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.
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
- Training Resources
- Georgia EVV Call Center
- DCH Communications Resources
- Tellus EVV Provider Registration 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)

2. Waivers and Services

   The following services are impacted by EVV:

<table>
<thead>
<tr>
<th>Services</th>
<th>Waivers Impacted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Living Supports (CLS)</td>
<td>COMP, NOW</td>
</tr>
<tr>
<td>Consumer-Directed Community Living Supports</td>
<td>COMP, NOW</td>
</tr>
<tr>
<td>Consumer Directed Personal Support Services</td>
<td>SOURCE, CCSP, ICWP</td>
</tr>
<tr>
<td>Personal Care Support Services</td>
<td>GAPP</td>
</tr>
<tr>
<td>Personal Support Services</td>
<td>SOURCE, CCSP, ICWP</td>
</tr>
</tbody>
</table>
Status Updates and Timeline

- The EVV implementation is still on schedule and the State solution is available on 4/1.
- Third-party EVV vendor onboarding is continuing with testing.
- Training is available now!
- Registration and the Georgia EVV Call Center are both available now!

<table>
<thead>
<tr>
<th>March 16, 2021</th>
<th>March 29, 2021</th>
<th>April 1, 2021</th>
<th>May 2021</th>
<th>July 1, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Training</td>
<td>Provider Registration Available</td>
<td>System Ready</td>
<td>Recruitment Campaign</td>
<td>EVV Mandatory for Claims Processing</td>
</tr>
<tr>
<td>Opens</td>
<td>Available</td>
<td>Initial Training</td>
<td>System Refinement</td>
<td>Processing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ongoing Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provided</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
• Georgia EVV Call Center 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.
DCH has available training and training resources for the State EVV solution, Tellus EVV, on the DCH EVV website including guides, previous townhalls, and registration links to the training.
Georgia EVV Call Center Information

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

There is also a cheat sheet on the DCH website to help you determine who to reach out to and how!
Communication Resources

Communication Tools:

- [https://medicaid.georgia.gov/georgia-electronic-visit-verification](https://medicaid.georgia.gov/georgia-electronic-visit-verification)
- [evv.medicaid@dch.ga.gov](mailto: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!
Tellus EVV Registration Overview
EVV Registration

Two Types of Registration:

1. Billing Provider Registration
   - Each billing Provider must register for access to Tellus (Netsmart) EVV
   - Registration Guide on GA DCH EVV website

2. User Registration
   - Each user must register for access to Tellus (Netsmart) EVV
   - Adding a User instructions available in the user guide and training video
   - User upload template available on GA DCH EVV website
Registration Demonstration
### Third–Party EVV Vendor Update

If your vendor is NOT on this list, please ask your vendor to contact Tellus at **evvintegrations@ntst.com**

<table>
<thead>
<tr>
<th>Adacare/Neurosoftware</th>
<th>CareTime</th>
<th>Kantime</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alayacare</td>
<td>Carevoyant</td>
<td>MatrixCare</td>
</tr>
<tr>
<td>Alora Plus</td>
<td>Caryfi</td>
<td>Maxim Healthcare</td>
</tr>
<tr>
<td>Ankota</td>
<td>CellTrak</td>
<td>Medsys</td>
</tr>
<tr>
<td>Aquila Software</td>
<td>Clearcare Online Solutions</td>
<td>MITC</td>
</tr>
<tr>
<td>Aveanna Healthcare</td>
<td>Complia</td>
<td>Netsmart</td>
</tr>
<tr>
<td>AxisCare</td>
<td>Cub Hub Systems</td>
<td>PointClickCare</td>
</tr>
<tr>
<td>AXXESS</td>
<td>DCI</td>
<td>Public Partnership</td>
</tr>
<tr>
<td>Aymira Healthcare Technologies</td>
<td>ERSP</td>
<td>Qualifacts/Carelogic</td>
</tr>
<tr>
<td>Bayada</td>
<td>First Visit Software</td>
<td>Rose Mark-Shoshana Technologies</td>
</tr>
<tr>
<td>Brightspring Health</td>
<td>Generations Homecare system</td>
<td>Sandata</td>
</tr>
<tr>
<td>BrightStar Care - ABS Mobile</td>
<td>GEOH</td>
<td>SwyftOps</td>
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<tr>
<td>Carecenta</td>
<td>HHA Exchange</td>
<td>Therap</td>
</tr>
<tr>
<td>Caresmartz</td>
<td>Information Age Technologies</td>
<td></td>
</tr>
</tbody>
</table>

*Initial Contact
Established
*Testing in Progress
*Declined Integration
*Contracted
## Upcoming Townhalls

<table>
<thead>
<tr>
<th>Topics</th>
<th>Scheduled Date and Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>5/4 – 1pm ET</td>
</tr>
<tr>
<td></td>
<td>5/5 – 6pm ET</td>
</tr>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>June 2021</td>
</tr>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>July 2021</td>
</tr>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>August 2021</td>
</tr>
</tbody>
</table>

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