

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



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

Electronic Visit Verification

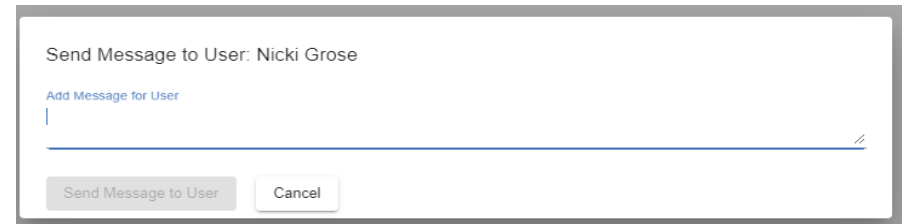


Case Management

Case Management Functionality is live!

Case Management functionality includes:

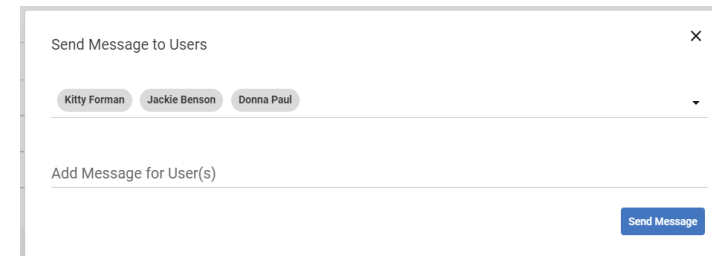
- **View-only access to the following data for linked Medicaid members**
 - Schedule
 - Visits
 - Prior Authorizations
- **Access to the following reports:**
 - Recipients
 - Visit
 - Visit Completed not Pre-Scheduled
 - Visit Detail
 - Visit Report
- **Ability to send and receive messages to and from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



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



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



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>

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

Topics	Scheduled Date and Time
Case Management Townhall	12/15 – 4pm ET

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

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

