

# Self-Registering Your Agency & Getting Started

## PA - Highmark Wholecare

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## 1 Pre-required Registration Data

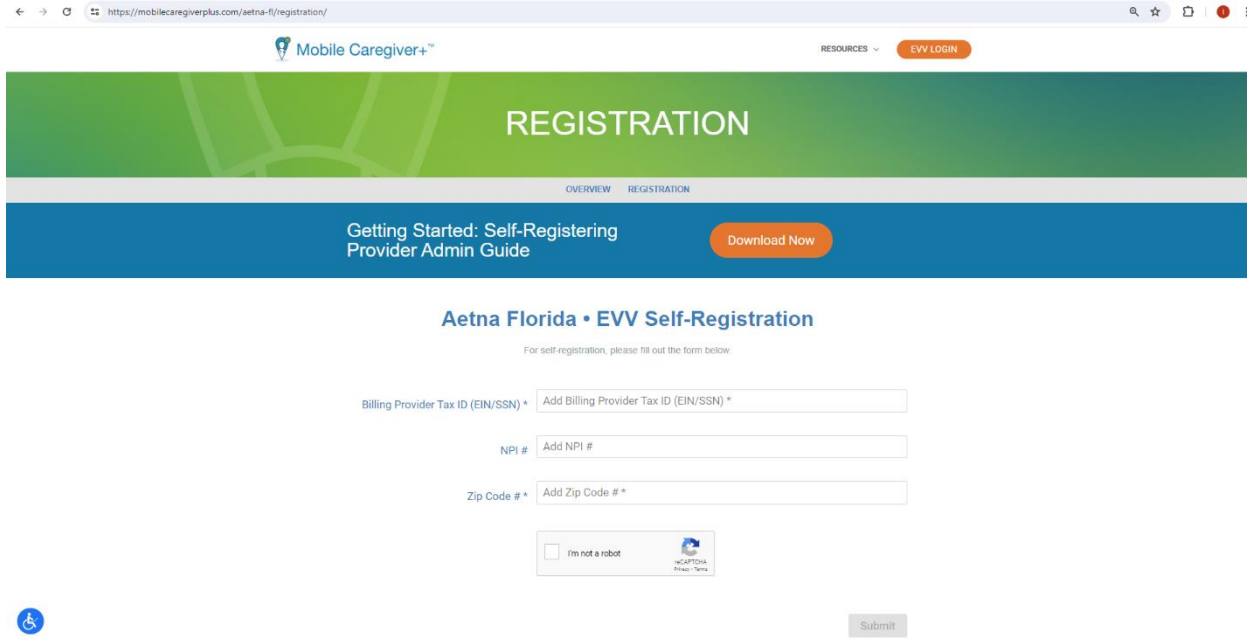
A designated Provider Administrator will be chosen to self-register their Agency. This individual will have an account created and will be able to access the Mobile Caregiver+ Provider Portal.

Depending on the Payer and state you work in, the following information is needed to self-register your Agency and to create the designated Provider Administrator's account. Click on the name of your Payer below, to view the Self-Registration instructions:

| State - EVV Payer   | Prerequired Self-Registration Data  |
|---|---|
| <a href="#">PA - Highmark Wholecare Self-Registration</a> | Billing Provider Tax ID (EIN/SSN) #*<br>Payer Provider ID #*<br>Zip Code #* |



## 1.1 PA - Highmark Wholecare Self-Registration



The screenshot shows a web browser window with the URL <https://mobilecaregiverplus.com/aetna-fl/registration/>. The page header includes the Mobile Caregiver+ logo, a "RESOURCES" dropdown, and an "EVV LOGIN" button. A green banner with the word "REGISTRATION" is prominent. Below this, a blue banner contains the text "Getting Started: Self-Registering Provider Admin Guide" and a "Download Now" button. The main content area is titled "Aetna Florida • EVV Self-Registration" and includes a note: "For self-registration, please fill out the form below." The form contains three input fields: "Billing Provider Tax ID (EIN/SSN) \*" with a placeholder "Add Billing Provider Tax ID (EIN/SSN) \*", "NPI #" with a placeholder "Add NPI #", and "Zip Code #" with a placeholder "Add Zip Code # \*". Below these fields is a CAPTCHA box with the text "I'm not a robot" and a CAPTCHA logo. A "Submit" button is located at the bottom right of the form.

