



Montana Healthcare Programs Provider Notice

June 14, 2024

Update

Big Sky Waiver, Developmental Disabilities Program, Home Health, Personal Assistance/Community First Choice, Private Duty Nursing, and SDMI Providers

Electronic Visit Verification Full Compliance Deadline

Beginning **July 1, 2024**, claims for services subject to Electronic Visit Verification (EVV) not submitted through Netsmart will be denied.

All providers should have selected and signed up with an EVV vendor. It is strongly recommended that providers complete visit capturing through their selected vendor, and release visits within Netsmart's provider portal prior to the July 1 compliance date to ensure that there are no billing issues.

In September 2023, the Department of Public Health and Human Services (DPHHS) implemented an EVV system to electronically verify the delivery of services for Medicaid members receiving personal care or home health services.

Montana Healthcare Programs providers who bill personal care or home health services are subject to federal EVV requirements. These include certain services available through the following provider types.

- Big Sky Waiver (Elderly and Disabled)
- Community First Choice
- Developmental Disabilities Program (DDP)
- Home Health Services
- Personal Assistance Services
- Private Duty Nursing
- SDMI Waiver

Providers who choose to use an existing system or acquire their own EVV solution will need to meet certification requirements, including the ability to send data to Netsmart. It is critical that providers using an alternate EVV solution coordinate with Netsmart prior to the final implementation of EVV on June 30, 2024.

Exceptions to this rule include Medicare electronic crossover claims and Medicaid secondary (coordination of benefits) claims requiring supplemental information via paper.

See the [Montana DPHHS EVV webpage](#):

- For more information about Netsmart and EVV.
- For a list of services subject to EVV.
- To subscribe for updates to receive EVV updates and notifications about upcoming stakeholder townhall meetings and training.

For general help or to ask questions, contact us at EVVQuestions@mt.gov. For assistance with Mobile Caregiver+, contact the call center at (833) 483-5587. Representatives are available from 7 am to 6 pm Mountain Standard Time.

Contact and Website Information

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

Visit the [Montana Healthcare Programs Provider Information website](#) to access your provider type page. Choose Resources by Provider Type in the left-hand menu.

Visit the [Contact Us page](#) on the Provider Information website for additional DPHHS contact numbers.