



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



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

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



- DCH Communications Resources
- Tellus EVV Mobile Application
- Question and Answer (Q&A)

Communication Resources

Communication Tools:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
- evv.medicaid@dch.ga.gov (email address for EVV inquiries)
- Published Power Point Presentations (PPTs)
- Flyers & Announcements (emailed / mailed)
- Member & Provider Readiness Surveys
- Frequently Asked Questions (FAQs)
- Quick Reference Guides (QRGs)



**GEORGIA DEPARTMENT
OF COMMUNITY HEALTH**

Programs

- Adults
- Elderly
- Disabled
- Families and Children
- All Medicaid Members
- Third Party Liability
- All Programs
- Autism Spectrum Disorder
- Georgia Families 360
- Georgia Families
- Georgia Medicaid Electronic Visit Verification
- What's New?
- EVV Members and Member Advocacy Groups

EVV Third-Party Information

The Department of Community Health (DCH) has created a variety of materials to support third-party vendor integration with the State EVV solution, operated by Tellus. In order to ensure compliance with Federally-mandated EVV requirements and a smooth implementation, DCH requests that third-party vendors work closely with DCH and Tellus. We will be adding new information to the website regularly. Check back often for updates!

Third Party Vendor Attestation

Georgia DCH has selected Tellus, www.tellus.com, as the State selected EVV system and is making this system available at no cost to you. DCH allows providers to select their own EVV system or continue using their current EVV system however the provider is responsible for any costs associated with using the alternate EVV system.

It is the provider's responsibility to ensure their selected EVV system meets both DCH and the **21st Century Cures Act** requirements. For this reason, you as the provider, are required to complete a **Third Party Attestation found here**. Completed forms should be sent to DCH at evv.medicaid@dch.ga.gov.

Your vendor must also complete the **Third Party Attestation found here**, and return the completed form to Tellus at interactions@tellus.com.

Please continue to visit the DCH website for the latest information regarding EVV and Third Party Vendor integration.

Third-Party Information Related Links

- **NIST Special Publication 800-66, Appendix D: Security Rule Standards and**

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EVV Members and Member Advocacy Groups

The Department of Community Health (DCH) is pleased to share a variety of information that Medicaid members and member advocacy groups can have and share within the Medicaid member community. We will be adding new information throughout our implementation. Check back often for updates!

Medicaid Members:

EVV Members and Member Advocacy Groups Related Links

- **21st Century Cures Act** (335.95 KB)
- **EVV Information PowerPoint (PPT)** (678.92 KB)
- **General Member Related Exemptions/Asked Questions (FAQs)** (193.13 KB)

EVV Service Providers

The Department of Community Health (DCH) has created a variety of material that members and service providers can review, download, and share within the Medicaid service provider community. In order to ensure a smooth transition to EVV, DCH requests that service providers and case managers inform members and their family of the upcoming EVV system implementation during their regularly scheduled outreach and interactions with members. We will be adding new information throughout our implementation. Check back often for updates!

Medicaid Service Providers:

- **EVV Quick Reference Guide** (192.82 KB)
- **EVV Information PowerPoint (PPT)** (678.92 KB)
- **EVV Visioning Session Output** (372.44 KB)
- **EVV Readiness Survey** (849.98 KB)
- **21st Century Cures Act** (235.93 KB)
- **CMS EVV Presentation December 2017.pdf** (635.01 KB)

Medicaid Service Providers Related Links

- **Independent Care Waiver Services Provider Manual**
- **NIST Special Publication 800-66, Appendix D: Security Rule Standards and Imple...** (115.67 KB)
- **NIST Special Publication 800-53, Revision 4: Security and Privacy Controls for...** (4.98 MB)
- **NIST Special Publication 800-18, Guide for Developing Security Plans for Federa...** (367.6 KB)

Materials

- **DCH EVV Implementation Townhall #16 Recording (11/5/2017)** (678.92 KB)
- **DCH EVV Implementation Townhall #16 Recording (11/5/2017)** (193.13 KB)

