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.
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

- Case Management Function Overview
- Case Management Function Demo
- Question and Answer (Q&A)
Electronic Visit Verification

Case Management
Case Management Functionality is live!

Case Management functionality includes:

- 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+
Live Demonstration

Admin Access
- Registration
- Dashboard Overview
- Linking Case Managers to Recipients
- Reporting functionality

Case Manager Access
- Dashboard View Only Overview
- Messaging Feature
- Use Case Review
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

To receive faster service, you will need the following information to create your support ticket:
- Your agency name
- Your agency Medicaid ID
- Your agency National Provider Identification (NPI) number
- Your agency Employee Identification Number (EIN) or tax identification number
- Contact email address
- Call back number
## Upcoming Townhalls

<table>
<thead>
<tr>
<th>Topics</th>
<th>Scheduled Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management Townhall</td>
<td>12/15 – 4pm ET</td>
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**Visit the DCH “EVV Schedule of Events” Webpage for registration links**
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