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

- 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)
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.

### Status Updates and Timeline

<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><strong>Provider Training Opens</strong></td>
<td><strong>Provider Registration Available</strong></td>
<td><strong>System Ready</strong></td>
<td><strong>Recruitment Campaign</strong></td>
<td><strong>EVV Mandatory for Claims Processing</strong></td>
</tr>
<tr>
<td><strong>Initial Training Complete</strong></td>
<td></td>
<td><strong>Ongoing Support Provided</strong></td>
<td><strong>System Refinement</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Ongoing Support Provided</strong></td>
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</table>
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
Training registration information is also available on the DCH “EVV Schedule of Events” page.

### 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.

<table>
<thead>
<tr>
<th>Training</th>
<th>Type</th>
<th>Dates</th>
<th>Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Console</td>
<td>Live Webinar</td>
<td>04/14/2021</td>
<td>Register Here</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/21/2021</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/28/2021</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>05/05/2021</td>
<td></td>
</tr>
<tr>
<td>Claims Console</td>
<td>Live Webinar</td>
<td>04/15/2021</td>
<td>Register Here</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/22/2021</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/29/2021</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>05/06/2021</td>
<td></td>
</tr>
<tr>
<td>Tellus EVV Mobile Application</td>
<td>Live Webinar</td>
<td>04/13/2021</td>
<td>Register Here</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/20/2021</td>
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<tr>
<td></td>
<td></td>
<td>04/27/2021</td>
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<tr>
<td></td>
<td></td>
<td>05/04/2021</td>
<td></td>
</tr>
<tr>
<td>Administrative Console</td>
<td>Pre-Recorded</td>
<td>On Demand</td>
<td>Register Here</td>
</tr>
<tr>
<td>Claims Console</td>
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<td>Tellus EVV Mobile Application</td>
<td>Pre-Recorded</td>
<td>On Demand</td>
<td>Register Here</td>
</tr>
</tbody>
</table>
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
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.
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.
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!
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.
## 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>6/9 – 1-2pm ET</td>
</tr>
<tr>
<td></td>
<td>6/10 – 6-7pm ET</td>
</tr>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>7/7 – 1-2pm ET</td>
</tr>
<tr>
<td></td>
<td>7/8 – 6-7pm ET</td>
</tr>
<tr>
<td>Topics as needed based on feedback / Open Q&amp;A</td>
<td>8/4 – 1-2pm ET</td>
</tr>
<tr>
<td></td>
<td>8/5 – 6-7pm ET</td>
</tr>
</tbody>
</table>

**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

Adacare/Neurosoftware
Alayacare
Alora Plus
Ankota
Aquila Software
Aveanna Healthcare
AxisCare
AXXESS
Aymira Healthcare Technologies
Bayada
Billio
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](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)
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