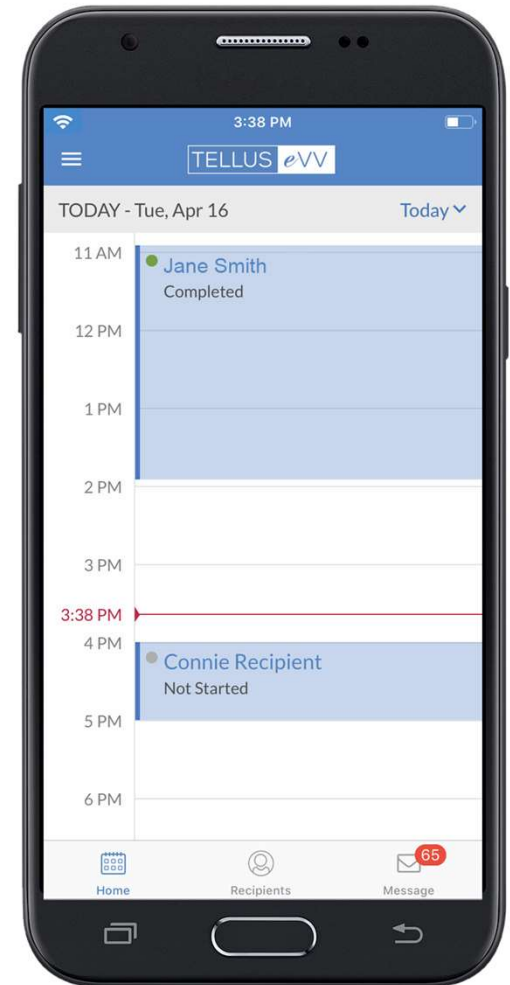
Electronic Visit Verification



**Tellus EVV Mobile
Application**

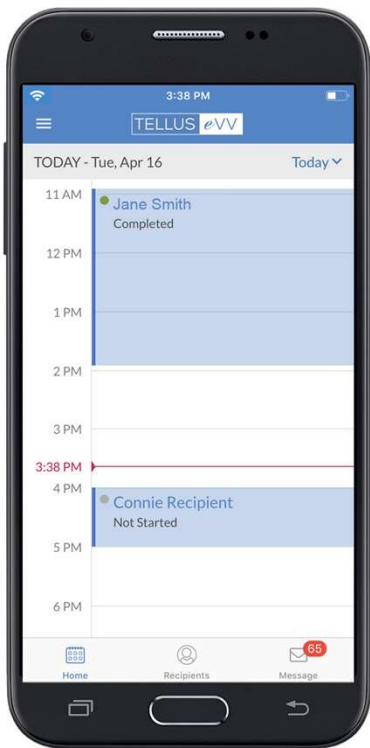
Tellus EVV Mobile Application

- ❖ Works on smart phones and tablets
- ❖ Technology specifications document available on the Provider Page of the DCH EVV Website
- ❖ Download from Google Play or Apple Store
- ❖ Offline mode allows visits to be completed when cell or Wi-Fi is not available
- ❖ GPS snapshot at start and end of a visit. DCH and Tellus do not track or record any location information outside these times.

