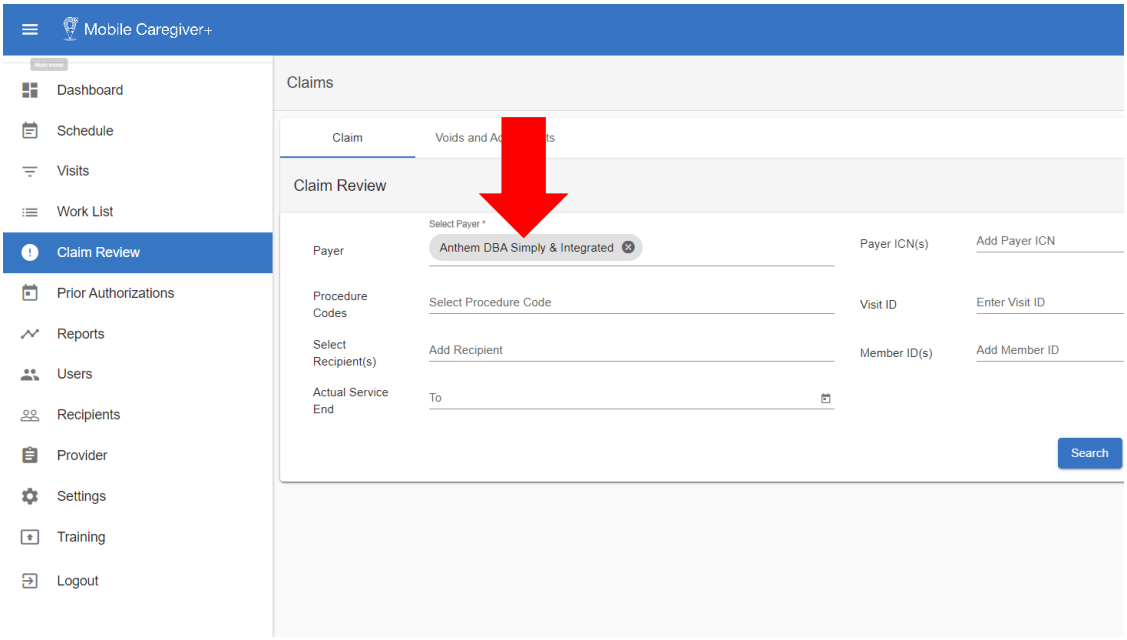
Provider User Guide to Monitor Visit Verification Method

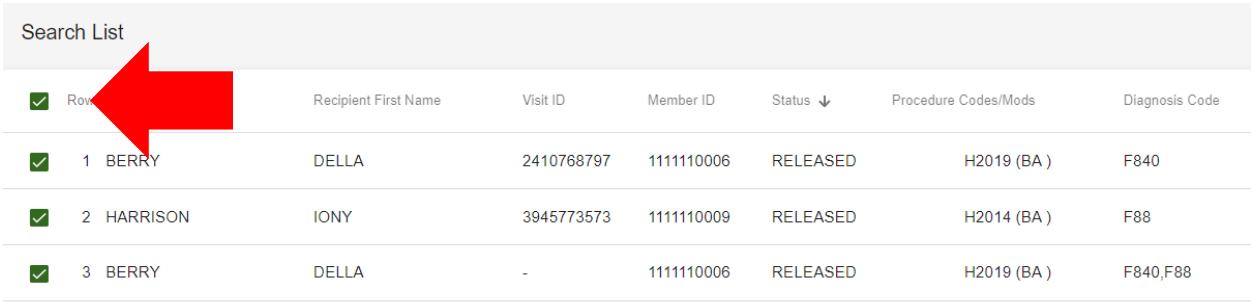
www.ntst.com
11100 Nall Avenue
Overland Park, KS 66211
800.842.1973

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**.



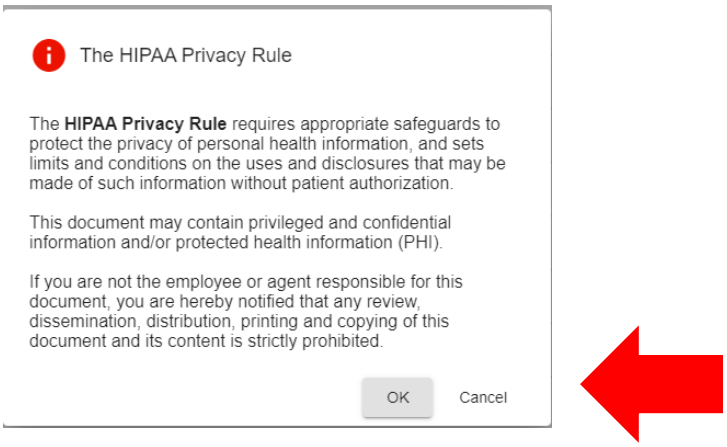
3. Select the visits by clicking on the empty box to the left of the recipient's name. You may select a single visit to view the verification method used for that single visit, or you may bulk select all visits.



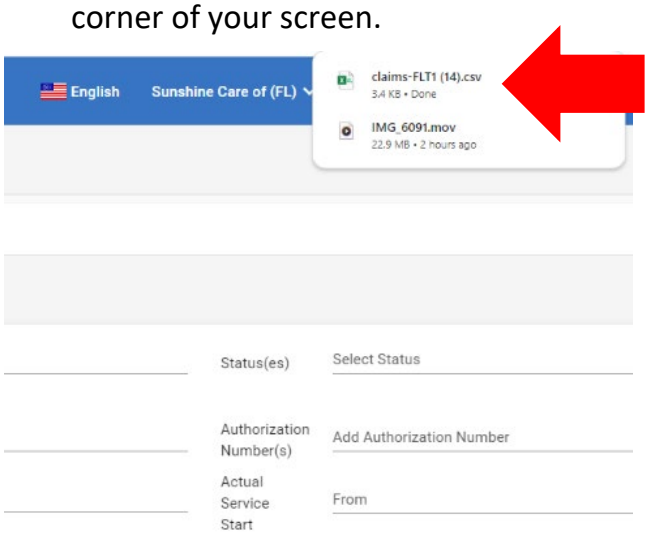
4. Select the option to **Export**.

A HIPPA 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**.