Mobile Caregiver+

Self-Registering Your Agency & Getting Started

MT DPHHS

Date: January 9, 2025

Netsmart

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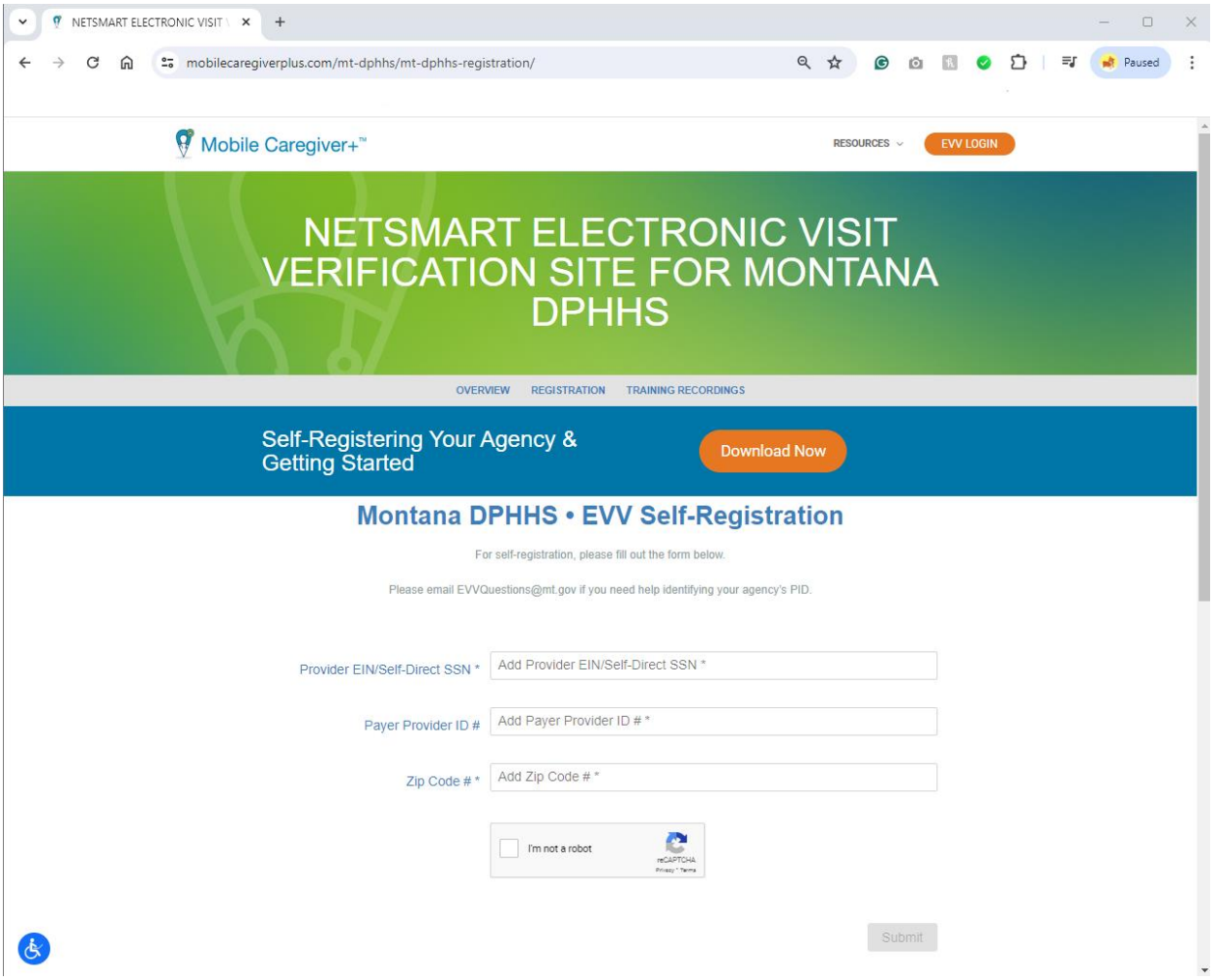
All claims must be released by Tuesday 11:59PM Mountain Time to be paid in the current claims cycle.

