

# 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



- Status Updates and Timelines
- Training Resources
- Registration
- Common Issues or Questions
- Georgia EVV Call Center
- DCH EVV Townhalls
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

# Status Updates and Timeline

- The Georgia EVV solution, training, registration, and technical support are all available. We will walk through each of them in this presentation.
- Third-party EVV vendor onboarding is continuing with testing.
- Fiscal Intermediary conversations are happening every other week.

March 16, 2021	March 22, 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

# Training Resources

Training is strongly recommended, and many questions related to use of the Tellus solution are answered during these training webinars.

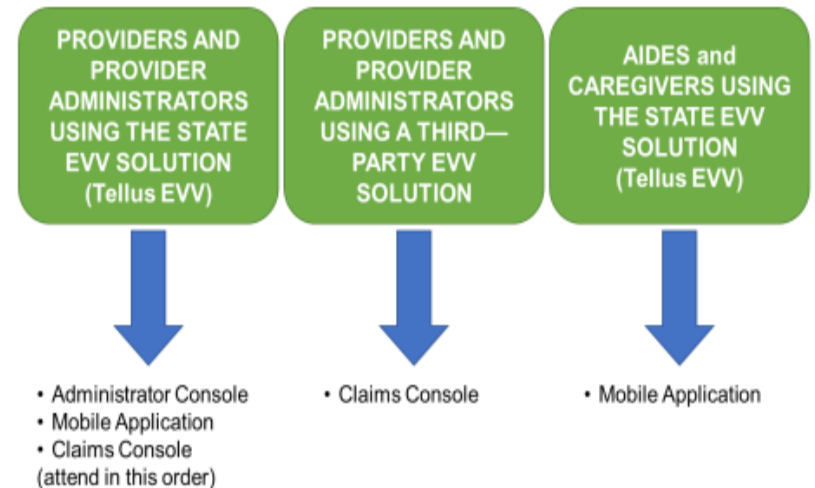
For the Georgia EVV solution – start with the [“Georgia EVV Program Training Registration How-to Guide.”](#)

Located on the DCH website, this guide includes:

- Training Descriptions including modules, topics covered, and length
- Training recommendations by role
- Step-by-step instructions for registering for training webinars

## [Steps to Register for Georgia EVV Program Training](#)

**Step 1:** Determine the training(s) you need to attend.



# Training Resources

Training registration information is also available on the DCH [“EVV Schedule of Events”](#) page.

Training Registration Guide Link

Training Topics

Training Registration Links

## EVV System Training

EVV system training will be provided by Conduent, in partnership with Tellus, and will become available starting March 16th! See the table below for training topics, dates, and registration links.

The links will connect you to Tellus' training website where you can register 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	04/14/2021	<a href="#">Register Here</a>
		04/21/2021	
		04/28/2021	
		05/05/2021	
Claims Console	Live Webinar	04/15/2021	<a href="#">Register Here</a>
		04/22/2021	
		04/29/2021	
		05/06/2021	
Tellus EVV Mobile Application	Live Webinar	04/13/2021	<a href="#">Register Here</a>
		04/20/2021	
		04/27/2021	
		05/04/2021	
Administrative Console	Pre-Recorded Session	On Demand	<a href="#">Register Here</a>
Claims Console	Pre-Recorded Session	On Demand	<a href="#">Register Here</a>
Tellus EVV Mobile Application	Pre-Recorded Session	On Demand	<a href="#">Register Here</a>



# Registration Resources

Registration for use of the Georgia EVV solution, Tellus, is available along with resources to help Providers register. It is recommended Providers register and begin engaging with the solution at least one month before July 1, 2021 – so don't wait!

The PDF guide, [“How to Register a Provider Agency to Use Tellus EVV,”](#) is available on the DCH [“EVV Service Providers”](#) page.