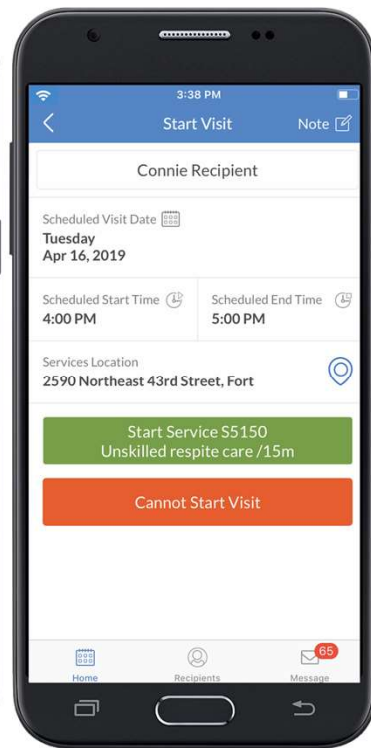


Tellus EVV Mobile Application

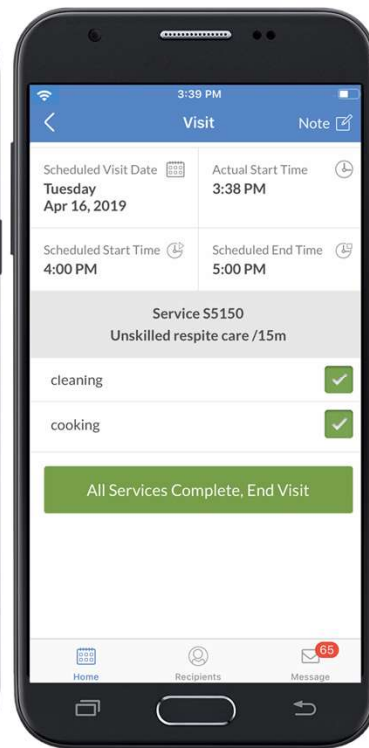
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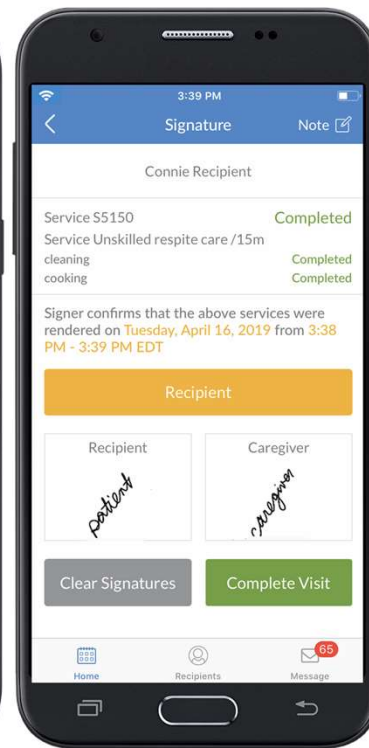
Check In



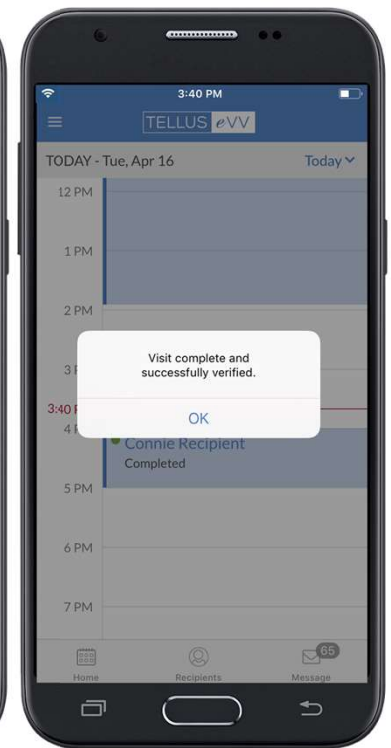
Check Off



Check Out



Confirm



Advantages of Mobile Application

- ✓ Community based services – visits can be started and/or ended at any location
- ✓ Signatures captured for recipient/family member/guardian and caregiver
- ✓ Schedules downloaded when created by agency / fiscal agent
- ✓ Schedule new visit by caregiver via mobile app
- ✓ Services and tasks to be performed are visible
- ✓ HIPAA Secure Messaging between caregiver and agency / fiscal agent
- ✓ Visit timer to remind caregiver the length of the current visit
- ✓ Visit Notes – ability to alert admin
- ✓ Visit history
- ✓ Documents can be available – example: DNR
- ✓ Recipient phone and emergency contact information
- ✓ Directions to visit location via Google Maps

Mobile Application Demonstration



Mobile Application Next Steps

For 2020:

- No immediate mobile app next steps

Do NOT download and register in the Tellus mobile app before Georgia registration begins in 2021. You will be notified when registration is available.

For 2021:

- Attend townhalls for mobile app registration which will take place approximately 30-days prior to Georgia registration opening



Question and Answer (Q&A)

**Please type your questions in
the chat box!**

**Our moderators will read your
question aloud.**

**If we are unable to answer your question
today, please email us at
evv.medicaid@dch.ga.gov**