1 Pre-required Registration Data

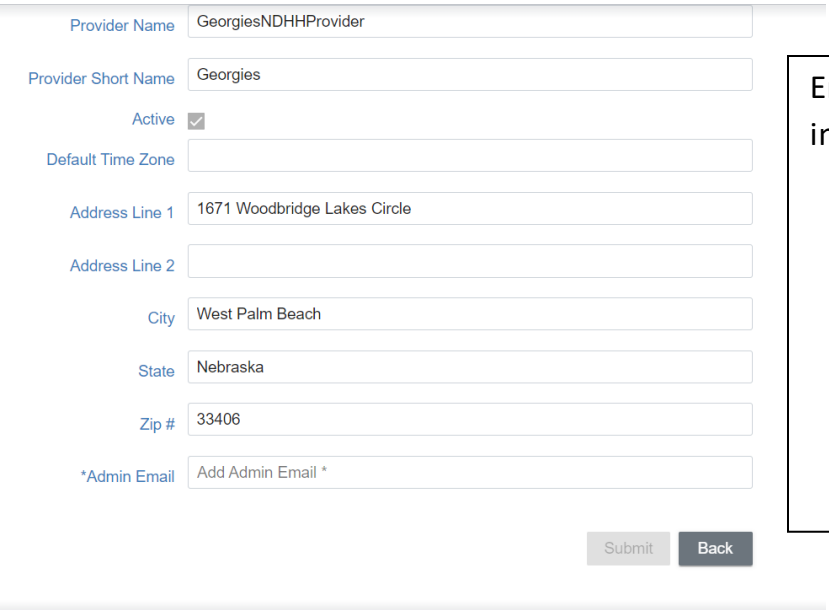
Prior to registering your Provider Agency, please make sure you have the information to provide for the following three registration fields:

- Provider EIN/ Self-Direct SSN *
- Payer Provider ID # *
- Zip Code # *

1.1 Netsmart Electronic Visit Verification Site for Montana DPHHS Self-Registration



1. The designated Provider Administrator navigates to the Self-Registration web page, [Registration - MobileCaregiver+ (mobilecaregiverplus.com).]
2. The designated Provider Administrator enters their Provider EIN/ Self-Direct SSN #*, Payer Provider # (PID)*, and the Provider Agency's Zip Code*.
    a. Each PID must be registered separately.
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.



Enter your Agency's information:

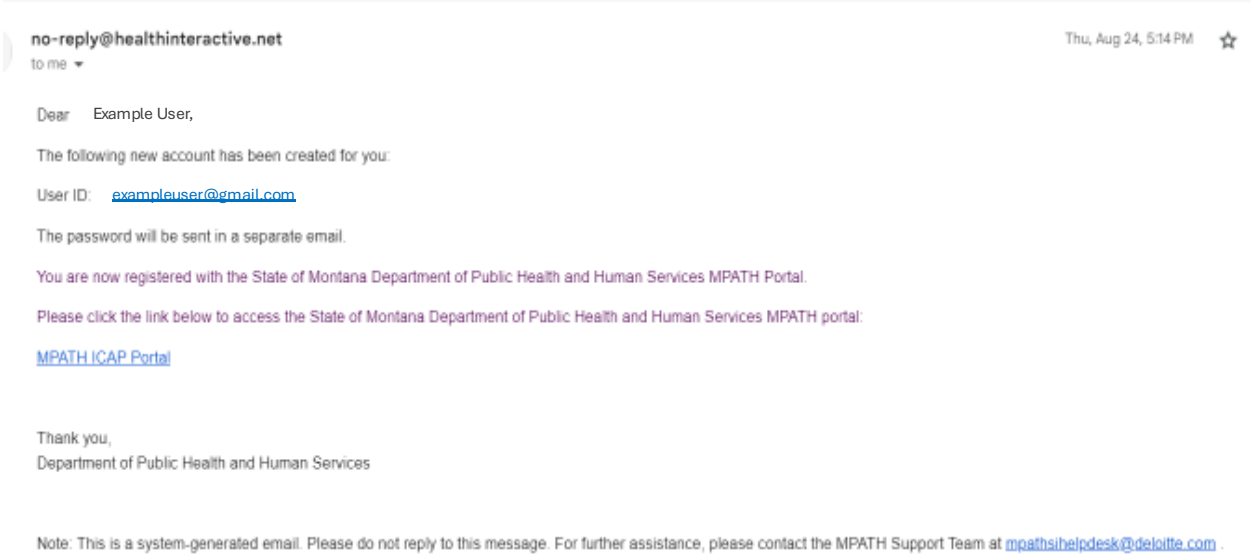
- Name
- Address
- City
- State
- Zip
- Designated Provider Administrators Email Address