The guide includes:

- The registration link
- Step-by-step instructions on how to register for the Tellus system
- Contact information if you're having technical trouble registering



EVV Implementation Materials (2020 - 2021)

<a href="#">Identified Third-Party EVV Vendor List - Updated 04/12/21</a> (175.5 KB)	<a href="#">How to Manually Add Users into Tellus EVV</a> (432.32 KB)
<a href="#">Tellus EVV Hardware and Software Requirements</a> (7.1 KB)	<a href="#">How to Manually Schedule Visits into Tellus EVV</a> (448.72 KB)
<a href="#">Provider-Related Frequently Asked Questions (FAQs)</a> (227.56 KB)	<a href="#">How to Import Users into Tellus EVV</a> (475.42 KB)
<a href="#">Georgia EVV Program Training Registration How-to Guide</a> (758.2 KB)	<a href="#">EVV Provider Quick Start Guide</a> (128.98 KB)
<a href="#">Tellus EVV Users Upload Template</a> (17.2 KB)	<a href="#">EVV Common Provider Issues and Support Cheat Sheet</a> (129.9 KB)
<a href="#">How to Register a Provider Agency to Use Tellus EVV</a> (261.2 KB)	<a href="#">Georgia EVV IVR Request Form - Participant Directed</a> (671.82 KB)
<a href="#">How to Log into Tellus EVV</a> (118.38 KB)	<a href="#">Georgia EVV IVR Request Form - Provider Agency for Traditional Members</a> (671.45 KB)

How to Register Guide Link



# Registration – Medicaid Provider ID

**Payer Provider Number = Medicaid ID Number**

**Different Locations:** If the Provider agency has multiple locations with different Medicaid ID Numbers, the Provider agency will need to complete the registration (and have an assigned administrator) for each location associated with EVV-applicable services.

**Each location with a separate Medicaid ID Number must match the zip code to that location.**

# Registration – Medicaid Provider ID

## Payer Provider Number = Medicaid ID Number

**Different Services or Waivers:** If the Provider agency has multiple Medicaid ID Numbers because the agency provides multiple EVV-applicable services, the Provider agency will need to complete registration for each applicable Medicaid ID Number.

**For example,** if you have a Medicaid ID Number for Personal Support Services (PSS) within CCSP and SOURCE, both of which are EVV-applicable services, you will need to complete registration for each ID.

# Registration – Providers using a Third-Party EVV Vendor

**Do I need to register for the Tellus solution?** Yes! EVV visit information will be passed from your EVV vendor to the Tellus solution. You will need to release that data through the Tellus administrative portal.

It is strongly recommended to complete the Tellus Claims Console training upon registering for the solution and again when claims functionality is available.

# Common Issues or Questions

## Data once you register:

- Prior Authorizations and members are auto-loaded from State data
- Users (employees) will need to be input via [manual entry](#) or [import](#)
- **If you have data that is incorrect or not showing up, contact the Georgia EVV Call Center.**

## Roles

- If you have a role other than “administrator,” you will not have access to all the agency data in your dashboard. Data access varies by role. Roles are assigned by administrators.
- If you are the only administrator and you change your role to “biller”, for example, you will no longer have full access. You will not be able to change your role back to administrator and will need to contact the Georgia EVV call center for support.
- Each location and service registration will need to have an administrator role.



# Common Issues or Questions

## Short Name

- The “Provider Short Name” cannot be updated during registration. This was incorrect in the original [“How to Register a Provider Agency to Use Tellus EVV”](#) and has since been updated.
- You can update the “Provider Short Name” in the Administrator portal after completing registration.
- “Provider Short Names” should each be unique and be used to identify waivers or locations to help you navigate your agency Administrator portal.

# 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](mailto: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!




# DCH Townhalls

All DCH Townhall presentations and recordings are available on the [Provider](#) and [Member](#) pages of the DCH EVV website.

- Townhall materials are organized and labeled by date and topic discussed.




