



Aetna Better Health[®] of Kentucky

NETWORK NOTICE

Date:	January 2, 2024
To:	All Network Providers
From:	Provider Experience
Subject:	DMS Electronic Visit Verification (EVV) for Home Health Care Services
Document ID	

ELECTRONIC VISIT VERIFICATION (EVV)

All HHCS providers must begin using EVV to capture visits by January 1, 2024.

DMS expects providers to follow the schedule below for the adoption and use of EVV.

- January 2024: Providers must use EVV to capture data for at least **50%** of visits.
- February 2024: Providers must use EVV to capture data for at least **75%** of visits.
- March 2024: Providers must use EVV to capture data for **100%** of visits.

Both DMS* and Therap will continue to provide support following EVV HHCS go-live through direct interaction and stakeholder webinars.

EVV HHCS Town Hall #11 - Join Therap for Go-Live follow-up

January 3, 2024, 1-2:30 p.m. Eastern / Noon-1:30 p.m. Central

To register: https://us02web.zoom.us/webinar/register/WN_RxkZA6k9QRCm4rRTtoUR0A

EVV HHCS Post-Go-Live Touchbase - Join DMS for updates, reminders and to get your questions answered.

January 8, 2024, 10-11 a.m. Eastern / 9-10 a.m. Central

To register: https://us02web.zoom.us/webinar/register/WN_0hcZcLynTuSD9x5F7GG0Rw

Additional Provider Support and Resources

Providers can visit the Therap Kentucky EVV website at <https://help.therapservices.net/app/kentucky-evv> to find additional resources. Available information includes EVV training videos, user guides, frequently asked questions, and recordings/presentations from the town halls.

A link to Therap's Kentucky EVV website is available on the DMS EVV website at <https://bit.ly/KYEVVWebsite>.

Contact Information

Providers with questions can also reach out to DMS and Therap directly.

To contact DMS, call (844) 784-5614 or email 1915cWaiverHelpDesk@ky.gov

To contact Therap, email KYSUPPORT@therapservices.net.



As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.

NETWORK RELATIONS COVERAGE AND CONTACT INFORMATION

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners.

Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve. This team is dedicated to meeting the needs of you, our providers. We are subject matter experts and are available to providers for education, training, and support. We assign every participating provider a Network Manager.

Aetna Better Health of Kentucky offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.