updates through website updates as additional information becomes available. This information will also be shared in monthly external townhall meetings.

Will the EVV vendor include options to ensure that scheduling features will be flexible enough to meet self-direct options for last-minute scheduling and/or daily or weekly service authorization schedules rather than daily scheduled times?

Yes. Caregivers can schedule visits in the mobile application for immediate use and for future use. If a recurring visit is needed (i.e. 8am-4pm M,W,F ongoing), the provider administrator will have to schedule in the provider portal. Recurring Visit scheduling functionality does not exist in the mobile application.

Is there an alternative to GPS tracking that has been considered and/or will be provided if a member prefers this option?

After consultation with the Centers for Medicare and Medicaid Services (CMS) regarding various approaches to be compliant with the 21st Century Cures Act, DPHHS will allow IVR for a limited time. This will be handled on a case by case basis.

Has DPHHS selected an EVV vendor for the State EVV solution? If not, when will this happen?

DPHHS selected Netsmart as the state's EVV solution offered to providers at no cost. DPHHS signed a contract with Netsmart in December 2022. The DPHHS EVV project will kick-off in January 2023 and the Department expects to go-live in September 2023. Providers that elect to use a third-party EVV solution (i.e., either their existing EVV solution or acquire an EVV solution other than Netsmart) can do so as long as the selected solution is certified for EVV use with Montana Medicaid by DPHHS. The process for certifying a third-party EVV solution will be communicated in late spring early summer 2023.