

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

- The EVV deadlines for fiscal intermediary (FIs) and self-directed members to November 1, 2021. This extension is to allow self-directed members who are currently supported by the State's FIs additional time to be onboarded and trained on the new EVV solutions and operational processes.
- This extension applies ONLY to self-directed members and is not applicable to traditional providers whose deadline remains to be October 1, 2021. There will be no additional extensions for traditional providers or self-directed members. Your FI may require different implementation, usage deadlines or benchmarks that may be used to support testing and a compliant implementation by the mandated deadline.

Self-Directed Updates

- **PLEASE NOTE:** If you are a self-directed member or representative currently supported by Public Partnership, LLC (PPL) and receiving EVV-applicable services, a PPL representative assisted by Support Coordination will be reaching out to you to discuss alternative service options, as PPL will no longer be providing EVV related services for the state of Georgia.
- Your fiscal intermediary (FI) may require implementation or usage deadlines that do not align to traditional provider deadlines. You will likely have usage deadlines in advance of November 1, 2021 to ensure full compliance.
- 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

Nicki Cline
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

Contact Number: (678) 974-7942
EXT 102

Townhall Recording Link:
[Click Here](#)

Public Partnerships

Point of Contact for EVV questions:

Chantielle Tally
ctally@pcgus.com

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



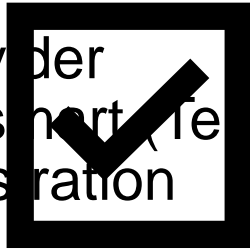
EVV Project Updates

Status Updates and Timeline

July 23rd, 2021

Required:

Provider
Netsmart (feius)
registration



August 31st, 2021

Required:

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



October 1st, 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 and submitted a claim for each applicable Medicaid ID:

- You will be placed on pre-payment review for your non-compliant Medicaid ID(s). Pre-payment review means that your claim(s) associated with the PSS or CLS Provider ID numbers will require a review of all medical documentation before the claim can be paid. Please review Part I of Manual 401.1 if you have questions related to pre-payment review.
- Once you have submitted a claim for your non-compliant Medicaid ID, please email evv.medicaid@dch.ga.gov to have your claim verified and pre-payment review removed.

Starting October 1, 2021, all EVV-applicable claims, except for self-direction, must be submitted through the State EVV solution.

Case Management Update

Case Management EVV functionality will be available on September 16th, 2021. More communications will be available soon.

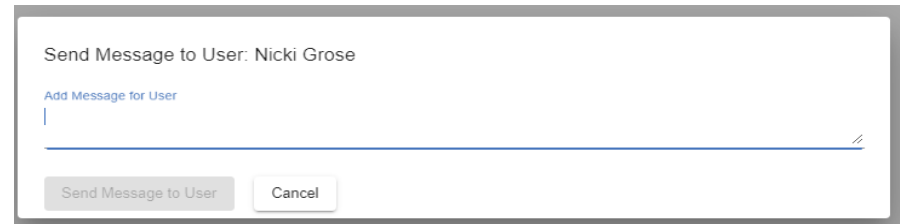
- Registration and access to the EVV administrative dashboard is optional for case management agencies. The dashboard will provide case managers and support coordinators real-time visit information and the ability to message aides if they are using the Netsmart solution.
- Information will only be available in real-time for Medicaid members whose provider agency utilizes the Netsmart solution for EVV. If their provider uses a third-party EVV vendor, case managers and support coordinators will only have access to completed visit information and there will be a delay versus real-time.
- Case management administrators will register and input employees using the same process as Medicaid service providers. Then administrators will link case managers to their Medicaid members.
- Guides, training, and checklists will be available in the coming weeks, and it will be communicated via the DCH EVV Listserv on 9/16.



Case Management Update

Case Management functionality will include:

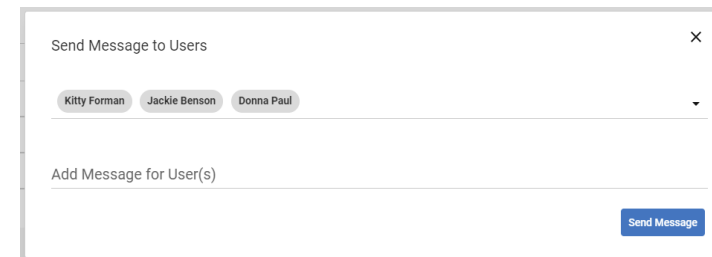
- **View-only access to the following data for linked Medicaid members**
 - Schedule
 - Visits
 - Prior Authorizations
- **Access to the following reports:**
 - Recipients
 - Visit
 - Visit Completed not Pre-Scheduled
 - Visit Detail
 - Visit Report
- **Ability to send and receive messages to and from aides / caregivers using the Netsmart Mobile Caregiver+**



