
Registration & Mobile Caregiver+

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

Getting Started with EVV

There are two options available for providers to choose from for Electronic Visit Verification (EVV):

- **Option 1:** Use the MCO sponsored EVV system, Mobile Caregiver+ provided by Netsmart. Providers who choose Netsmart can use the system for free.
- **Option 2:** Use an alternate EVV solution of their choice. Providers are responsible for all costs associated with using an alternate EVV system.
 - The alternate EVV vendor must comply with all requirements of the Cures Act, and that their EVV vendor integrates with Netsmart.
 - The EVV visit data present in the alternate EVV vendor solution will be transmitted to Netsmart once the integration is in production.

****Although providers have their choice of EVV vendor, all provider claims must be released through Netsmart.**

Registration

- Providers must be enrolled with Medicaid and be assigned a Medicaid identification number.
- All Providers will need to Register with Netsmart, even those using an alternate EVV solution.
- Each agency will need to register for each MCO they participate with. Go to mobilecaregiverplus.com, select Nebraska and select the MCO.
- Providers will register using their Medicaid Group “**Pay to Provider Number**” Medicaid group provider ID number
- Assistance with Medicaid ID Number:
 - [Log In \(nebraskamedicaidproviderenrollment.com\)](https://nebraskamedicaidproviderenrollment.com)
 - Maximus Customer Service can be reached by phone/ email:
 - (844) 374-5022
 - nebraskamedicaidPSE@maximus.com.

Self-Registration FAQ

- Question: If my provider agency is contracted with more than one MCO, do I need to register with Netsmart multiple times (once for each MCO) or just once?
 - Answer: You do need to register multiple times, once for each MCO. You only need to register once with Netsmart to obtain access to the Netsmart solution.
-
- Question: If I already registered with Netsmart for PCS services, do I need to register again for my HHCS services?
 - Answer: Yes

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

Self-Registration: Help with Errors Received

Potential Error Message #1:

Cannot find a provider with the given values. Please try again or call to speak with a representative.

How To Resolve This Issue:

This error message most often occurs when a provider is attempting to self-register a provider agency or service location that has not been sent to Netsmart by the payer. Please contact your payer directly to further discuss. Your payer will need to send your provider service location to Netsmart in the provider feed in order for you to begin the Self-Registration process.

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives

Self-Registration: Help with Errors Received

Potential Error Message #2:

A provider administrator can not be created due to the information provided or because another provider administrator has already been created for your agency. Please contact Netsmart EVV Client Support at (833) 483-5587 with additional questions.

How To Resolve this Issue:

This error message most often occurs when a provider is attempting to self-register a provider agency or service location that has already been registered. Please contact the Netsmart Customer Support team for further assistance. Netsmart support can be reached at 833-483-5587.

Netsmart Trainings: Once registration is complete please visit the Netsmart training resource library

Netsmart offers a wide variety of provider training options including live trainings, Q & A sessions, pre-recorded training and video snippets.

[Training Webinars - Mobilecaregiverplus.com](https://www.mobilecaregiverplus.com)

1. Mobile Caregiver+ Admin Portal: Required for all provider admins
2. Mobile Caregiver+ Claim Portal: Required for all provider admins
3. Mobile Caregiver+ Mobile Phone App: Required **only for** providers using Netsmart MCG+ as their EVV solution