1. The designated Provider Administrator navigates to the PA Highmark Wholecare Self-Registration web page, [Registration - MobileCaregiver+ \(mobilecaregiverplus.com\)](https://mobilecaregiverplus.com).
2. The designated Provider Administrator enters their Billing Provider Tax ID (EIN/SSN) #\*, Payer Provider ID #\*, Zip Code #\*.
  - a. NOTE: Payer Provider ID # is the Highmark Wholecare Supplier ID and must be 7 digits long.
    - i. Example: SO#####
  - b. If you do not know your Highmark Wholecare Supplier ID number, you can get your Supplier ID by calling customer service for **Medicaid at 1-800-392-1147**.
3. The designated Provider Administrator selects the **I'm not a robot** CAPTCHA box.
4. The designated Provider Administrator selects **Submit** to display the Provider Information form.



|                     |                                     |
|---------------------|-------------------------------------|
| Provider Name       | GeorgiesNDHHPProvider               |
| Provider Short Name | Georgies                            |
| Active              | <input checked="" type="checkbox"/> |
| Default Time Zone   |                                     |
| Address Line 1      | 1671 Woodbridge Lakes Circle        |
| Address Line 2      |                                     |
| City                | West Palm Beach                     |
| State               | Nebraska                            |
| Zip #               | 33406                               |
| *Admin Email        | Add Admin Email *                   |

Enter your Agency's information:

- Name
- Address
- City
- State
- Zip
- Designated Provider
- Admin Email Address

5. Enter your Agency's information in the Provider data form.
6. Click **Submit**.
7. If the provider runs into any issues while registering the provider must contact DHS EVV:

Primary: (717) 787-2600

[RA-PWEVVNotice@pa.gov](mailto:RA-PWEVVNotice@pa.gov)

8. The designated Provider Administrator will be directed to <https://mobilecaregiverplus.com/thank-you/> and receive a success message for registration.
9. Two emails will be sent from the email address "[no-reply@ntst.com](mailto:no-reply@ntst.com)" to the designated Provider Administrator's email address that was entered in the Provider data form. One email will contain your User ID and the other will contain a temporary password. You will have 36 hours to activate the invitation by logging in to your [Provider Portal](#); the invitation will expire after 36 hours.
10. If you do not see the email invitation, check your Spam or Junk folder. Please follow the instructions provided in that email to complete your registration and access the application.

**Alternate Path** - Provider User may exit out of the Self-Registration at any time, resulting in no registration and the inability to login to the Provider Portal.



If the designated Provider Administrator enters data in one or more of the given fields, resulting in an error message when selecting **Submit**, then the designated Provider Administrator must correct this error or contact the Netsmart Client Support Team, 833-483-5587 for assistance.

