KY EVV – Town Hall
Therap’s EVV Solution for KY Providers

January 3rd, 2024
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Webinar Tips and Tricks
Thank you for joining us! We will get started shortly.

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DIAL IN: 833-928-4608
MEETING ID: 892 1768 8047#
Questions?

Please utilize the Q&A feature in your Zoom panel
Today’s Presenters

Jason Laws
Director of Quality & Data Initiatives

Stephanie Masters Norton
Assistant Director of Support - State Team
Agenda

Quick Overview - Project/Timelines

Onboarding Process Quick Review

Go-Live Follow-Up
- Expectations
- Statistics
- Issues/Troubleshooting
- What’s Next?

Review of FAQs/Wrap-Up
Project Overview/Description
Project Overview/Description

- Contract to be the selected vendor for Electronic Visit Verification (EVV) for Home Health and Personal Care Services for Kentucky
- Also includes provision of an aggregator for those providers who prefer to use their own 3rd party EVV system (assuming it is a certified system that meets CMS requirements)
- Will initially focus on HHCS which went **Live on 12/28/2023 with all providers expected to have begun capturing EVV Data on 1/1/2024**
- Updates available: [https://www.chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx](https://www.chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx)
Timeline for KY Home Health Providers

- **June - Sept 2023:** Therap/CHFS Planning/Preparations
- **Oct 2023:** Provider Onboarding
- **Oct/Nov 2023:** Provider Training/Info Sessions
- **Nov/Dec 2023:** Final Testing/Training
- **Sept 29th, 2023:** Initial Town Hall
- **12/28/2023:** GO LIVE!
Provider EVV / Aggregator / Claims Options

1. **State System**
   - Therap EVV
   - Data to Aggregator
   - Connected to CHFS Oversight
   - Therap Claims to MMIS
   - No cost to provider

2. **3rd Party System**
   - 3rd Party EVV
   - Data to Aggregator
   - 3rd Party Claims to MMIS
   - Owned/Paid for by Provider

   (Therap is an option as a 3rd party EVV system as well)
** IF YOUR AGENCY HAS NOT YET RECEIVED AN INVITATION TO INITIATE ONBOARDING ACTIVITIES, PLEASE REACH OUT TO US AT KYSUPPORT@THERAPSERVICES.NET and MedicaidPublicComment@ky.gov WITH YOUR NAME, CONTACT INFORMATION, THE NAME OF YOUR AGENCY, AND YOUR PROVIDER NUMBER.**
Go-Live Follow-Up - Expectations
Expected EVV Utilization - **Message from CHFS:**

If your agency provides these services…

- 410 - Respiratory Therapist - MIIW
- 552 - Registered Nurse - MIIW
- 559 - Licensed Practical Nurse - MIIW
- 420 - Physical Therapy - Home Health
- 430 - Occupational Therapy - Home Health
- 440 - Speech Therapy - Home Health
- 550 - Skilled Nursing - Home Health
- 560 - Medical Social Services - Home Health
- 570 - Home Health Aide - Home Health
- T1000 - Private Duty / Independent Nursing - Private Duty Nursing
Expected EVV Utilization - **Message from CHFS:**

…You should be collecting EVV data (either via Therap or an approved 3rd party vendor) effective **January 1st, 2024.**
Expected EVV Utilization - **Message from CHFS**:

**January 2024:**
- Providers must use EVV to capture data for 50% of visits

**February 2024:**
- Providers must use EVV to capture data for 75% of visits

**March 2024:**
- Providers must use EVV to capture data for 100% of visits
Go-Live Follow-Up - Statistics
KY EVV Stats since Go-Live (12/28/2023):

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Providers with Approved Slots/Check-Ins</td>
<td>12</td>
</tr>
<tr>
<td>Total Number of Checked-In Slots</td>
<td>190</td>
</tr>
<tr>
<td>Total Number of Check-Ins via Mobile</td>
<td>174</td>
</tr>
<tr>
<td>Total Number of Check-Ins via Web (Browser application)</td>
<td>1</td>
</tr>
<tr>
<td>Total Number of Offline Check-Ins</td>
<td>1</td>
</tr>
<tr>
<td>Total Number of Manual Check-Ins</td>
<td>14</td>
</tr>
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Issues/Troubleshooting - Invalid Visits
Aggregator Visit Status Meanings:

- **Invalid** - requires edits in the Therap account in order to send data to aggregator
- **Validated** - passed minimum requirements in Therap account, will be sent to aggregator
- **Accepted** - has been sent to aggregator and was accepted
How to view Invalid visits from To Do tab
How to view invalid visits from Admin Tab

You are able to search up to 1 month at a time.
Examples of common reasons for invalid visits

- Staff SSN is required (only last 4 digits required if followed by leading zeros, for example 000-00-1234)
- Location is required for Individual Residential Address
- Invalid Individual Medicaid ID - must be 10 digits
- Individual Medicaid ID is required
- Individual Address (Residential Address) zip is required
How to resolve invalid submission for

- Staff SSN is required
How to resolve invalid submission for

- Location is required for Individual Residential Address, Individual Medicaid ID, Location required
How to re-submit invalid visits

- Make corrections first - then resubmit
What's Next - Aggregator Access
KOG Administrators:

- For those agencies who have identified their existing KOG administrator as their aggregator administrator, your access will be automatically linked by Therap.

- For those agencies who have identified an alternate aggregator administrator from their existing KOG admin, the existing KOG admin will need to create a KOG account for the aggregator administrator that will then be linked.
How do you get support for EVV issues?

kysupport@therapservices.net

Kentucky EVV Support page

1915cwaiverhelpdesk@ky.gov

KOGhelpdesk@ky.gov or 502-564-0104 x 2 (8:30a to 5p ET M-F)
Review of Frequently Asked Questions (FAQs)
<table>
<thead>
<tr>
<th><strong>Topic</strong></th>
<th><strong>Question</strong></th>
<th><strong>Answer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Therap Application/ Mobile App</td>
<td>Is there a forgot password option for the mobile app?</td>
<td>There is no forgot password embedded within the mobile app. Users will need to access Therap via the web (<a href="https://secure.therapservices.net/auth/login">https://secure.therapservices.net/auth/login</a>) if they forget their password. This can be completed via the browser on a typical Android or Apple device.</td>
</tr>
<tr>
<td>EVV/Billing</td>
<td>Do you have to complete EVV for visits that are not billable (such as supervisory visits).</td>
<td>Generally speaking, EVV is not required for non-billable services. Please follow up with CHFS if there are questions about particular services and/or types of visits.</td>
</tr>
<tr>
<td></td>
<td>Is there a minimum amount of time that can be billed per visit?</td>
<td>The minimum amount for a unit of service will vary according to the minimum requirements and rounding rules for the particular service being provided. Please follow up with CHFS if there are questions about these rules for particular services.</td>
</tr>
</tbody>
</table>
Archived Questions can be found at:

https://help.therapservices.net/app/kentucky-evv

(scroll to the bottom)
Training Resources

- 1:1 sessions with Therap Support Specialist for Onboarding process and initial setup

- Ongoing instructional webinars to cover particular aspects of system use that will then be recorded and made publicly available

- Full library of asynchronous training materials will be made available to all providers

- Support Site specifically for KY is available on the Therap site: [https://help.therapservices.net/app/kentucky-evv](https://help.therapservices.net/app/kentucky-evv)
Throughout this period, you may reach Therap at kysupport@therapservices.net for support with the Therap application/EVV platform.

If users experience issues with KOG (for aggregator access), they should contact the KOG Security Help Desk at KOGhelpdesk@ky.gov or 502-564-0104 x 2 which is open from 8:30a to 5p ET M-F.
Key Dates Going Forward
<table>
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<tr>
<th>EVV HHCS Post-Go-Live Touchbase: (Registration: <a href="https://us02web.zoom.us/webinar/register/wn_0hcZcLynTuSD9x5F7GG0Rw">https://us02web.zoom.us/webinar/register/wn_0hcZcLynTuSD9x5F7GG0Rw</a>)</th>
<th>Monday, January 8th, 2024 - 10:00A ET/9:00AM CT</th>
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| Next EVV Town Hall:  
- Aggregator Access  
- Troubleshooting | Wednesday, January 10th, 2024 - 1:00P ET/12:00P CT |
Questions?

Please utilize the Q&A feature in your Zoom panel
Thank You!!