

# Technical Housekeeping

## Audio Issues:

- If you can see the display but cannot hear, a dial-in number for audio via a phone is available in the calendar invitation.

## Technical Issues:

- If you get disconnected or “bumped” from this WebEx meeting, please try to log back in.
- If logging back in does not work, there is a dial-in number in the calendar invitation.
- If the above options are not working, all townhalls are recorded and will be available on the EVV website within one week following the townhall.

## Questions:

- Please submit questions in the Q&A function and submit to “everyone”, not “host”.
- Please submit questions to the Q&A section versus the chat section of the WebEx.



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Department of Community Health

## Electronic Visit Verification (EVV)



**Presented to:** EVV Public Forum Attendees

**Presented by:** Policy and Provider Services

Division of Medicaid



# Mission

## The Georgia Department of Community Health

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

*We are dedicated to A Healthy Georgia.*

# Presentation Points



- EVV Member Updates
- EVV Project Updates
- EVV Training
- Common Issues or Questions
- DCH EVV Townhalls
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

# Electronic Visit Verification



**EVV Member  
Updates**

# Self-Directed Updates

- Your fiscal intermediary (FI) may require implementation or usage deadlines that do not align to traditional provider deadlines.
- As noted in the next slide, each FI has a different EVV vendor and therefore a different process and set of information.
- Self-directed members are welcome to stay for this presentation beyond the next slide, but information is primarily for traditional providers. Please reach out to your FI if you have specific questions related to their EVV solution.

# Self-Directed Updates

## Acumen

**EVV System:** DCI

**Point(s) of Contact for EVV questions:**

Katrina Simisnean  
[Katrinasi@acumen2.net](mailto:Katrinasi@acumen2.net)

Nicki Cline  
[Nickicl@acumen2.net](mailto:Nickicl@acumen2.net)

Contact Number: (877) 211-3738

**Townhall Recording Link:**  
[Click Here](#)

## Continuum

**EVV System:** Tellus

**Point of Contact for EVV questions:**

Shanay Bostick  
[shanay@continuumfs.com](mailto:shanay@continuumfs.com)

Contact Number: (678) 974-7942  
EXT 102

**Townhall Recording Link:**  
[Click Here](#)

## Public Partnerships

**EVV System:** Time4Care™

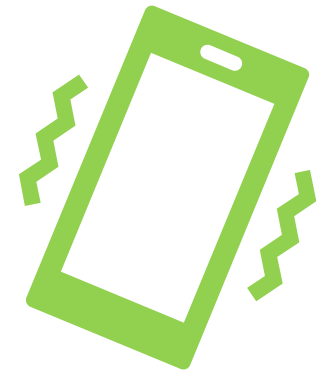
**Point of Contact for EVV questions:**

Chantielle Tally  
[ctally@pcgus.com](mailto:ctally@pcgus.com)

**Townhall Recording Link:**  
[Click Here](#)

# Georgia Lifeline

- For Medicaid members who need a smartphone, Lifeline Services is a Federal program which provides phones and services free of charge. Please see the link below for the application. This is not a DCH-managed service. <https://galifeline.com/>
- There are additional federally-sponsored smart phone options. Members would need to check with those providers to ensure they are compatible and EVV compliant. Not all smart phones support the Mobile Caregiver+ app.





# Electronic Visit Verification



## EVV Project Updates

# Status Updates and Timeline

July 23<sup>rd</sup>, 2021

**Required:**

Provider NetSmart  
(Tellus) Registration



August 31<sup>st</sup>, 2021

**Required:**

1. Employees input into chosen EVV solution
2. One claim successfully submitted

October 1<sup>st</sup>, 2021

**Required:**

1. All EVV-related claims to include EVV information
2. And submitted via the State EVV solution

To successfully submit a claim, aides and caregivers will have to use and capture visit data using EVV.

Providers who are non-compliant at any of these dates will be placed on pre-payment review.



# Status Updates and Timeline

## If you have **NOT** registered:

- You will be placed on pre-payment review for your non-registered Medicaid ID(s). Meaning you will not receive your claims payment for those services until you have registered for the State EVV solution.
- Once you have registered, please email [evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov) to have your registration verified and pre-payment review removed.

## If you have registered:

- Continue to follow steps in the checklist including:
  - complete applicable training;
  - ensuring aides have downloaded and successfully logged into the mobile app;
  - completing visits using EVV;
  - and submitting claims.
- **You must submit a claim by August 31<sup>st</sup>, 2021.**



# Case Management Update

**Case Management EVV functionality will be available on September 16<sup>th</sup>, 2021. More communications will be available soon.**

- Registration and access to the EVV administrative dashboard is optional for case management agencies. Registration and use allows case managers and support coordinators to have real time member visit information and the ability to message aides / care givers.
- Case management administrators will register and input employees using the same process as Medicaid service providers.
- Guides and checklists will be available in the coming weeks, and it will be communicated when these resources available.