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 MT DPPHS EVV: EVVQuestions@mt.gov
8. The designated Provider Administrator will be directed to https://mobilecaregiverplus.com/thank-you/ and receive a success message for registration.
9. Montana users will access the Netsmart Provider Portal via Single-Sign-On through the Integrated Customer Access Portal (ICAP). Upon registration an email will be sent to the Provider Administrator's email address with instructions on how to access the account through the ICAP Netsmart Electronic Visit Verification tile. If you have any issues with accessing ICAP please contact MT DPPHS EVV: EVVQuestions@mt.gov.

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.

10. An email will be sent to the Provider Administrator's email address that was entered in the Provider data form. The email will contain the User ID. See the below email as an example.
    a. ***Note**: ICAP allows the user 7 days before the activation link expires.*
    b. ***Note**: Netsmart allows 36 hours before the activation link expires*.



no-reply@healthinteractive.net
to me

Thu, Aug 24, 5:14 PM

Dear Example User,

The following new account has been created for you:

User ID: exampleuser@gmail.com

The password will be sent in a separate email.

You are now registered with the State of Montana Department of Public Health and Human Services MPATH Portal.

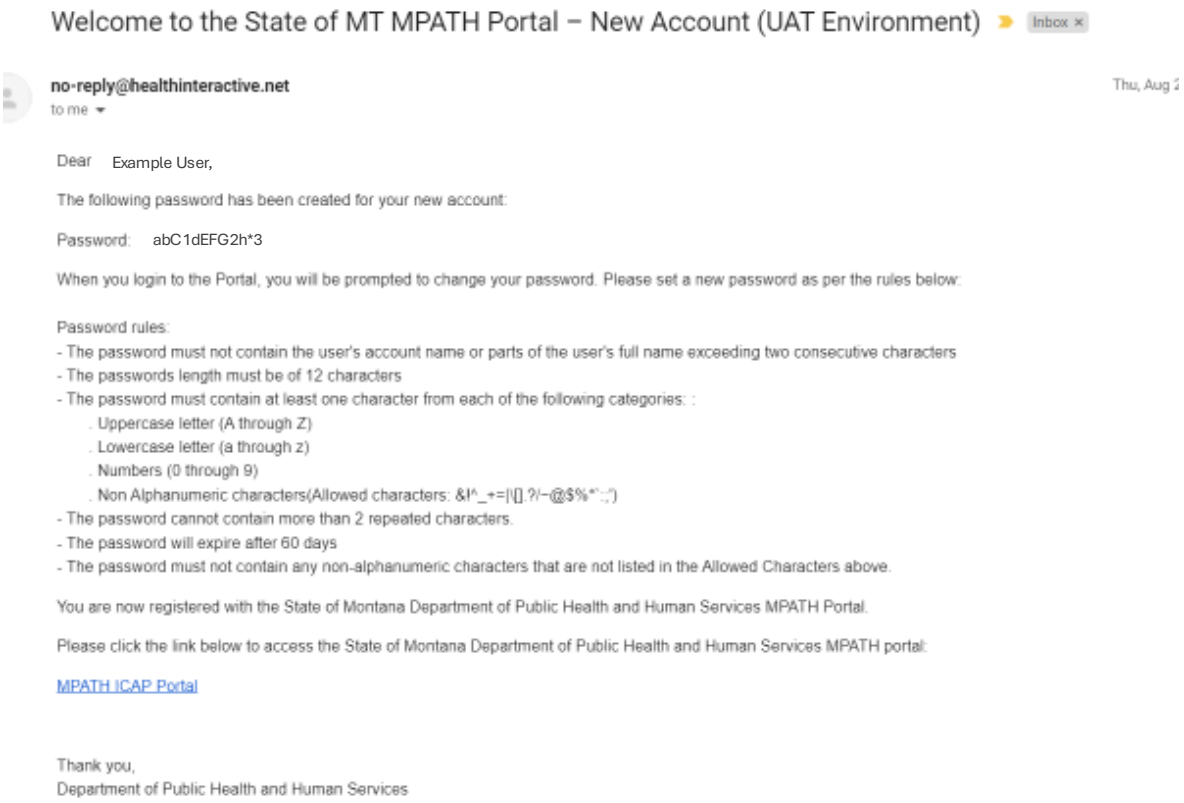
Please click the link below to access the State of Montana Department of Public Health and Human Services MPATH portal:

