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CABINET FOR HEALTH  
AND FAMILY SERVICES

## **EVV HHCS Post-Go-Live Touchbase**

**Department for Medicaid Services  
Division of Long-Term Services and Supports  
January 8, 2024**

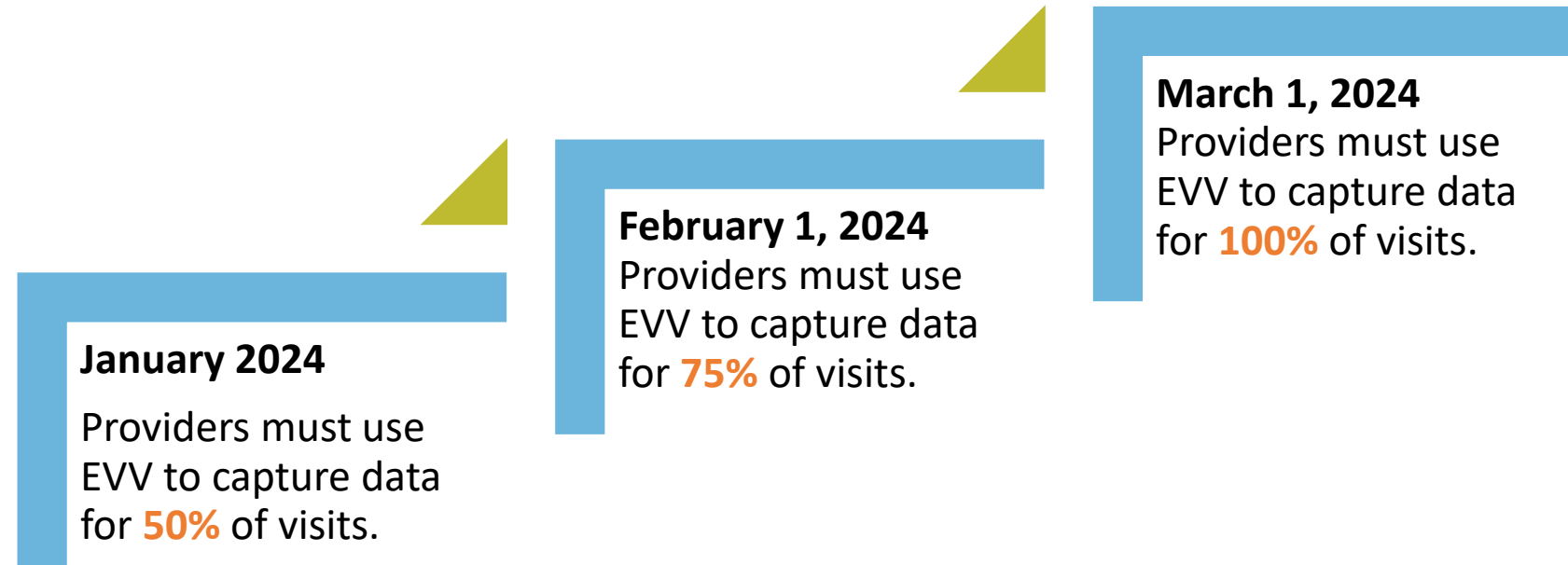
# Webinar Agenda

DMS Expectations

Support and Resources

Questions and Answers

# DMS Expectations for EVV Use



DMS will monitor implementation rates and provide technical assistance as needed.

Providers have the option to use Therap to bill claims, however, **this is not required**.

# Where to Find Support & Resources

Therap Kentucky EVV Site

<https://help.therapservices.net/app/kentucky-evv>

Therap's site includes:

- Recorded town hall meetings
- EVV support material in other languages
- Tutorials by topic
- Frequently asked questions

Contact Therap

[KYSUPPORT@therapservices.net](mailto:KYSUPPORT@therapservices.net)

DMS EVV Website and DMS Contact

<https://bit.ly/KYEVVWebsite>

(844) 784-5614 or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov)

Recorded Town Hall Meetings >

EVV Support Material in Multiple Languages >

EVV Support Request >

## Support Resources

### Admin Roles & Setup

Scheduling/EVV

Direct Service Provider Roles

Billing

3rd Party EVV Solution Users

Therap Aggregator

### Account Setup

- Create New User
- Create New Individual
- Enroll, Discharge Individuals from Programs
- Manage Individual Caseload for Regular and Oversight Providers
- Provider, Staff and Individual Setup
- Self Password Reset
- Two Factor Authentication (2FA)- Required for Aggregator Login

### Billing Setup

- Create Service Authorization for Professional and Institutional Claims

# Questions and Resources

# EVV Resources

## **DMS EVV Webpage**

<https://bit.ly/KYEVVWebsite>

## **Therap KY Website**

<https://help.therapservices.net/app/kentucky-evv>

## **21<sup>st</sup> Century Cures Act**

<http://bit.ly/2016curesinfo>

## **Contact DMS**

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## **Contact Therap**

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