

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 Quick Reminders
- Status Updates and Timelines
- EVV Functionality Phases
- DCH Communications Resources
- Tellus EVV Training Overview
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

EVV Quick Reminders

1

EVV Programs and Providers

Impacted Medicaid Programs:

- NOW / COMP Waiver Services
- ICWP Waiver Services
- Elderly & Disabled Waiver Services (SOURCE, CCSP)
- Georgia Pediatric Program (GAPP)

Impacted Service Providers & Workers:

- Private Home Care Providers
- Home Health Aide Workers
- Private Duty Nursing (PDN)

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Waivers and Services

The following services are impacted by EVV:

Services	Waivers Impacted
Community Living Supports (CLS)	COMP, NOW
Consumer-Directed Community Living Supports	COMP, NOW
Consumer Directed Personal Support Services	SOURCE, CCSP, ICWP
Personal Care Support Services	GAPP
Personal Support Services	SOURCE, CCSP, ICWP

Status Updates and Timeline

- The EVV implementation is still on schedule.
- Third-party EVV vendor onboarding is well underway.
- Call center technical support will be available on 3/29.

March 16, 2021	March 29, 2021	April 1, 2021	May 2021	July 1, 2021
Provider Training Opens	Provider Registration Available	System Ready Initial Training Complete Ongoing Support Provided	Recruitment Campaign System Refinement	EVV Mandatory for Claims Processing

EVV Functionality Phases

Phase 1 – Introduction to State EVV Solution

4/1/2021

- Full EVV solution mobile application and administrative portal functionality becomes available; including dashboard visibility, reporting and scheduling capabilities, etc.
- Telephony becomes available.
- Call Center support becomes available.

Phase 2 - Claim submissions through the State EVV Solution

Late May 2021

- Submitting claims through the State EVV solution becomes available.
- Fixed Devices become available.

Phase 3 – Required use of EVV

7/1/2021

- Claims are required to be submitted with EVV information through the State EVV solution for payment.
- Case manager / support coordinator functionality becomes available.



EVV Functionality Phases

During Phase 1 (4/1/21), what do you do as a Provider? Here are some of the first steps:

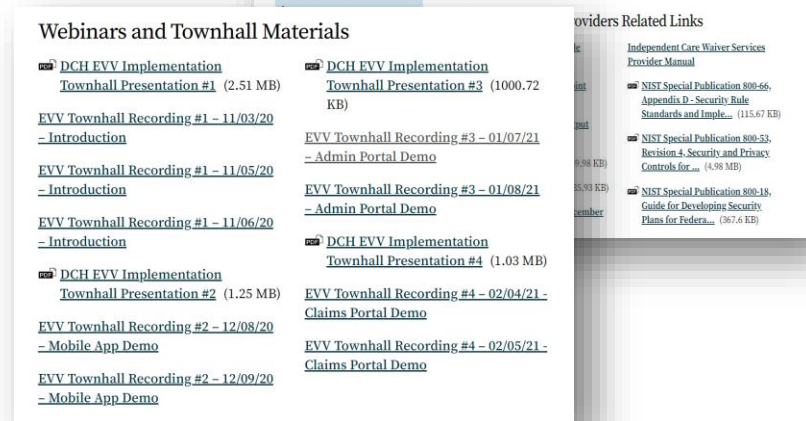
1. Register your administrator(s).
2. Work with aides to download the app.
3. Register aides as users.
4. Load schedules and Member data.
5. Complete training and work with administrators and aides to complete training.
6. Determine if any Members will require the use of telephony or a Fixed Device.
7. Begin using the EVV mobile app with Members.

DCH will be releasing a Provider checklist to help you progress through these steps!

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)
- Townhall Materials and Recordings
- More coming soon!



Electronic Visit Verification



Tellus EVV Training Overview

Training Best Practices

Timing

- Most productive after users have access to the application
 - When too early, users forget and need to re-train

Delivery models

- Live Webinars allows providers to chat questions
- Self help providers and re-training prefer on-demand
- Some providers like to pause the recording and execute the step
- User guides for those that prefer to read and print out



Training Delivery

Live Webinars (recorded)



Modules:

- Mobile
- Admin Portal
- Claims
- Extra Topics

Registration website

Videos on- demand

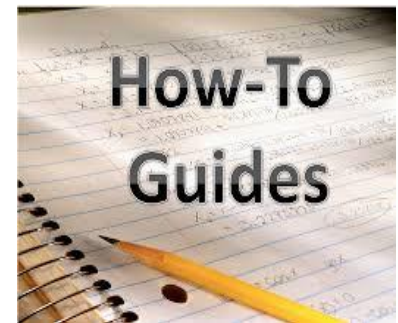


Modules:

- Mobile
- Admin Portal
- Claims
- Extra Topics

Training website

User guides on-demand



Modules:

- Mobile
- Admin Portal
- Claims

Training website

Training Content

Administrative Console	Video Length
- Getting started	14 min
- Set up	12 min
- Scheduling	9 min
- Visit tracking	7 min
- Manual complete visit	6 min
- Reporting	7 min

Mobile	Video Length
- Getting started	4 min
- Downloading the app	5 min
- Scheduling a visit	9 min
- Completing a visit	12 min
- Resetting password	5 min

Claims	Video Length
- Getting started	14 min
- Worklist	4 min
- Resolving unmatched	18 min
- Remediating rejected claims	10 min
- Adjusting adjudicated claims	8 min
- Voiding claims	4 min

Special Topics	Video Length
- Adding an override rate	4 min
- State or program specific	10 min

Training Dates

Mobile Application	Administrative Portal	Claims
03/16/2021	03/17/2021	03/18/2021
03/23/2021	03/24/2021	03/25/2021
03/30/2021	03/31/2021	04/01/2021
04/06/2021	04/07/2021	04/08/2021
04/13/2021	04/14/2021	04/15/2021
04/20/2021	04/21/2021	04/22/2021
04/27/2021	04/28/2021	04/29/2021

Training Website Demonstration



Third-Party EVV Vendor Update

Adacare/Neurosoftware

Alayacare

Alora Plus

Ankota

Aquila Software

Aveanna Healthcare

AxisCare

AXXESS

Aymira Healthcare Technologies

Bayada

Brightspring Health

BrightStar Care - ABS Mobile

Carecenta

Caresmartz

CareTime

Carevoyant

Caryfi

CellTrak

Clearcare Online Solutions

Complia

Cub Hub Systems

DCI

ERSP

First Visit Software

Generations Homecare system

GEOH

HHA Exchange

Kantime

MatrixCare

Maxim Healthcare

Medsys

MITC

Netsmart

PointClickCare

Public Partnership

Rose Mark-Shoshana Technologies

Sandata

SwyftOps

Therap

*Initial Contact Established

*Contracted

*Decline Integration

*Testing in Progress

If your vendor is NOT on this list, please ask your vendor to contact Tellus at integrations@4tellus.com



Upcoming Townhalls

Topics	Scheduled Date and Time
Registration	3/31 – 9am ET 4/1 – 6pm ET
Topics as needed based on feedback / Open Q&A	5/4 – 1pm ET 5/5 – 6pm ET
Topics as needed based on feedback / Open Q&A	June 2021
Topics as needed based on feedback / Open Q&A	July 2021
Topics as needed based on feedback / Open Q&A	August 2021

****Visit the DCH EVV 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 we are unable to answer your question
today, please email us at**

evv.medicaid@dch.ga.gov