MPATH ICAP Portal

Thank you,
Department of Public Health and Human Services

Note: This is a system-generated email. Please do not reply to this message. For further assistance, please contact the MPATH Support Team at mpathsihelpdesk@deloitte.com .

11. A second email will be sent to the Provider Administrator's email address that was entered in the Provider data form. The email will contain a temporary password for ICAP. See the below email as an example.
    a. ***Note**: ICAP allows the user 7 days before the activation link expires.*
    b. ***Note**: Netsmart allows 36 hours before the activation link expires.*



Welcome to the State of MT MPATH Portal – New Account (UAT Environment) Inbox ×

no-reply@healthinteractive.net Thu, Aug 2
to me

Dear Example User,

The following password has been created for your new account:

Password: abC1dEFG2h*3

When you login to the Portal, you will be prompted to change your password. Please set a new password as per the rules below:

Password rules:
- The password must not contain the user's account name or parts of the user's full name exceeding two consecutive characters
- The passwords length must be of 12 characters
- The password must contain at least one character from each of the following categories: :
  . Uppercase letter (A through Z)
  . Lowercase letter (a through z)
  . Numbers (0 through 9)
  . Non Alphanumeric characters(Allowed characters: &!^_+=|\[].?/~@$%*`:;')
- The password cannot contain more than 2 repeated characters.
- The password will expire after 60 days
- The password must not contain any non-alphanumeric characters that are not listed in the Allowed Characters above.

You are now registered with the State of Montana Department of Public Health and Human Services MPATH Portal.

Please click the link below to access the State of Montana Department of Public Health and Human Services MPATH portal:

MPATH ICAP Portal

Thank you,
Department of Public Health and Human Services

12. If the user does not complete the activation process within Netsmart's 36 hours window, but is <u>within</u> the 7-day ICAP period, the following occurs:
    a. Once the user has successfully logged into ICAP, the user needs to contact Netsmart to fix their account in the Provider Portal.
    b. Netsmart support will need to match the username to ICAP to allow access.
13. If the user does not complete the activation process within Netsmart's 36-hour window and is <u>outside</u> of the 7- day ICAP period, the following needs to occur:
    a. The user needs to be directed to mpathsihelpdesk@deloitte.com and explain the missed timeframe for activation, that needs to be reset.