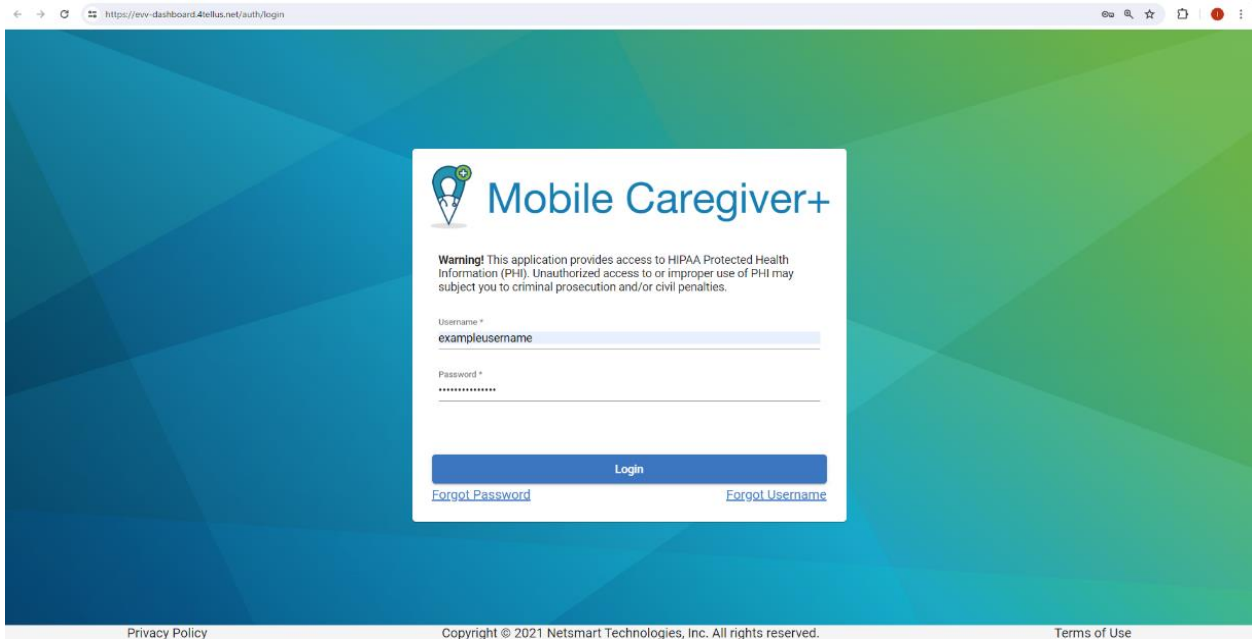
## 1.2 Logging into the Mobile Caregiver+ Provider Portal

1. Go to <https://mobilecaregiverplus.com/resources/>.
2. Click on the orange **EVV LOGIN** button located at the top right corner of the screen.

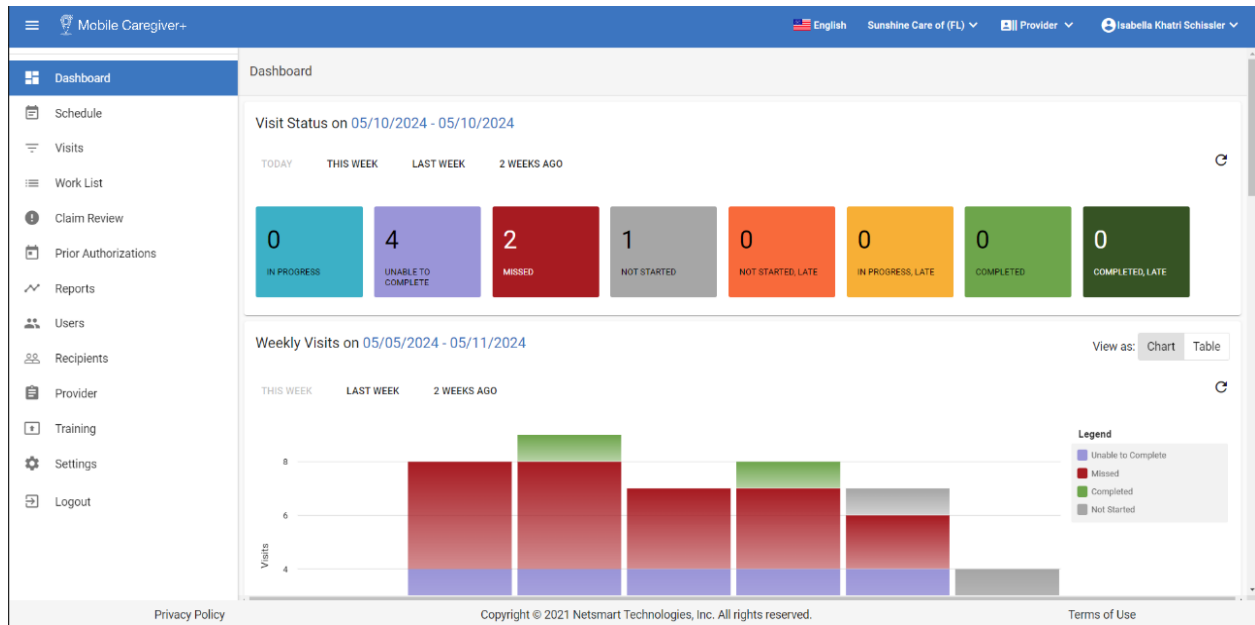
An orange rounded rectangular button with the text "EVV LOGIN" in white, uppercase letters.

