



# Aetna Better Health® of Florida

Electronic Visit Verification (EVV) - Missed Visits Provider Training



November 2, 2023

# Agenda

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## **1. Aetna**

- Missed Visits and Functionality
- Missed Visits Application

## **2. Netsmart**

- Demo
  - \* Functionality in the Mobile Caregiver + Application
  - \* Provider Portal
    - One-Time Visit
    - Recurring Visit
    - Report
- Third Party/Alternate EVV Vendors
- Additional Training Resources, Q&A Session

# Missed Visits

- Missed Visits Go-Live  
November 13, 2023
- Netsmart will be providing training  
today and will share dates for  
future training
- Expectation for Providers:
  - by November 13th, providers  
will begin utilizing the Missed  
Visits Functionality including  
the Alternate EVV Vendors



# Missed Visits

**Effective November 13, 2023**, all Providers who miss performing a visit will be required to report the missed visit inside of their EVV solution.

**Why do we use Missed Visits Functionality?** Missed Visits functionality was created to give Payer's insight to why Caregivers may be missing visits.



## There are two parts to document a missed visit

1. **Reasons** - Caregivers and Providers are able to state why a visit was missed
2. **Action Taken** - Caregivers and Providers are able to document what action has been taken as a result of the missed visit

# Missed Visits Application

- Caregivers will have the functionality enabled on the mobile application to document visits
- Providers will have the functionality enabled in the provider portal
- All data associated with the missed visits will be transferred and displayed in the Missed Visits Report of the Payer Portal

## Example:

A Member (Recipient) refuses services for a day and cancels the visit. To make up that visit, the Caregiver rescheduled the visit for a different day

- Mention the missed visit requirement for Providers has a go-live date of November 13th and that Netsmart will be providing trainings
- Expectation for Providers: by November 13th, to start utilizing the Missed Visits Functionality including the Alternate EVV Vendors (Netsmart will go through the workaround for Alt EVV Vendors)

## Alternate EVV Vendors

If your caregivers use an Alternate EVV Vendor/Third Party application, make sure they are aware of these changes so your provider agency is in compliance with reporting Missed Visits.

Alternate EVV Vendor/Third Party vendors can contact the Netsmart Integrations team at [evvintegrations@ntst.com](mailto:evvintegrations@ntst.com).

# Q&A Session



