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.
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)
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

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[Georgia Department of Community Health](#)
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 (Tellus) registration

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

**August 31st, 2021**

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

**November 1st, 2021**

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

Providers who are non-compliant at any of these dates will be placed on pre-payment review.
DCH acknowledges provider feedback requesting additional time to address the following items:

1) Missing Prior Authorizations
2) Updated Rounding Rules
3) New Rate Adjustments

We expect missing prior authorizations and rounding rules to be resolved at the end of September and the new rate adjustments to be implemented in early October.

This additional month is to allow providers an opportunity to familiarize themselves with the solution and the recent updates.
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 November 1, 2021, all EVV-applicable claims must be submitted through the State EVV solution, Netsmart.
Status Update: Key Statistics

**Percentage of providers (by Tax ID / EIN) that have registered for the State EVV solution, Netsmart. Majority of those who have not registered do not currently have EVV-applicable clients or active authorizations.**

- **80%**

**Medicaid IDs that have completed a visit using EVV.**

- **1140**

**Medicaid IDs that have submitted at least one claim through the State EVV solution.**

- **850+**

One provider has successfully submitted over 18,000 claims through the State EVV solution!

Data as of 9/21/21
Case Management Update

Case Management EVV functionality is delayed. More communications will be available as soon as possible.

- It was previously communicated that case management / support coordination functionality would be available as of 9/16. That has been delayed. A new release date has not been determined.
- Case management related guides, training, and checklists will be available upon the functionality release.
Electronic Visit Verification

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

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

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

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.
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
Electronic Visit Verification

Common Issues and Questions
Common Issues or Questions

Retroactive Billing / Medicaid Pending:
If a Medicaid member does not have a current 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.

Claims Submission Deadline:
Claims submission deadline is now Thursday at midnight to be in the Friday payment cycle. Providers can no longer wait until Friday noon to submit EVV-applicable claims. This submission will occur via the Netsmart 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 November 1, 2021. Having one missing member out of several does not prohibit you from submitting other members’ claims.

Family Caregivers:
Providers who have hired family caregivers need to ensure appropriate training is being provided to those family caregivers to ensure they are eligible to be paid. This specifically applies to Appendix K, which is still active, and not related to self-direction.
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 statuses before applying pre-payment review to make considerations for those who are almost through the process. There will be a date when providers are notified if their third-party EVV vendors will not be integrated before 11/1.

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 November 1, 2021. Mandatory claims submission starting November 1, 2021 requires the use of EVV by aides during scheduled visits to provide EVV-applicable Medicaid services.
Common Issues or Questions

Duplicate Claims Editing:
There is an “overlapping error” providers may receive when submitting claims through the Netsmart solution. When receiving this notification, the corresponding claim will be suspended. This occurs most often when an aide / caregiver has an open claim for another Medicaid member at a different provider agency for same date and same time. This is not an issue related to servicing two members in the same household or location at the same time.

If this occurs to your agency, the issue needs to be reported to DCH at the EVV mailbox evv.medicaid@dch.ga.gov. When reporting be sure to include who the aide / caregiver is, who the Medicaid member is who was receiving service associated with that claim, the claim number, and the ICN number.

Beware of roster billing!!
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.

1. Aides and caregivers will use their chosen, compliant EVV solution to electronically capture service and visit data.

2. The EVV solution sends that captured visit information to the State EVV solution, Netsmart Caregiver+.

3. The State EVV solution, Netsmart’s Caregiver+, checks visit information against prior authorizations.

Providers using a third-party EVV vendor will use the Netsmart Caregiver+ to submit EVV-applicable claims to GAMMIS.

4. Providers manage the administrative function of releasing claims to GAMMIS. Aides and caregivers do not need to interact with the State EVV solution or GAMMIS.

