

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
- Common Issues or Questions
- 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

Electronic Visit Verification



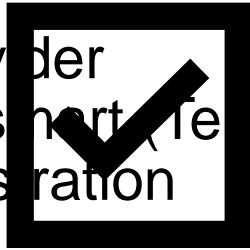
**EVV Project
Updates**

Status Updates and Timeline

July 23rd, 2021

Required:

Provider
Netsmart (Ferus)
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-In Production
- 2) Updated Rounding Rules-In Production
- 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.

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



Common Issues and Questions

Common Issues or Questions

Rounding Rules:

As a quick Electronic Visit Verification (EVV) update, rounding rules are being implemented within the State EVV solution, Netsmart, to match the Center for Medicare and Medicaid Services (CMS) standard Medicaid rounding rules. Up to seven (7) minutes of completed services will be rounded down. Eight (8) minutes of completed services will be rounded up to a 15-minute unit. For those Personal Support Services (PSS) billed hourly, less than 30 minutes rounds down to the next whole unit. Thirty (30) minutes will round up to the next whole unit.

For example, checking in at 6pm and checking out at 6:37pm will result in two (2) 15-minute units or one (1) 60-minute unit depending on the applied services. Checking in at 6pm and checking out at 6:38pm will result in three (3) 15-minute units or one (1) 60-minute unit depending on the applied services.

Common Issues or Questions

Users (employees) Invitation Statuses:

If an administrator is unable to schedule a user (employee) because their name does not appear, please check the invitation status of the user (employee). Administrators are only able to schedule with users (employees) who have an invitation status of “Accepted.” If the user (employee) has a status of “Invited”, the user (employee) has not completed log in and activation and will likely need a password reset to complete log in.

There is a short, supplemental training video to outline this process and all the steps to add in users (employees).

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!!



Electronic Visit Verification



**Third-Party EVV
Vendor Update**

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	MCM Solutions (Stopwatch Technology)
BrightStar Care	MedFlyt
Carecenta	Neurosoftware (Adacare)
CubHub Systems/CellTrak	Qualifacts / Carelogic
Greenline Business Solution	Treasures Docs
Home Care IT (eCaring)	Vertex Systems

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)	MITC Software
Complia Health (ContinuLink)	Sandata
HHAeXchange	SETWorks
InMyTeam Corp.	Spectrum TeleTrack Voice Technologies
Kanrad Technologies (KanTime)	



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

