

Long-Term Services and Supports (LTSS) Training Today Newsletter Updates

Open EVV Model

TennCare will shift from a closed EVV model to an open EVV model for personal care services (PCS). An open EVV model means that PCS providers will now have an option to utilize a third-party EVV vendor that will connect with an MCO-provided aggregator. Providers will still have the option to continue utilizing the MCO-provided EVV vendor.

Implementation of the open EVV model will be August 1, 2025. This implementation will require all PCS providers to make changes to their existing EVV processes. Training on the specific changes will be conducted prior to implementation to help providers understand the changes. Additionally, MCO Provider Relations teams will be available for one-on-one support leading up to and post implementation.

What's Next for the NADSP E-Badge Academy

At TennCare, we are dedicated to innovation and data-driven solutions aimed at strengthening our health care workforce. In 2024, TennCare partnered with the National Alliance for Direct Support Professionals (NADSP) to launch the E-Badge Academy. This initiative is designed to enhance workforce development and elevate the roles of Direct Support Professionals (DSPs), Paid Caregivers, and Frontline Supervisors (FLSs) through national certification. Our research on the program's impact reveals the following findings from those in the program:

- 96% of DSPs/FLSs reported an improved ability to provide high-quality care
- 90% of DSPs/FLSs felt recognized and valued for their certification efforts
- 8% reduction in turnover intentions among participants after completing certification
- 13% increase in career commitment post program

By leveraging data-driven insights, TennCare is pioneering workforce development strategies that empower DSPs, Paid Caregivers, and FLSs, improve care quality, and create a more resilient health care system. We would like to thank the hundreds of participants who completed this national certification. Additionally, we'd like to thank the HCBS Provider Network, Managed Care Organizations (MCOs), state departments,

advocacy organizations, and other stakeholders who helped make this workforce development initiative a success.

So, what's next?

We are thankful to the 114th General Assembly who approved the continuation of the NADSP E-Badge Academy including the financial incentives for meeting certain quality metrics. This means certifications achieved during Q1 and Q2 of 2025 will be paid out after July 1st when the new state fiscal year begins and future payouts will be made quarterly.

If you are interested in participating in E-Badge, please contact the MCO(s) to learn more. Thank you for your partnership and we look forward to the continued success of this program.

Program Integrity

TennCare's Office of Program Integrity

With over 1.4 million TennCare members relying on quality care, your role as a provider has never been more important. We ask for your partnership in maintaining the program's integrity so that every member receives the care they need when they need it.

TennCare's Office of Program Integrity is dedicated to identifying and preventing provider fraud, waste and abuse that can hinder timely and appropriate care. You play a vital role in protecting patients and preserving essential resources by staying vigilant and reporting suspicious activity.

If you notice anything unusual, we are here to assist you. All reports are confidential, and you can choose to remain anonymous.

You can report concerns by:

- Calling: 833-687-9611
- Emailing: programintegrity@tenncare.gov
- Submitting a form: [TennCare Provider Fraud Report](#)

Together, we can protect the care many Tennesseans count on.