



March 15, 2023

Attention Montana Healthcare Programs Providers!

Dear Providers:

Montana Department of Public Health and Human Services (DPHHS), will be implementing an Electronic Visit Verification (EVV) system to electronically verify the delivery of services for Medicaid members receiving personal care or home health care services.

### **What is Electronic Visit Verification?**

Electronic Visit Verification (EVV) is a system that automates the collection of information by capturing the service begin and end time, activities completed, and other information entered by a home care worker at the point of care. EVV will give providers, care coordinators, and members/guardians access to service delivery information to prevent gaps in care and help ensure members receive the services they are authorized to receive.

EVV is a federal requirement under the 21st Century Cures Act. The 21<sup>st</sup> Century Cures Act requires certain home and community-based services to electronically capture:

- The type of service(s) performed;
- The location where services were performed;
- The person receiving the service(s);
- The person providing the service(s);
- The date of the service(s)
- The time the service(s) begins and ends

### **Who is Required to Implement EVV?**

Montana Medicaid providers that provide in home and community-based services may be subject to federal EVV requirements. Please visit the link below for a complete list of service codes and modifiers that require electronic visit verification..

[Montana EVV Services](#)

### **Who is the Vendor?**

Netsmart Technologies has been selected as the EVV solution for the state of Montana. Netsmart is currently used by Georgia, Kentucky, Florida, and Nebraska.

### **What if I already have an EVV Solution?**

DPHHS is offering Mobile Caregiver+ to providers at no cost, however, providers can elect to use their own EVV system. Providers who choose to use an existing system or acquire their own EVV solution will need to

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

meet DPHHS EVV certification requirements. Your vendor will also need to send data to the State's EVV solution. See <https://mobilecaregiverplus.com/mt-dphhs/> for more information.

### **What are the benefits of EVV?**

- **EVV allows providers to eliminate costly, time-consuming paperwork**
- **Billing is more accurate with an EVV system**
- **Providers spend less time on paperwork and more time on care**
- **Prevents fraudulent claims from being paid**
- Provides accurate verification of service delivery to support payroll functions

### **Questions?**

For more information about EVV, please visit: [Montana Electronic Visit Verification](#) and subscribe to receive updates. Your subscription will ensure you receive email notifications each time information is added or updated to the website.

The Department also will conduct Town Halls where we will share key project updates and give you an opportunity to get your questions answered. At any time you can also ask questions by emailing: [evvquestions@mt.gov](mailto:evvquestions@mt.gov).

We look forward to working with you to successfully implement the Montana DPHHS EVV system.