Nebraska DHHS – Alternate EVV Vendor Changes

Phase 1 (Live):

These updates are as follows:

1. Acknowledgment of Signature will be Required
    a. Upon completion of a Visit, a digital signature is required to be captured by the EVV Application
    b. A new field will be added to the Interface Specifications (Rendered Services Data Dictionary) indicating:
        i. Who Signed?
            1. Recipient
            2. Personal Representative
            3. Authorized Guardian
            5. Recipient physically unable to sign (No signature will be captured in the mobile application)
    c. There is no requirement to transmit the signature, but must be kept for record in the Alternate EVV Vendor's system

2. Visits with a Start or End Verification Method of IVR
    a. When StartVerificationMethod = IVR, the following two fields will become mandatory:
        i. StartIvrPhoneNumber
        ii. StartIvrPin
    b. When EndVerificationMethod = IVR, the following two fields will become mandatory:
        i. EndIvrPhoneNumber
        ii. EndIvrPin

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c. Visits will be ‘rejected’ if the Verification Method = IVR, and the Phone Number and/or PIN# is omitted

3. Reason Codes for VVER, VIVR & VLOC No Longer Allowed/Supported
    a. The following Reason Codes will be ignored if included in the Visit Data:
        i. 105, 200, 205, 210, 300, 305, 310, 400, 405, 410, 800, 900, 905, 910, 915, 9098, 9106, 9112, 9114, 9116, 9118, 9120, 9122, 9124, 9126, 9134, 9168

4. InvoiceUnits & InvoiceAmount No Longer Allowed/Supported
    a. If a Visit Contains values in the following fields, they will be ignored, and not saved in the Netsmart system:
        i. InvoiceUnits
        ii. InvoiceAmount

5. New ReasonCode Fields to be added to Spec
    a. ActualTimeEditReasonCode
    ActualTimeEditReasonNote
    b. These fields will be required (mandatory) when the following fields are populated on the Visit:
        i. InvoiceStartDateTime
        ii. InvoiceEndDateTime
    c. If these new fields are omitted under the defined criteria above, or not containing a valid code, the visit will be ‘rejected’

6. GPS Coordinate Fields will become Mandatory
    a. All Visits must contain the following information:

    ScheduledLatitude
    ScheduledLongitude

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ScheduledEndLatitude
ScheduledEndLongitude

b. If these fields are omitted or not containing valid coordinates, the visit will be ‘rejected’

7. Execution of Vendor Attestation
   a. The State of Nebraska is requiring Alternate EVV Vendors to sign the Vendor Attestation Agreement annually or upon new requirements/changes

Schedule and Go

Minor update to the required changes in Phase 1...

Nebraska has approved a ‘Schedule-and-Go’ functionality/policy for specific visits where a start and end address is unknown prior to the start of the Visit. In order to be able to support this scenario for Providers that utilize an Alternate EVV Vendor, we have the following updates to our interface that will take effect with Dates of Service 2/19 and forward:

The following fields will become optional:

a. ServiceAddress1
b. ServiceCity
c. ServiceState
d. ServiceZip
e. EndAddress1
f. EndCity
g. EndState
h. EndZip
i. ScheduledLatitude

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j. ScheduledLongitude
k. ScheduledEndLatitidue
l. ScheduledEndLongitide

If fields A-D are sent, fields I & J are required. If not sent in this scenario, the visit WILL BE 'rejected'.

If fields E-H are sent, fields K & L are required. If not sent in this scenario, the visit WILL BE 'rejected'.

***Visits without values in fields A-L will be 'accepted' into the Netsmart EVV solution, however, this will trigger a Critical Error and WILL BE in an UNMATCHED status on the Provider's Work List. In order to clear the UNMATCHED status, the Provider will be required to make an official appeal to the Nebraska DHHS through the process Nebraska has defined as 'Force Pay by State' (your Provider Agencies have all been informed of Force Pay by State via various Provider Forums and Provider Bulletins).

If a *schedule-and-go* functionality is something your Product supports, please make sure you send the Visit information with the proper fields omitted.