5. Providers are paid by GAMMIS and the agency pays employees as they currently do.
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

<table>
<thead>
<tr>
<th>Topics</th>
<th>Scheduled Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>10/6 – 1 – 2pm ET</td>
</tr>
<tr>
<td></td>
<td>10/7 – 6 – 7pm ET</td>
</tr>
</tbody>
</table>

**Visit the DCH “EVV Schedule of Events” Webpage for registration links**
Compliant Alternate EVV Vendors

Vendors who are or will be compliant with the 21st Century Cures Act compliant in Georgia by October 1, 2021

<table>
<thead>
<tr>
<th>AlayaCare USA</th>
<th>HomeNurse, Inc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ankota</td>
<td>Information Age Technologies (Copilot Pro 21)</td>
</tr>
<tr>
<td>Aveanna Healthcare</td>
<td>Integrated Database Systems (Generations)</td>
</tr>
<tr>
<td>AxisCare</td>
<td>Kaleida Systems (eRSP)</td>
</tr>
<tr>
<td>Axxess</td>
<td>MatrixCare</td>
</tr>
<tr>
<td>Billiyo Health</td>
<td>Maxim</td>
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<tr>
<td>BrightSpring Health Services (formerly ResCare)</td>
<td>MedSide Healthcare</td>
</tr>
<tr>
<td>CareSmartz</td>
<td>MEDsys</td>
</tr>
<tr>
<td>CareTime</td>
<td>My EVV</td>
</tr>
<tr>
<td>CareVoyant</td>
<td>Netsmart (myUnity EHR/Legacy EVV)</td>
</tr>
<tr>
<td>Caryfy</td>
<td>Rosemark / Shoshana</td>
</tr>
<tr>
<td>CellTrak Technologies</td>
<td>SMARTcare</td>
</tr>
<tr>
<td>ClearCare</td>
<td>SwyftOps</td>
</tr>
<tr>
<td>Direct Care Innovations (DCI)</td>
<td>Therap Services</td>
</tr>
<tr>
<td>GeoH Software</td>
<td>Webauthor</td>
</tr>
</tbody>
</table>
Non-Compliant Alternate EVV Vendors

Vendors who will be in the process of integrating beyond October 1, 2021

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alora Healthcare Systems</td>
<td>MedFlyt</td>
</tr>
<tr>
<td>BrightStar Care</td>
<td>Neurosoftware (Adacare)</td>
</tr>
<tr>
<td>Carecenta</td>
<td>Qualifacts / Carelogic</td>
</tr>
<tr>
<td>CubHub Systems/CellTrak</td>
<td>Sandata</td>
</tr>
<tr>
<td>Greenline Business Solution</td>
<td>Treasures Docs</td>
</tr>
<tr>
<td>Home Care IT (eCaring)</td>
<td>Vertex Systems</td>
</tr>
<tr>
<td>MCM Solutions (Stopwatch Technology)</td>
<td></td>
</tr>
</tbody>
</table>
Non-Compliant Alternate EVV Vendors

### Vendors who are NOT integrating and will NOT be 21st Century Cures Act compliant in Georgia

<table>
<thead>
<tr>
<th>Vendors</th>
<th>Compliance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aymira Healthcare Technologies</td>
<td>PointClickCare</td>
</tr>
<tr>
<td>Bayada</td>
<td>Residex</td>
</tr>
<tr>
<td>First Visit Software</td>
<td>Sestra Solutions</td>
</tr>
<tr>
<td>King David Community Center of Atlanta, Inc</td>
<td>Total Systems Design</td>
</tr>
<tr>
<td>Nemicare</td>
<td>Vypersoft</td>
</tr>
<tr>
<td>PCG Public Partnerships (PPPL)</td>
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</tbody>
</table>

### Vendors who do not have clients providing services required through the 21st Century Cures Act

<table>
<thead>
<tr>
<th>Vendors</th>
<th>Compliance Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assuricare (August Systems)</td>
<td>Kanrad Technologies (KanTime)</td>
</tr>
<tr>
<td>Complia Health (ContinuLink)</td>
<td>MITC Software</td>
</tr>
<tr>
<td>HHAeXchange</td>
<td>SETWorks</td>
</tr>
<tr>
<td>InMyTeam Corp.</td>
<td>Spectrum TeleTrack Voice Technologies</td>
</tr>
</tbody>
</table>
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