



Montana Healthcare Programs Provider Notice

March 19, 2024

Update

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

Electronic Visit Verification Implementation

On September 18, 2023, the Department of Public Health and Human Services (DPHHS) implemented an Electronic Visit Verification (EVV) system to electronically verify the delivery of services for Montana Healthcare Programs members receiving personal care or home health services.

EVV is a system that automates the collection of information entered by a home care worker at the point of care. Netsmart Technologies/Mobile Caregiver+ (Netsmart) was selected as the Montana DPHHS EVV solution. DPHHS is offering this solution at no cost, but providers can also elect to use their own EVV solution.

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.

Beginning July 1, 2024, claims for services subject to EVV not submitted through Netsmart will be denied.

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](#):

- To find more information about Netsmart and EVV
- For a list of services (Services Subject to EVV)
- To receive EVV updates and notifications about upcoming stakeholder townhall meetings and training (Subscribe for Updates)

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.