

How to contact Netsmart Customer Support

EXPERIENCING AN EVV ISSUE(S)?

YES



Call Netsmart Customer support

1-833-483-5587



Enter your language preference

Option 1: English

Option 2: Spanish



Enter your state abbreviation

Nebraska: 63 on the keyboard



Listen to the prompts for assistance

Option 1: Password reset instructions

Option 2: Training material and FAQ's

Option 3: Speak with an agent



Select your payer organization

Option 1: Nebraska DHHS

Option 2: Nebraska Total Care/Centene

Option 3: Nebraska United

Option 3: Nebraska Molina



Please have the following information ready for your call

- Provider contact name
- Provider phone number
- Provider email address
- EIN, NPI and Medicaid ID
- Alternate vendor name (if applicable)
- Confirmation of payer
- Summary and description of the issue
- Be prepared to screen share so support can better assist!



Communicate EVV issue resolution

Netsmart will facilitate/communicate EVV ticket resolution to provider

If the issue is policy-related, Netsmart support will assist in guiding you correctly to the appropriate payer or resource

Please be sure to capture your **Netsmart ticket number and add to all correspondence

OR

You can enter a support ticket via Netsmart Connect – [Open Netsmart Support Case](#)