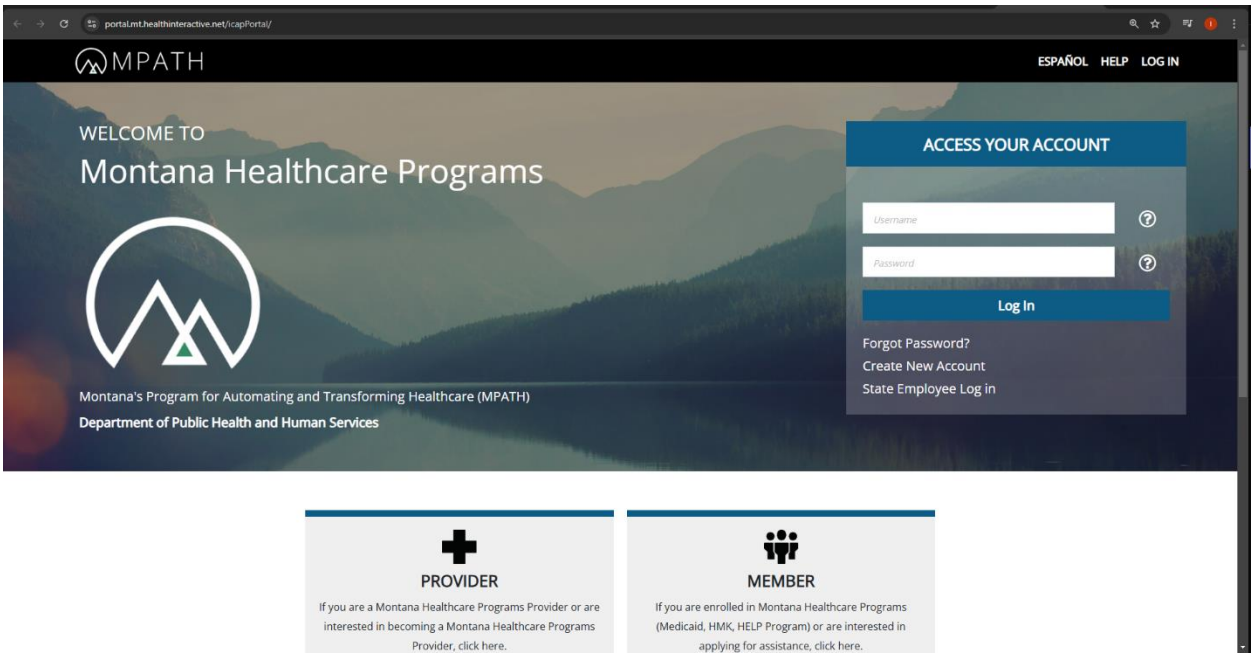
b. Once the user has successfully logged into ICAP, the user needs to contact Netsmart to fix their account in the Provider Portal.
c. Netsmart support will need to match username ICAP and allow access.

14. If the user can log into ICAP, but receive an error when clicking the Provider Portal tile, the following needs to occur:
    a. Netsmart support will need to match the username to ICAP and allow access.
15. 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 solution through the ICAP Netsmart Electronic Visit Verification tile.

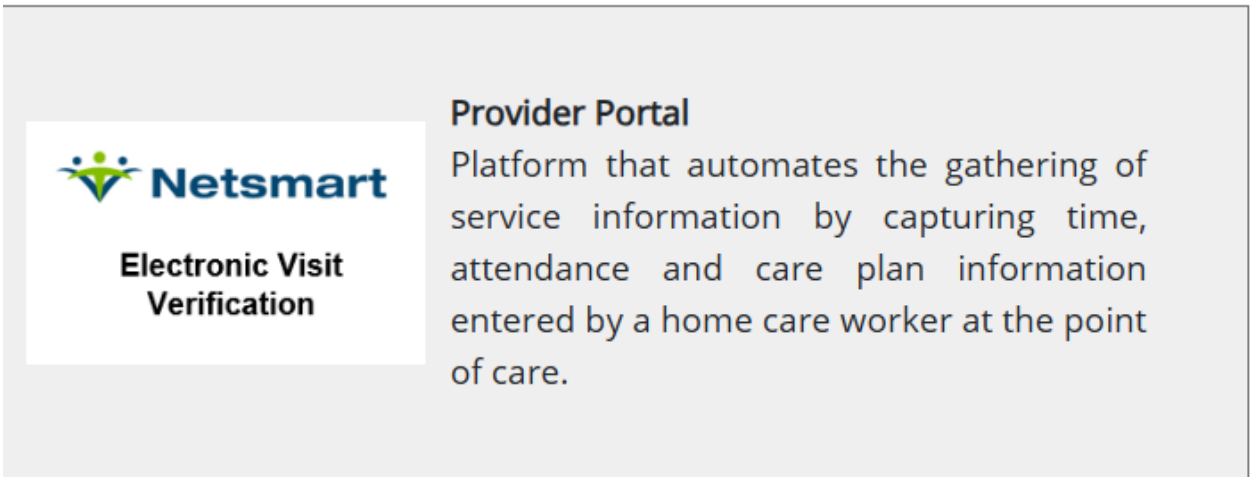
Post-conditions – The Provider Administrator is now able to log into the Provider Portal through the Montana ICAP site, by clicking the following link: Montana ICAP Provider Portal.