**Note:** Another page will open displaying the Mobile Caregiver+ Provider Portal login screen

3. Enter your username and password from the two emails received after registering your Agency. Refer to Step 9 in Section 1.1 above for more information.
4. Click **Login**.

A screenshot of a web browser showing the Mobile Caregiver+ login page. The browser's address bar shows the URL "https://evv-dashboard.4telus.net/auth/login". The page has a blue and green geometric background. In the center, there is a white login form with the Mobile Caregiver+ logo at the top. Below the logo is a warning message: "Warning! This application provides access to HIPAA Protected Health Information (PHI). Unauthorized access to or improper use of PHI may subject you to criminal prosecution and/or civil penalties." The form contains two input fields: "Username \*" with the text "exampleusername" and "Password \*" with masked characters "\*\*\*\*\*". Below the fields is a blue "Login" button. At the bottom of the form are two links: "Forgot Password" and "Forgot Username". At the very bottom of the page, there are three small links: "Privacy Policy", "Copyright © 2021 Netsmart Technologies, Inc. All rights reserved.", and "Terms of Use".

- Once the designated Provider Administrator logs in, the dashboard will be the first screen displayed.



**Note:** It is recommended to use the available training resources page to start using our system. Please continue to section 2 for these instructions.





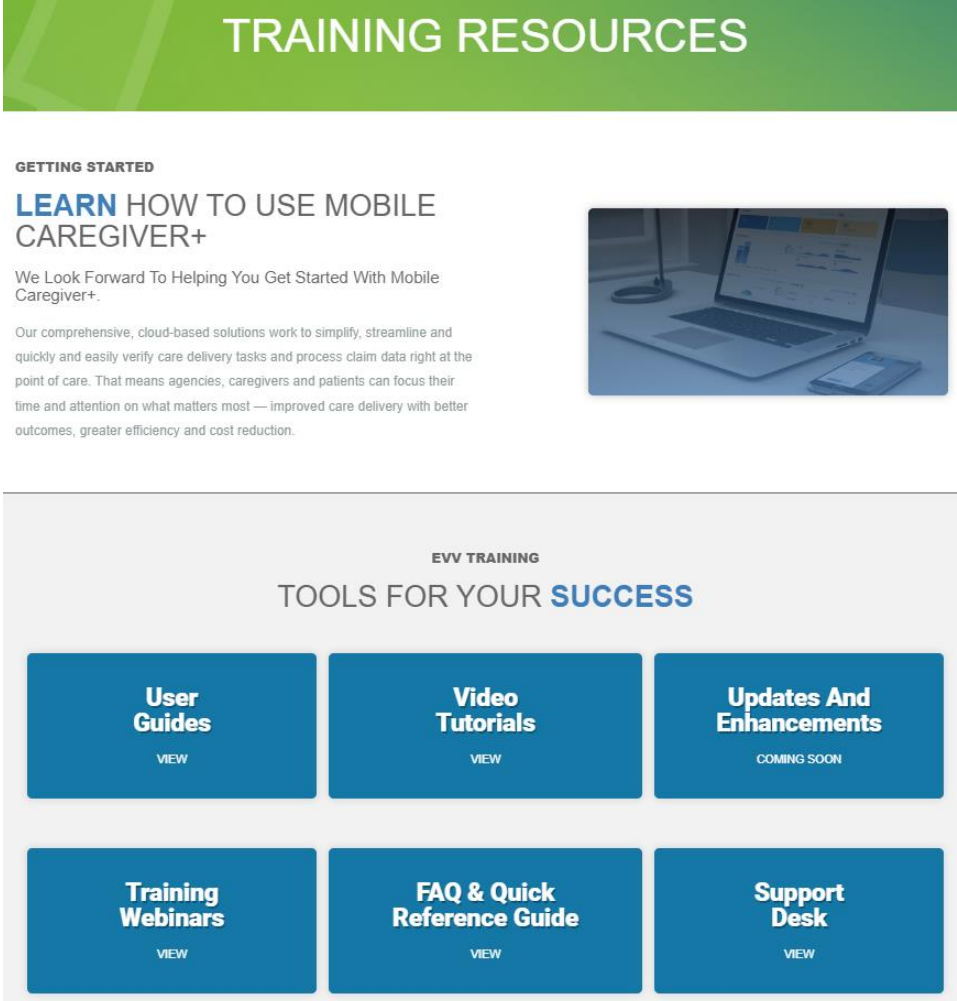
## 2 Getting Started and Training Resources