## 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 – 03/04/21 – Training Overview](#)

[EVV Townhall Recording #5 – 03/05/21 – Training Overview](#)

 [DCH EVV Implementation SD Member Townhall Presentation #1](#) (489.68 KB)

[EVV SD Member Townhall Recording #1 – 03/24/21 – Overview](#)

[EVV SD Member Townhall Recording #1 – 03/26/21 – Overview](#)

 [DCH EVV Implementation Townhall Presentation #6](#) (743.54 KB)

[EVV Townhall Recording #6 – 03/31/21 – Provider Registration](#)

[EVV Townhall Recording #6 – 04/01/21 – Provider Registration](#)

# Upcoming Townhalls

Topics	Scheduled Date and Time
Topics as needed based on feedback / Open Q&A	6/9 – 1-2pm ET 6/10 – 6-7pm ET
Topics as needed based on feedback / Open Q&A	7/7 – 1-2pm ET 7/8 – 6-7pm ET
Topics as needed based on feedback / Open Q&A	8/4 – 1-2pm ET 8/5 – 6-7pm ET

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



# Third-Party EVV Vendor Update

If your vendor is NOT on this list, please ask your vendor to contact Tellus at [evvintegrations@ntst.com](mailto:evvintegrations@ntst.com)

[Adacare/Neurosoftware](#)

[Alayacare](#)

[Alora Plus](#)

[Ankota](#)

[Aquila Software](#)

[Aveanna Healthcare](#)

[AxisCare](#)

[AXXESS](#)

[Aymira Healthcare Technologies](#)

[Bayada](#)

[Billiyo](#)

[Brightspring Health](#)

[BrightStar Care - ABS Mobile](#)

[Carecenta](#)

[Caresmartz360](#)

[CareTime](#)

[Caryfy](#)

[Carevoyant](#)

[CellTrak](#)

[Clearcare Online Solutions](#)

[Complia](#)

[Cub Hub Systems](#)

[DCI](#)

[ERSP](#)

[First Visit Software](#)

[Generations Homecare system](#)

[GEOH](#)

[HHA Exchange](#)

[HomeNurse, Inc.](#)

[Information Age Technologies](#)

[Kantime](#)

[King David Community Center of Atlanta, Inc.](#)

[MatrixCare](#)

[Maxim Healthcare](#)

[Medflyt](#)

[Medsys](#)

[MITC](#)

[MyEVV](#)

[Netsmart](#)

[PointClickCare](#)

[Public Partnership](#)

[Qualifacts/Carelogic](#)

[Residex](#)

[Rose Mark-Shoshana Technologies](#)

[Sandata](#)

[Setworks](#)

[SMARTcare](#)

[SwyftOps](#)

[Therap](#)

[Vipersoft ADMS](#)

[Webauthor](#)

\*Initial Contact Established

\*In Pilot

\*Pilot Production Ready

\*Testing in Progress

\*Declined Integration

\* Contracted

# DCH EVV Contact

## How to find EVV information:

- <https://medicaid.georgia.gov/georgia-electronic-visit-verification>
  - Google “DCH EVV” or “Georgia DCH EVV” and it should be one of the top website
- [evv.medicaid@dch.ga.gov](mailto:evv.medicaid@dch.ga.gov) (email address for EVV inquiries)

Programs

- Adults
- Elderly
- Disabled
- Families and Children
- All Medicaid Members
- Third-Party Liability
- All Programs
- Autism Spectrum Disorder
- Georgia Families 360
- Georgia Families

### 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:

#### Medicaid Service Providers Related Links

- EVV Quick Reference Guide (192.82 KB)
- EVV Information PowerPoint (PPT) (678.92 KB)
- EVV Visioning Session Output (372.44 KB)
- 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

## Georgia Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV) is a technology that automates the gathering of service information by capturing time, attendance and care plan information entered by a home care worker at the point of care. EVV gives providers, care coordinators, and DCH access to service delivery information in real-time to ensure there are no gaps in care throughout the entire course of the service plan. The technology helps to reduce the occurrence of fraud in-home care delivery by removing the elements most closely associated with improper record keeping including paper timesheets and manual billing.

At a minimum, EVV electronically verifies the:

- Type of service performed;
- Individual receiving the service;
- Individual providing the service;
- Date the service was provided;
- Location of service delivery; and
- Time the service begins and ends.

Medicaid-funded Personal Support Services (PSS)/Community Living Supports (CLS) (CPT Codes T1019 and T1020) for the following waiver programs will be subject to EVV Program requirements:



# 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](mailto:evv.medicaid@dch.ga.gov)**

