

# Provider User Guide to Monitor Visit Verification Method



**Netsmart**

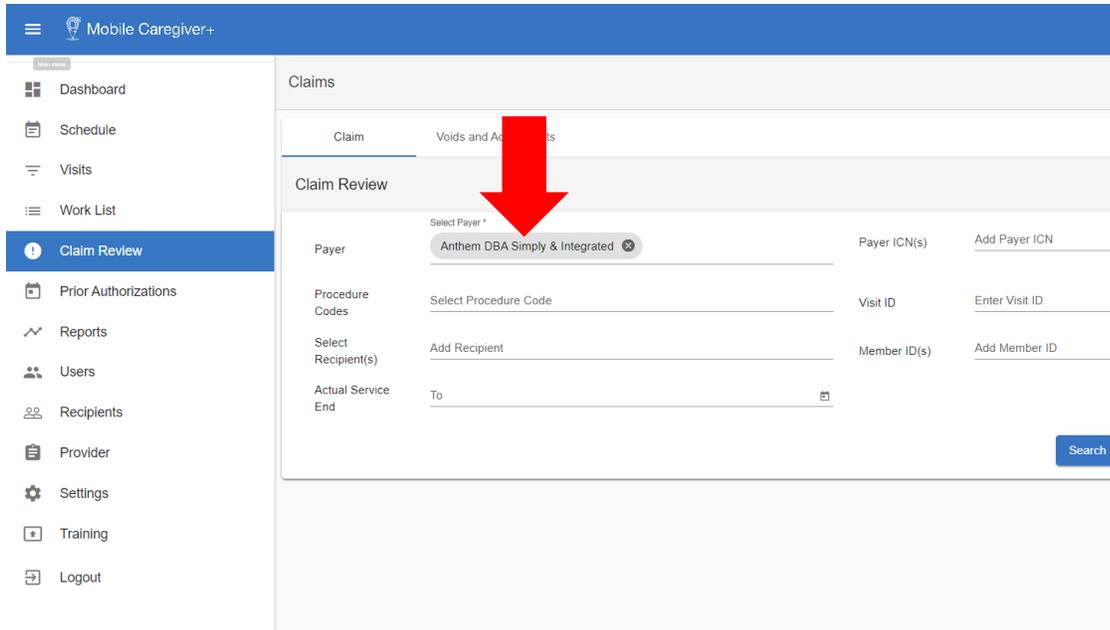
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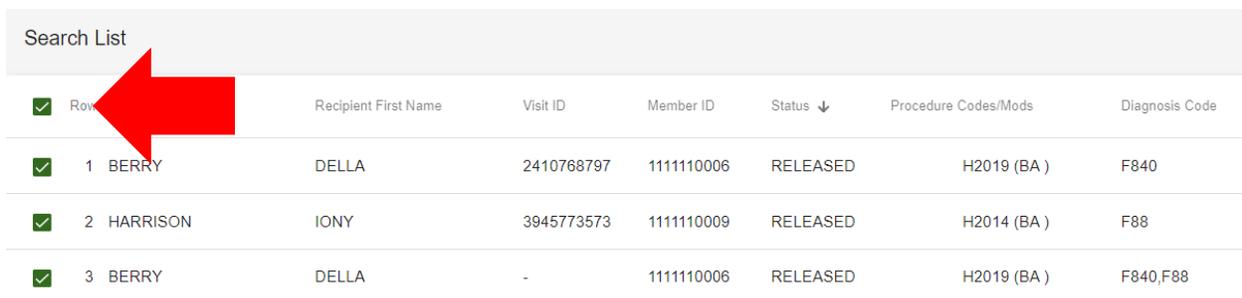
Instructions: The following user guide provides instructions on viewing the visit verification method captured in Netsmart Mobile Caregiver+.

1. Log onto your Netsmart Mobile Caregiver+ Provider Portal and select the **Claim Review** tab in the Main Menu.
2. Under the **Payer** drop down menu, select **Anthem** then click **Search**.



The screenshot shows the 'Claim Review' form in the Netsmart Mobile Caregiver+ interface. The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review (highlighted), Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Claims' and has tabs for 'Claim' and 'Voids and Adjustments'. The 'Claim Review' section includes a 'Select Payer \*' dropdown menu with 'Anthem DBA Simply & Integrated' selected, a 'Payer ICN(s)' field with an 'Add Payer ICN' button, 'Procedure Codes' with a 'Select Procedure Code' field and a 'Visit ID' field with an 'Enter Visit ID' button, 'Select Recipient(s)' with an 'Add Recipient' field and a 'Member ID(s)' field with an 'Add Member ID' button, and 'Actual Service End' with a 'To' field and a calendar icon. A 'Search' button is located at the bottom right of the form.

3. Select the visits by clicking on the empty box to the left of the recipient's name. You may select a single visit to view the verification method used for that single visit, or you may bulk select all visits.



The screenshot shows a 'Search List' table with the following columns: Row, Recipient First Name, Visit ID, Member ID, Status, Procedure Codes/Mods, and Diagnosis Code. A red arrow points to the 'Row' column, which contains checkboxes for selecting rows.

Row	Recipient First Name	Visit ID	Member ID	Status	Procedure Codes/Mods	Diagnosis Code
1	BERRY DELLA	2410768797	1111110006	RELEASED	H2019 (BA )	F840
2	HARRISON IONY	3945773573	1111110009	RELEASED	H2014 (BA )	F88
3	BERRY DELLA	-	1111110006	RELEASED	H2019 (BA )	F840,F88

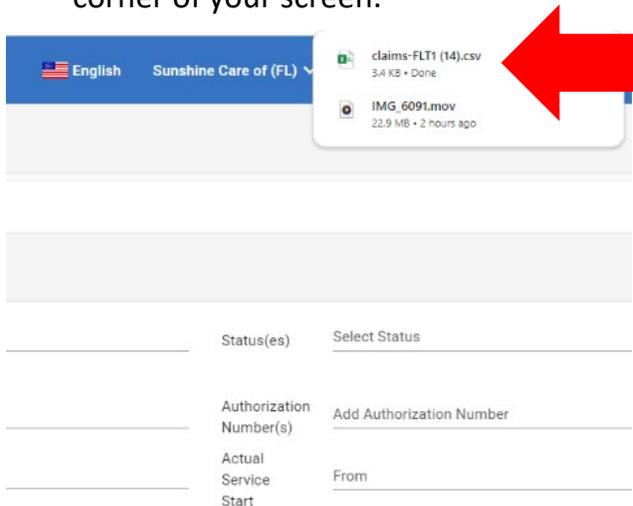
4. Select the option to **Export**.

A HIPAA Privacy notice will appear on your screen.

5. Click **OK** to acknowledge receipt of the message.



6. Your claim data will export into an Excel spreadsheet. To view the Excel spreadsheet, click on the Excel document that has downloaded in the top right corner of your screen.



7. Columns T and AC of the Excel spreadsheet contain the visit verification method for both the clock in and clock out portion of the visit. This is denoted by the **Start Verified Method** and **End Verified Method**.