**Recipient and Prior Authorization data will be loaded in the solution. Confirm Recipient and Prior Authorization data have been loaded and are active and eligible within the active Agency before using the solution.**

To access ALL Training Resources:

1. Log into the Mobile Caregiver+ Provider Portal.
2. Click on **Training** in the Main Menu.
3. Click on the link [Go to Training](#).

**Note:** Another page will open where you will have to reenter your username and password to access our [TRAINING RESOURCES](#) page.



The screenshot shows a webpage titled "TRAINING RESOURCES" with a green header. Below the header, there is a section for "GETTING STARTED" with the heading "LEARN HOW TO USE MOBILE CAREGIVER+" and a sub-heading "We Look Forward To Helping You Get Started With Mobile Caregiver+." To the right of this text is an image of a laptop and a smartphone. Below the text, there is a paragraph describing the benefits of the cloud-based solutions. At the bottom of the screenshot, there is a section titled "EVV TRAINING TOOLS FOR YOUR SUCCESS" with six blue buttons: "User Guides", "Video Tutorials", "Updates And Enhancements", "Training Webinars", "FAQ & Quick Reference Guide", and "Support Desk". Each button has a "VIEW" link below it, except for "Updates And Enhancements" which says "COMING SOON".


### TRAINING RESOURCES

**GETTING STARTED**

#### LEARN HOW TO USE MOBILE CAREGIVER+

We Look Forward To Helping You Get Started With Mobile Caregiver+.

Our comprehensive, cloud-based solutions work to simplify, streamline and quickly and easily verify care delivery tasks and process claim data right at the point of care. That means agencies, caregivers and patients can focus their time and attention on what matters most — improved care delivery with better outcomes, greater efficiency and cost reduction.



**EVV TRAINING**

### TOOLS FOR YOUR SUCCESS

|                                  |  |  |
|----------------------------------|--|--|
| <b>User Guides</b><br>VIEW       | <b>Video Tutorials</b><br>VIEW                 | <b>Updates And Enhancements</b><br>COMING SOON |
| <b>Training Webinars</b><br>VIEW | <b>FAQ &amp; Quick Reference Guide</b><br>VIEW | <b>Support Desk</b><br>VIEW                    |

The **Training Resources** page includes:

- [User Guides](#) – The user guides are offered for the Provider Admin, Biller, and Caregiver roles. They are detailed guides that provide focused and specific instructions for every functionality offered in the solution.
- [Video Tutorials](#) – The video tutorials are short, topic-related videos that highlight specific functionalities in each solution.
- [Training Webinars](#) – In this tab, a User can register for future full-length training webinars for each solution, watch a pre-recorded webinar for each solution, and/or sign up for a Live Q&A session.

**Note:** *Live and pre-recorded webinars are available in Spanish if needed.*

- [FAQ & Quick Reference Guides](#) – Documents that provide a condensed set of instructions on how to use each solution. Each document highlights main functionalities of the solution.