# Electronic Visit Verification



**EVV Training**

# EVV Training

**As a reminder, training is offered through the Netsmart (Tellus) website and should be completed based on your role at your provider agency.**

## Providers using Netsmart (Tellus) EVV:

**Administrators** should register for and complete all three (3) training webinars, in the order below:

1. Administrative Console
2. Mobile Application
3. Claims Console

**Caregivers or aides** who do not perform administrative functions will only need to register for and complete the mobile application training.

## Providers using a third-party EVV vendor:

**Administrators** should register for and complete the claims console training.

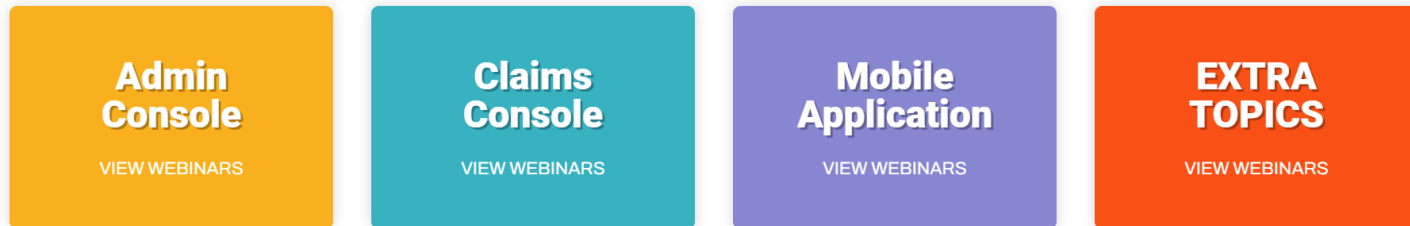
**Caregivers or aides** do not need to complete Netsmart (Tellus) training.

You should check with your third-party EVV vendor to register for and complete any of their system required trainings.

# EVV Training

Training for the Netsmart (Tellus) EVV solution is available at: <https://4tellus.com/training/>

The training topics offered



For registering for a weekly scheduled live training webinar

### Administrator Console

Getting Started With Your Administrator Console

**Who:** Administrators using the Tellus EVV Administrator Console and those who do scheduling

**What:** Learn how to import your data, schedule your caregivers and everything in between

REGISTER NOW

VIEW RECORDING

VER GRABACIÓN

For watching a pre-recorded webinar at your convenience

# EVV Training

Have a question that training did not cover? Ask Netsmart (Tellus) during a live Q&A session.

<https://4tellus.com/training/>

Register for a weekly, live Q&A Session with Netsmart (Tellus) experts.

## EXTRA TOPICS

### Nebraska DHHS Independent Providers

#### All Tellus EVV Modules

**Who:** Administrators Independent Providers who do not work for an agency.

**What:** Complete overview of EVV technology and processes

REGISTER NOW

VIEW RECORDING

VER GRABACIÓN

### Kentucky CHFS Participant Directed Services (PDS) Providers

#### Tellus EVV Mobile and Admin Module

**Who:** PDS Providers who do not work for an agency

**What:** Complete overview of EVV technology and processes

VIEW RECORDING

VER GRABACIÓN

### Live Q & A Session

#### Tellus EVV Q&A

**Who:** Agency Employees, Independent Providers, Participant Direct Services, etc. who will be using one or more Tellus EVV software application(s).

**What:** The session will offer a forum for Providers to ask questions and view live demonstrations. These webinars are designed to help, inform and work through any issues, as we move forward with EVV and state mandated compliance.

REGISTER NOW

VIEW RECORDING 2/9

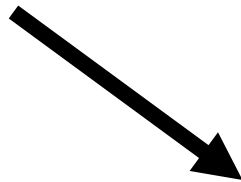
VIEW RECORDING 2/11



# EVV Training

Once you are registered for the Netsmart (Tellus) solution, you will have access to user guides and short refresher videos. You can print the guides for in-person employees or download them to have for reference:

In your admin portal, where to locate user guides and short videos



Mobile Caregiver+

Dashboard

Visit Status on 06/25/2021 - 06/25/2021

TODAY THIS WEEK LAST WEEK 2 WEEKS AGO

Category	Count
IN PROGRESS	1
UNABLE TO COMPLETE	1
MISSED	0
NOT STARTED	5

Weekly Visits on 06/20/2021 - 06/26/2021

THIS WEEK LAST WEEK 2 WEEKS AGO

visits

# Electronic Visit Verification



## Common Issues and Questions

# Common Issues or Questions

## Documentation or Signatures on Timesheets:

Policy related to documentation or signature requirements for certain services have not changed. If documentation is in EVV, you do not have to repeat it. If it is not in EVV (Rn signature for example), you would need to print out the EVV or document separately and physically sign.