Send Message to User: Nicki Grose

Add Message for User

Send Message to User Cancel



Send Message to Users

Kitty Forman Jackie Benson Donna Paul

Add Message for User(s)

Send Message



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

Admin Console
VIEW WEBINARS

Claims Console
VIEW WEBINARS

Mobile Application
VIEW WEBINARS

EXTRA TOPICS
VIEW WEBINARS

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

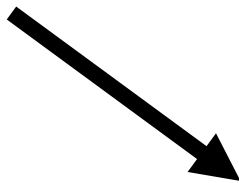
VIEW RECORDING 2/9

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

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 if the member is known to EVV. 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

Medicaid Members in the EVV solution:

The State autoloads the State EVV solution with providers' Medicaid members and active authorizations. Providers cannot add members. If a member is missing (or an authorization), you should report that information the Georgia EVV Call Center so they can report and correct the issue. If a member is missing, you may still schedule visits with that member and submit claims outside of EVV until October 1, 2021. Having one missing member out of several does not prohibit you from submitting other member's claims.

Family Caregivers:

Providers who have hired family caregivers need to ensure appropriate training is being provided to those family care givers to ensure they are eligible to be paid. This applies specifically related to Appendix K, which is still active, and not related to self-direction.

Common Issues or Questions

Third-party EVV Vendor Integration:

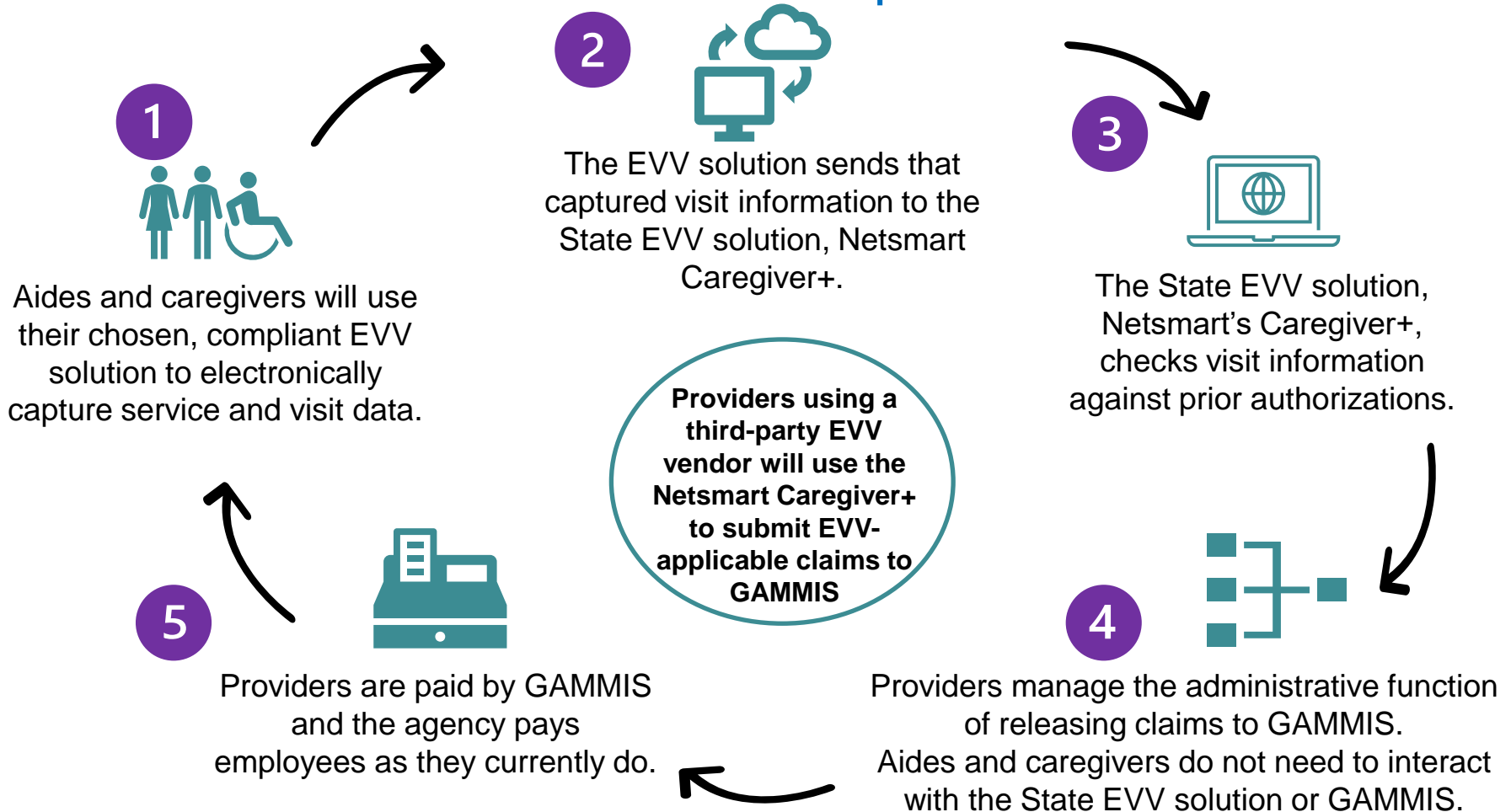
Third-party EVV vendors are quickly moving through the integration process. Providers will not be able to submit claims until their third-party EVV vendor is fully integrated. The State will be evaluating third-party EVV vendor integration status before applying pre-payment review to consider those who are almost through the process. There will be a cut-off date applied and communicated for third-party EVV vendors who will not be integrated before 10/1.