*\*The following workflow applies to Mobile Caregiver+ (MCG+) Solution Users. We recommend the following steps and training for solution set-up. \**



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### Provider Admins Add New Users

1

- Under the [Provider Portal Section of the Video Tutorials](#), locate and click WATCH VIDEO for the Manually Adding New Users Video Tutorial.
- Under the [Provider Portal tile of the User Guide Section](#), locate the Manually Adding New Users Section **in the Provider Portal User Guide**.
- Under the [Provider Portal tile of the User Guide Section](#), locate the Importing/Adding New Users via CSV File Section in the Provider Portal User Guide.

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### Caregivers download the Mobile Caregiver+ Mobile Application to the selected device.

2

- Please refer Caregivers to the **How to download MCG+ PDFs** on an [Android](#) and [iPhone](#) device.

*\*If you are using an Alternate EVV Vendor, contact your Alternate EVV Vendor to utilize the correct data capture system. \**

3

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### Provider Admins confirm that Recipient and Prior Authorization data are loaded in the solution.

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### Provider Admins schedule visits between Caregivers and Recipients.

4

- Under the [Provider Portal Section of the Video Tutorials](#), locate and click **WATCH VIDEO** for the **Schedule Recurring Visits**.
- Under the [Provider Portal Section of the Video Tutorials](#), locate and click **WATCH VIDEO** for the **Schedule One-Time Visits**.
- Under the [FAQ & Quick Reference Guide page](#), locate the **Provider Portal Quick Reference Guide** to review **How to Schedule a Visit**.

*\*If you are using an Alternate EVV Vendor, use your Alternate EVV Vendor system to schedule a visit. \**



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**Caregivers complete the scheduled visit in the Mobile Caregiver+ Mobile Application.**

5

- Under the [FAQ & Quick Reference Guide page](#), locate the **Mobile Application Reference Guide** to review **How to Complete a Visit**.

*\*If you are using an Alternate EVV Vendor, use your Alternate EVV Vendor system to complete a scheduled visit. \**

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**Provider Admins and Billers verify claims appear in the Work List for completed visits, remediate any errors, and release claims.**

6

- Under the [Claims Console Section of the Video Tutorials](#), locate and click **WATCH VIDEO** for assistance on the claims process, including reviewing claims, remediating errors, and adjusting claims.
- Under the [FAQ & Quick Reference Guide page](#), locate the **Provider Portal Claims Quick Reference Guide** to review the full claims process.

*\*If you are using an Alternate EVV Vendor, verify with your Alternate EVV Vendor that completed visit data has been sent to the Mobile Caregiver+ Claims Console Solution. \**

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**Sign up for each live webinar or watch the pre-recorded session.**

7

- Click [here](#) to register for the MCG+ Provider Portal Webinar.
- Click [here](#) to register for the MCG+ Claims Console Webinar.
- Click [here](#) to register for the MCG+ Mobile Application Webinar.

*\*Live and pre-recorded webinars are available in Spanish if needed. \**

**We recommend signing up for at least one Live Q&A Session to ask questions to a live trainer and receive real-time feedback.**

- Click [here](#) to register for the MCG+ Live Q&A Session.
-

*\*The following chart depicts the workflow from the previous table, the format is the only difference. Please refer to the previous table for training links. \**

**Step 1**

Provider Admins add new Users.

**Step 2**

Caregivers download the Mobile Caregiver+ Mobile Application to the selected device.

**Step 3**

Provider Admins confirm that Recipient and Prior Authorization data are loaded in the solution.

**Step 4**

Provider Admins schedule visits between Caregivers and Recipients.

**Step 5**

Caregivers complete the scheduled visit in the Mobile Caregiver+ Mobile Application.

**Step 6**

Provider Admins and Billers verify claims appear in the Work List for completed visits, remediate any errors, and release claims.

**Step 7**

Sign up for each live webinar or watch pre-recorded sessions.  
We recommend signing up for at least one Live Q&A session.