## Retroactive Billing / Medicaid Pending:

If a Medicaid member does not have a current Prior Authorization (PA), you can still schedule visits within the State EVV solution. After completion of the visit, the information will “unmatch” until there is an active and current PA.

If an individual has not yet been approved by the Division of Family & Children Services (DFCS) as a Medicaid member, you will not be able to schedule and complete visits using EVV. Paper records should be kept until the member and associating PAs are approved and are visible within the EVV solution.

# Common Issues or Questions

## **Missing Members or Authorizations:**

Call or email the Georgia EVV Call Center to submit a ticket. The team will work to resolve the issue as quickly as they are able.

## **Registration for providers using a third-party EVV vendor:**

It is required for providers using a third-party EVV vendor to register for the State EVV solution and complete the Netsmart Mobile Caregiver+ Claims Console training. You should begin submitting claims as soon as possible via the State EVV solution.

[EVV Provider Phase 1 Checklist – Providers Implementing a Third-Party EVV System](#)

[EVV Provider Phase 2 Checklist - Providers Implementing a Third-Party EVV System](#)

# Need support?

DCH has a Georgia EVV Call Center to contact for technical support and issues while using the Tellus EVV system. As listed below, there's phone, email, or chat options available during normal business hours.

**Phone:** 833-701-0012

**Email:** [GAEVVSUPPORT@Conduent.com](mailto:GAEVVSUPPORT@Conduent.com)

**Website for Chat:** <https://www.GAEVV.com>



# Upcoming Townhalls

Topics	Scheduled Date and Time
Topics as needed based on feedback / Open Q&A	8/5 – 6-7pm ET
Topics as needed based on feedback / Open Q&A	Sept. TBD

**\*\*Visit the DCH “EVV Schedule of Events” Webpage for registration links\*\***

# Alternate EVV Vendor Update

If your vendor is NOT on this list, please contact Netsmart at [evvintegrations@ntst.com](mailto:evvintegrations@ntst.com)

Initial Contact Established	Contracting	In Development	Testing In Progress	In Pilot	In Production
<ul style="list-style-type: none"> <li>• Greenline Business Solution</li> <li>• Vertex Systems</li> </ul>	<ul style="list-style-type: none"> <li>• PCG Public Partnerships</li> <li>• Qualifacts / Carelogic</li> <li>• Sestra Solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Assuricare (August Systems)</li> <li>• Bayada</li> <li>• BrightStar Care</li> <li>• Complia Health (ContinuLink)</li> <li>• CubHub Systems - CellTrak</li> <li>• HHAeXchange</li> <li>• Maxim</li> <li>• MCM Solutions (Stopwatch Technology)</li> <li>• Neurosoftware (Adacare)</li> <li>• SETWorks</li> <li>• Spectrum 'TeleTrack' Voice Technologies</li> <li>• Treasures Docs</li> <li>• Vypersoft</li> </ul>	<ul style="list-style-type: none"> <li>• Aveanna Healthcare</li> <li>• BrightSpring Health Services (formerly ResCare)</li> <li>• Carecenta</li> <li>• CareVoyant</li> <li>• CellTrak Technologies</li> <li>• Kaleida Systems (eRSP)</li> <li>• MedSide Healthcare</li> <li>• Sandata</li> </ul>	<ul style="list-style-type: none"> <li>• Alora Healthcare Systems</li> <li>• Axxess</li> <li>• Billiyo Health</li> <li>• CareTime</li> <li>• Direct Care Innovations</li> <li>• Information Age Technologies (Copilot Pro 21)</li> <li>• Integrated Database Systems (Generations)</li> <li>• MatrixCare</li> <li>• MedFlyt</li> <li>• MEDsys</li> <li>• My EVV</li> <li>• Netsmart</li> <li>• SMARTcare</li> <li>• Therap Services</li> </ul>	<ul style="list-style-type: none"> <li>• AlayaCare USA</li> <li>• Ankota</li> <li>• AxisCare</li> <li>• CareSmartz</li> <li>• Caryfy</li> <li>• ClearCare</li> <li>• GeoH Software</li> <li>• HomeNurse, Inc</li> <li>• Rosemark / Shoshana</li> <li>• SwyftOps</li> <li>• Webauthor</li> </ul>
<p><b>Declined Integration</b>            Aymira Healthcare Technologies            First Visit Software            King David Community Center of Atlanta, Inc            Nemicare            PointClickCare            Residex</p>					

# Question and Answer (Q&A)

**Please type your questions in the chat box!**

**Our moderators will read your question aloud.**

**If you have specific or technical questions, please reach out to the Georgia EVV Call Center**

**at:**

**(833) 701-0012**

**[GAEVVsupport@conduent.com](mailto:GAEVVsupport@conduent.com)**