Submitting a Claim does Require Aides to Complete Visits:

Use September to ensure your aides are all utilizing your EVV solution for all EVV-applicable services so there is no issue on October 1, 2021. Mandatory claims submission starting October 1, 2021 requires the use of EVV by aides during scheduled visits to provide EVV-applicable Medicaid services.

Providers Using Third-Party EVV Vendors

EVV-applicable claims for providers using a third-party EVV vendor will be submitted via the Netsmart EVV administrative portal.



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

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



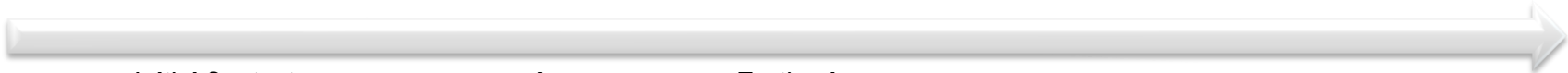
Upcoming Townhalls

Topics	Scheduled Date and Time
Topics as needed based on feedback / Open Q&A	9/14 – 1 - 2pm ET 9/15 – 6 – 7pm ET 9/28 – 1 – 2pm ET
Case Management / Support Coordination Townhall	9/27 – 3 – 4pm ET
Topics as needed based on feedback / Open Q&A	10/6 – 1 – 2pm ET 10/7 – 6 – 7pm ET

****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



Initial Contact Established	Contracting	In Development	Testing In Progress	In Pilot	In Production
<ul style="list-style-type: none"> • Greenline Business Solution • Vertex Systems 	<ul style="list-style-type: none"> • Qualifacts / Carelogic 	<ul style="list-style-type: none"> • Assuricare (August Systems) • MCM Solutions (Stopwatch Technology) • Neurosoftware (Adacare) • SETWorks • Spectrum 'TeleTrack' Voice Technologies 	<ul style="list-style-type: none"> • Carecenta • CubHub Systems - CellTrak • Sandata • Treasures Docs 	<ul style="list-style-type: none"> • Alora Healthcare Systems • Billiyo Health • BrightStar Care • CareTime • CareVoyant • CellTrak Technologies • Direct Care Innovations • Integrated Database Systems (Generations) • MedFlyt • MEDsys 	<ul style="list-style-type: none"> • AlayaCare USA • Ankota • Aveanna Healthcare • AxisCare • Axxess • BrightSpring Health Services (formerly ResCare) • CareSmartz • Caryfy • ClearCare • GeoH Software • HomeNurse, Inc • Information Age Technologies • Kaleida Systems (eRSP) • MatrixCare • Maxim • MedSide Healthcare • My EVV • Netsmart • Rosemark / Shoshana • SMARTcare • SwyftOps • Therap Services • Webauthor

Declined Integration

- Aymira Healthcare Technologies
- Bayada
- First Visit Software
- King David Community Center of Atlanta, Inc
- Nemicare
- PointClickCare
- PCG Public Partnerships (PPPL)
- Residex
- Sestra Solutions
- Vypersoft



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