Phase 2:

**CaregiverNPI is supported in both UAT and PROD;
Validations/Rejections begin evening of 6/25/25

These updates are as follows:

1. Rendering Provider's NPI Number will be Required

    a. All Caregivers/Rendering Providers will need to register for their own unique NPI

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i. This is not the Provider Agency's NPI, this is the person/caregiver who is performing the care on the Patient

b. A new field has been added to the Interface Specifications (Rendered Services Data Dictionary):
CaregiverNPI

c. This new field is required on all Visit Statuses, and if not included in the Visit Data, the Visit will 'reject'

**Please work with your Provider Agencies to update each Caregiver's record inside your solution to include this NPI

2. Recipients/Patients Have a Strict 16 Hour Service Limit per Day
(This is strictly informational as there is no interface rule for this)

a. If a Completed Visit contains a Visit with a duration greater than 16 hours, the Visit will have a Critical Error on the Netsmart Work List requiring intervention from the Provider Administrator to resolve before being able to submit the Claim

b. We highly recommend creating a workflow within your solution preventing a Visit with a duration greater than 16 hours to 'leave your system', requiring your Provider administrator to edit the Billable Start/End Times to reduce the duration under the 16 hour threshold

3. Rendering Providers/Caregivers Should Not be Servicing Participants for More Than 16 Hours in a Day
(This is strictly informational as there is no interface rule for this)

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Requirements of Tasks

**Tasks are fully supported in both UAT and PROD;
Validations/Rejections begin evening of 7/9/25

When transmitting a fully Completed Visit, the following ServiceCodes will require at least one value from the Tasks list below, or the Visit will be rejected:

Program	ServiceCode	Description
AD Waiver	5761	Personal Care
	1113	Respite in home
	2500	Disability Related In Home Child Care
	9510	Companion
	7995	LRI Personal Care – Agency (New**)
	5011	LRI Personal Care – Independent (New**)
TBI Waiver	6222	Personal Care
	7934	Companion
	6688	Respite Care In-Home
PAS Service	4475	Personal Care

This list of Tasks can be found on the Typecode Data Dictionary posted here:

https://mobilecaregiverplus.com/ne-dhhs/

Your Provider Agencies/Admins should know/understand the Tasks requirement, and which Tasks are required according to authorizations – **if a Task sent on a Visit does not match to the Authorization on file**

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from Nebraska, the Provider admin will need to resolve an error in their Netsmart Provider Portal before being able to release as a Claim – please work with your Providers on making sure they know/understand how to setup/select Tasks if they are not doing so today.

Addition and Removal of Service Codes In-Scope

Effective 7/1/25

The State of Nebraska, Department of Health and Human Services (DHHS), Division of Developmental Disabilities (DDD) intends to expand service array by adding services to the Home and Community Based (HCBS) Waiver programs that aides in meeting the need of participants that are currently in the Developmental Disabilities (DD) Waitlist Registry.

Nebraska DHHS will be adding new in-scope services called Legally Responsible Individual (LRI) to the Netsmart MobileCaregiver+ (MCG+) Electronic Visit Verification (EVV) system. The new LRI service will be included in both DD (Developmental Disabilities) and AD (Aged and Disabled) Waiver programs.

The new service codes are as follows:

- AD LRI Personal Care - Agency 7995 *requires Tasks
- AD LRI Personal Care - Independent 5011 *requires Tasks
- DD LRI Personal Care - Agency 8317
- DD LRI Personal Care - Independent 3593

Nebraska DHHS is also removing two service codes, and is no longer in-scope for EVV:

Behavioral In-Home (1796)
Medical In-Home (9220)

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Missed Visits Requirements
(*coming soon; values may change*)

Missed Visits Payer-Specific Values Update

EVV Partners are being asked to transmit specific information to Netsmart in the event a visit was Missed.

- A Missed Visit is defined as a visit which was scheduled but did not occur.

When transmitting a *Missed Visit,* up to four fields will be required, two will be free-form text fields.

