

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

- **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](#)

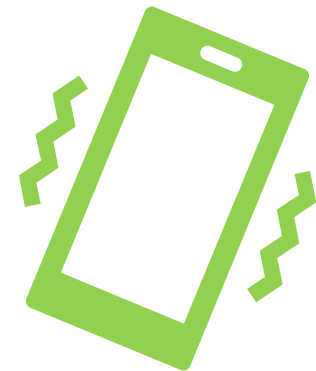
Public Partnerships

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



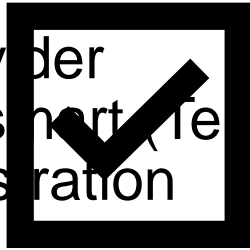
EVV Project Updates

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



November 1st, 2021

Required:

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

Date
Change

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

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.

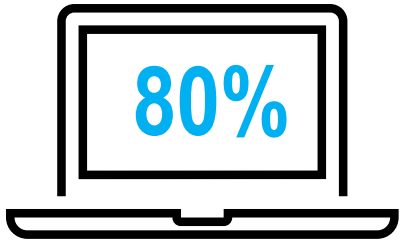
Status Updates and Timeline

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.

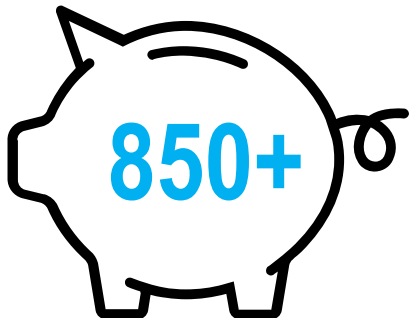
Status Update: Key Statistics



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.



Medicaid IDs that have completed a visit using EVV.



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

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

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

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

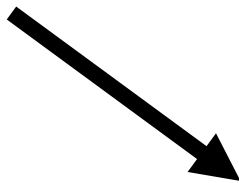
VIEW RECORDING 2/9

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 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 care givers to ensure they are eligible to be paid. This specifically applies 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 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:

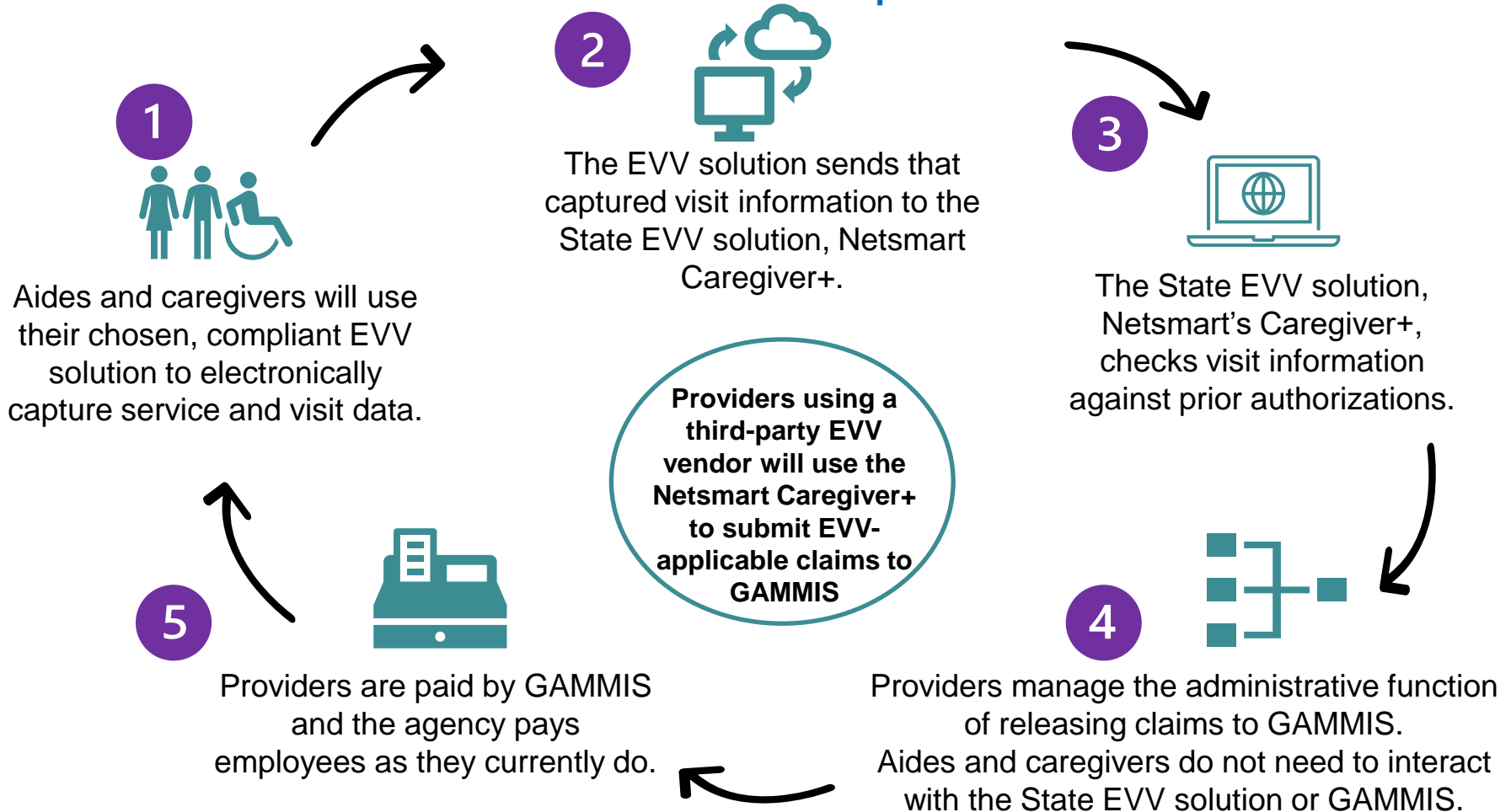
There is an “overlapping error” providers may receive when submitting claims through the Netsmart solution. When receiving this notification, the corresponding claim will be suspended. This occurs most often when an aide / caregiver has an open claim for another Medicaid member at a different provider 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.



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 | 10/6 – 1 – 2pm ET 10/7 – 6 – 7pm ET |

****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

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



Non-Compliant Alternate EVV Vendors

| Vendors who will be in the process of integrating beyond October 1, 2021 | |
|--|-------------------------|
| Alora Healthcare Systems | MedFlyt |
| BrightStar Care | Neurosoftware (Adacare) |
| Carecenta | Qualifacts / Carelogic |
| CubHub Systems/CellTrak | Sandata |
| Greenline Business Solution | Treasures Docs |
| Home Care IT (eCaring) | Vertex Systems |
| MCM Solutions (Stopwatch Technology) | |

Non-Compliant Alternate EVV Vendors

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

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

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

| | |
|------------------------------|---------------------------------------|
| Assuricare (August Systems) | Kanrad Technologies (KanTime) |
| Complia Health (ContinuLink) | MITC Software |
| HHAeXchange | SETWorks |
| InMyTeam Corp. | Spectrum TeleTrack Voice Technologies |



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