1.2 Accessing the Mobile Caregiver+ Provider Portal

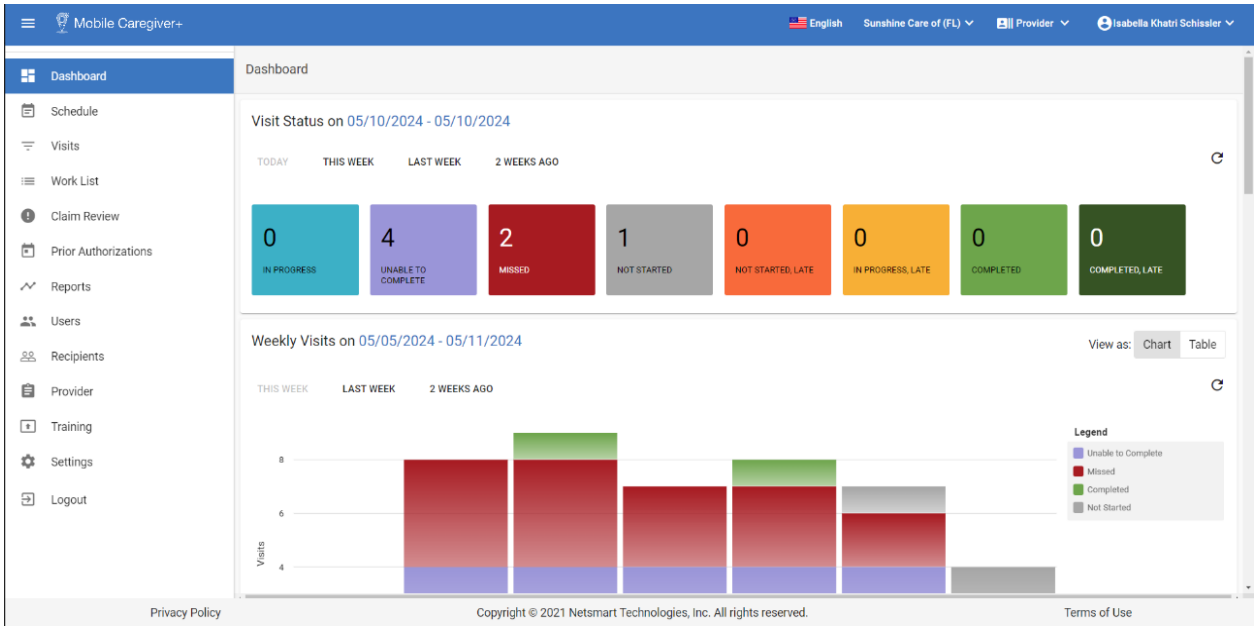
1. Access the Montana ICAP site: https://portal.mt.healthinteractive.net/icapPortal/.
2. Enter your username and password from the two emails received after registering your Agency. Refer to steps 10 and 11 from the Section 1.1.
3. Click **Log In**.



4. Click on the tile labeled **Netsmart Electronic Visit Verification**.



5. Once the designated Provider Administrator logs in, the Mobile Caregiver+ 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 via the Montana ICAP site.
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 **Training Resources** page includes:

- 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.*

- User Guides – The user guides are offered for the Provider Administrator, 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.
- 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. **

1

Provider Administrator Add New Users

- 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.

2

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

- 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

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

4

Provider Administrators schedule visits between Caregivers and Recipients.

- 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 Quick Reference Guides 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. **

5

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

- Under the Quick Reference Guides 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. **

6

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

- 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 Quick Reference Guides 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. **

7

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

- 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 Administrators add new Users.
Step 2	Caregivers download the Mobile Caregiver+ Mobile Application to the selected device.
Step 3	Provider Administrators confirm that Recipient and Prior Authorization data are loaded in the solution.
Step 4	Provider Administrators schedule visits between Caregivers and Recipients.
Step 5	Caregivers complete the scheduled visit in the Mobile Caregiver+ Mobile Application.
Step 6	Provider Administrators 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.