- MissedVisitReason (this field is mandatory if VisitStatus = UNBL)
- MissedVisitActionTaken
- MissedVisitReasonNote
- MissedVisitActionTakenNote

When a scheduled visit does not occur, the following 'VisitStatus' will be required value to pass:

VisitStatus = UNBL (or typecode = 60)

When this status is passed, the following fields may become mandatory:

MissedVisitReason
MissedVisitActionTaken
MissedVisitReasonNote (will be mandatory if 'OTHR is selected for MissedVisitReason)
MissedVisitActionTakenNote (will be mandatory if 'OTHR is selected for MissedVisitActionTaken)

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MissedVisitReason codes (Nebraska DHHS-specific):

Category	Subcategory	Numeric Code (XML typecode)	Text Code	Description
MissedVisitReason	NDHH	2300	NDHH1	None
MissedVisitReason	NDHH	2301	NDHH2	Provider Cancellation (Must include a description in the note section)
MissedVisitReason	NDHH	2302	NDHH3	Provider Cancellation: Enrollee Discharged from Agency
MissedVisitReason	NDHH	2303	NDHH4	Provider Cancellation - Due to Change in Schedule
MissedVisitReason	NDHH	2304	NDHH5	Provider Cancellation - Due to Staffing
MissedVisitReason	NDHH	2305	NDHH6	Provider No-Show
MissedVisitReason	NDHH	2306	NDHH7	Scheduling Error due to Provider
MissedVisitReason	NDHH	2307	NDHH8	Scheduling Error Due to Provider - Rendered Partial Services Due To Authorization Issue
MissedVisitReason	NDHH	2308	NDHH9	Scheduling Error Due to Provider - Rendered Partial Services Due To Enrollee Request
MissedVisitReason	NDHH	2309	NDHH10	Enrollee Cancellation
MissedVisitReason	NDHH	2310	NDHH11	Enrollee Cancellation: Enrollee is Out of Town
MissedVisitReason	NDHH	2311	NDHH12	Enrollee Cancellation: Enrollee Refused Service
MissedVisitReason	NDHH	2312	NDHH13	Enrollee Cancellation: Enrollee at Emergency Room
MissedVisitReason	NDHH	2313	NDHH14	Enrollee Cancellation - Due to Staffing
MissedVisitReason	NDHH	2314	NDHH15	Enrollee Cancellation - Due to Change in Schedule
MissedVisitReason	NDHH	2315	NDHH16	Enrollee Cancellation: Enrollee Cancellation Due to Authorization Issue
MissedVisitReason	NDHH	2316	NDHH17	Enrollee No-Show Default
MissedVisitReason	NDHH	2317	NDHH18	Scheduling Error due to Enrollee
MissedVisitReason	NDHH	2318	NDHH19	Family Cancelled, Services Not Needed

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MissedVisitReason	NDHH	2319	NDHH20	Family Declined Services Due To A Holiday
MissedVisitReason	NDHH	2320	NDHH21	Service Authorization Issue
MissedVisitReason	NDHH	8	OTHR	Other
MissedVisitReason	NDHH	2322	NDHH23	Enrollee Refused Care
MissedVisitReason	NDHH	2323	NDHH24	Enrollee Hospitalized
MissedVisitReason	NDHH	2324	NDHH25	Disaster/Weather Event
MissedVisitReason	NDHH	2325	NDHH26	No Staff Assigned

MissedVisitActionTaken Codes (Nebraska DHHS-specific):

Category	Subcategory	Numeric Code (XML typecode)	Text Code	Description
MissedVisitActionTaken	NDHH	1000	NDHH27	None
MissedVisitActionTaken	NDHH	1001	NDHH28	Contingency Plan in Place
MissedVisitActionTaken	NDHH	1002	NDHH29	Rescheduled Same Day
MissedVisitActionTaken	NDHH	1003	NDHH30	Rescheduled Different Day
MissedVisitActionTaken	NDHH	1004	NDHH31	Authorization Renewed
MissedVisitActionTaken	NDHH	1005	NDHH32	Services Resumed
MissedVisitActionTaken	NDHH	1006	NDHH33	Provider Offered A Replacement, Enrollee Refused
MissedVisitActionTaken	NDHH	1007	NDHH34	New Staff in Training
MissedVisitActionTaken	NDHH	1008	NDHH35	Resolved
MissedVisitActionTaken	NDHH	6	OTHR	Other

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