

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
- 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

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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 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!

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

We are here!

- 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.



Training Resources

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.



Webinars and Townhall Materials

- [DCH EVV Implementation Townhall Presentation #1](#) (2.51 MB)
- [EVV Townhall Recording #1 - 11/03/20 - Introduction](#)
- [EVV Townhall Recording #1 - 11/05/20 - Introduction](#)
- [EVV Townhall Recording #1 - 11/06/20 - Introduction](#)
- [DCH EVV Implementation Townhall Presentation #2](#) (1.25 MB)
- [EVV Townhall Recording #2 - 12/08/20 - Mobile App Demo](#)
- [EVV Townhall Recording #2 - 12/09/20 - Mobile App Demo](#)
- [DCH EVV Implementation Townhall Presentation #3](#) (1000.72 KB)
- [EVV Townhall Recording #3 - 01/07/21 - Admin Portal Demo](#)
- [EVV Townhall Recording #3 - 01/08/21 - Admin Portal Demo](#)
- [DCH EVV Implementation Townhall Presentation #4](#) (1.03 MB)
- [EVV Townhall Recording #4 - 02/04/21 - Claims Portal Demo](#)
- [EVV Townhall Recording #4 - 02/05/21 - Claims Portal Demo](#)
- [DCH EVV Implementation Townhall Presentation #5](#) (549.32 KB)
- [EVV Townhall Recording #5 - 3/04/21 - Training Overview](#)
- [EVV Townhall Recording #5 - 3/05/21 - Training Overview](#)



EVV Implementation Materials (2020 – 2021)

- [Tellus EVV Hardware and Software Requirements](#) (7.1 KB)
- [Provider-Related Frequently Asked Questions \(FAQs\)](#) (221.41 KB)
- [Georgia EVV Program Training Registration How-to Guide](#) (758.2 KB)

EVV System Training

EVV system training will be provided by Conductive. Training will become available starting March 16th! See the dates, and registration links.

The links will connect you to Tellus' training website for a specific training session or pre-recorded video. The live webinar training sessions allow you to interact with the instructors during the scheduled sessions; including the ability to ask questions. The pre-recorded sessions allow you to complete training independently and watch the courses during a time that best works for your schedule. [Click here to view the "Georgia EVV Program Training Registration How-to Guide" for step-by-step instructions on how to register for training.](#) The guide also provides some helpful hints regarding training!

Training dates will extend through 2021 and DCH will update the below table each month. While times will vary for each session, the day of the week and weekly recurrence per topic will remain the same.

Training	Type	Dates	Registration
Administrative Console	Live Webinar	3/17/2021	Register Here
		3/24/2021	
		3/31/2021	
		4/7/2021	
		3/18/2021	
Claims Console	Live Webinar	3/25/2021	Register Here
		4/1/2021	
		4/8/2021	
		4/15/2021	

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>

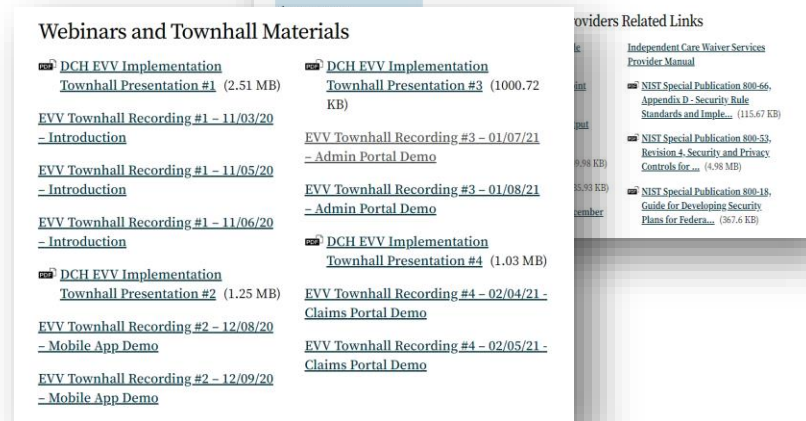
There is also a [cheat sheet](#) on the DCH website to help you determine who to reach out to and how!



Communication Resources

Communication Tools:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
- 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 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

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

Information Age Technologies

Kantime

MatrixCare

Maxim Healthcare

Medsys

MITC

Netsmart

PointClickCare

Public Partnership

Qualifacts/Carelogic

Rose Mark-Shoshana Technologies

Sandata

SwyftOps

Therap

*Initial Contact

Established

*Testing in Progress

*Declined Integration

* Contracted

Upcoming Townhalls

Topics	Scheduled Date and Time
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 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

