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
- EVV Claims Submission
- Self-Directed Member Updates
- Key FOBs / Fixed Devices
- Common Issues or Questions
- Providers Using a Third-Party Vendor
- Georgia EVV Call Center
- DCH EVV Townhalls
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

Status Updates and Timeline

➢ <u>Claims is available!</u> Do not wait to start submitting claims. **Start today!**

➢ Training is available (and encouraged) for the State solution.

➢ Tellus is rebranding to Netsmart – you will see those names used interchangeably and the State will be updating materials on a rolling basis.

March 1, 2021	March 19, 2021	April 1, 2021	May – June 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

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EVV Claims Submission
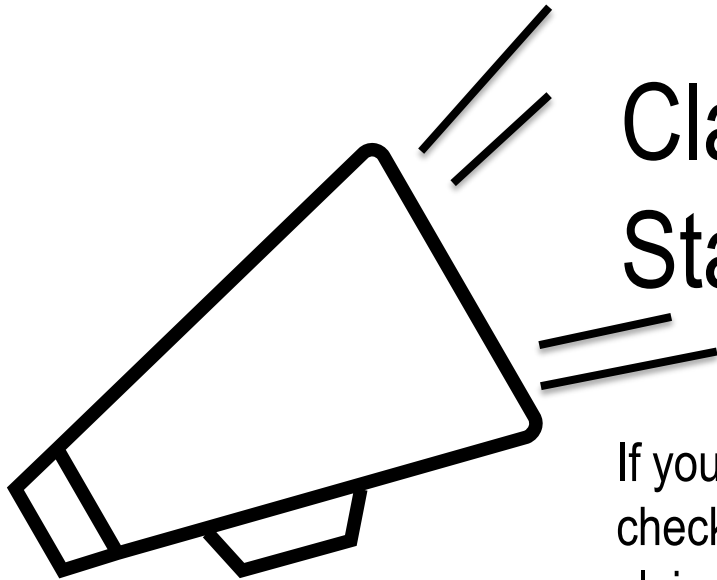
Claims is available!
Start today!!

If you are using the State EVV solution, here are two checklists to complete to support training, registration and claims completion:

EVV Provider Phase 1 Checklist – Providers Implementing Tellus EVV System

EVV Provider Phase 2 Checklist - Providers Implementing Tellus EVV System

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Self-Directed Updates

Acumen

EVV System: DCI

Point(s) of Contact for EVV questions:

Katrina Simisnean
Katrinasi@acumen2.net

Nicki Cline
Nickicl@acumen2.net

Contact Number: (877) 211-3738

Townhall Date:
Thursday, June 17th
6pm – 7pm ET

Continuum

EVV System: Tellus

Point of Contact for EVV questions:

Shanay Bostick
shanay@continuumfs.com
Contact Number: (678) 974-7942 EXT 102

Townhall Date:
Tuesday, June 22nd
4pm – 5pm ET

Public Partnerships

EVV System: Time4Care™

Point of Contact for EVV questions:

Chantielle Tally
ctally@pcgus.com

Townhall Date:
Thursday, June 24th
9am – 10am ET

Key FOBs / Fixed Devices

➢ Due to industry best practices and logistical limitations, Key FOBs / Fixed Devices are no longer being offered as an EVV mobile application alternative in Georgia.

➢ While mobile application is strongly preferred, Interactive Voice Response (IVR) / telephony is an option (upon application and DCH approval). The applications are available on the DCH website.

➢ For Medicaid members who need a smartphone, Lifeline Services is a Federal program which provides phones and services free of charge. Please see the link below for the application. This is not a DCH-managed service. https://galifeline.com/

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Common Issues or Questions

Medicaid Provider ID

Payer Provider Number = Medicaid ID Number

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

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Common Issues or Questions

Medicaid Provider ID (cont.)

As an 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.

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

Short Name: Use your short name in the Administrator portal (which you update in the Administrator portal after registering) to identify locations, services, or waivers. Be specific enough to help you navigate your dashboards and locate your Medicaid members.

Georgia Department of Community Health

Common Issues or Questions

Data once you register:

- Prior Authorizations and members are auto-loaded from State data.

- Users (employees) will need to be added via manual entry or import.

- **If you have data that is incorrect or not showing up, contact the Georgia EVV Call Center.**

Roles

- Data access varies by role. Roles are assigned by administrators. If you have a role other than "administrator," you will not have access to all the agency data in your dashboard.

- 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.

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OF COMMUNITY HEALTH

Common Issues or Questions

Roles (cont.)

1. **Provider Admin** — This role allows the User to view and edit information in the Administrator Console. There is no need to select any other role; Administrators have access to everything in the system.

2. **Billing** — This role allows the User to access Claims functions only: Visits, Work List, Claim Review, and Prior Authorizations. This role can be combined with any other role, except Monitor.

3. **Personal Support Aide** — This role allows the User to view only the information and schedules for the Recipients for whom they provide care. If a User is assigned the Personal Support Aide only, that User will only have access to information on their EVV mobile app; they will not have access to the Administrator Console.

4. **Provider View Only** — This role allows the User to only view information. Users assigned the Provider View Only role cannot make any changes using the Administrator Console. This role can be combined with Personal Support Aide only.

Georgia Department of Community Health

Common Issues or Questions

Scheduling Tasks

- Tasks will need to be added while scheduling a visit. If tasks are not added while scheduling a visit, an aide will not be able to select tasks when completing EVV information in the mobile application.

Task Scheduling demonstration

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Common Issues or Questions

Offline Mode:

- The State solution has an offline mode.

- Please note, an aide will need to sign into the mobile application while they have access to Wi-Fi or cell service. When Wi-Fi or cell service access is lost, the system will automatically switch to the offline mode.

- **Aides must sign into the mobile application before going into an area that has no Wi-Fi.**

- Data will be stored while in offline mode, however, you must log into the Tellus EVV mobile application from a location that has Wi-Fi or cellular service within 12 hours.

- If a user selects the menu button and logs out, the user must log in (with internet) before going into Offline Mode.

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Common Issues or Questions

Retroactive Billing / Medicaid Pending:

If a Medicaid member does not have a current Prior Authorization (PA), you can still schedule visits within the State EVV solution. After completion of the visit, the information will "unmatch" until there is an active and current PA.

If an individual has not yet been approved by the Division of Family & Children Services (DFCS) as a Medicaid member, you will not be able to schedule and complete visits using EVV. Paper records should be kept until the member and associating PAs are approved and are visible within the EVV solution.

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Providers using a Third-Party EVV Vendor

Do I need to register for the Tellus solution?

Yes! It is required you register for and complete the Tellus Claims Console training. You should begin submitting claims today or as soon as possible.

Here are two checklists to walk you through the process from registration to claims processing:

EVV Provider Phase 1 Checklist – Providers Implementing a Third-Party EVV System
EVV Provider Phase 2 Checklist - Providers Implementing a Third-Party EVV System

Georgia Department of Community Health

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!

Upcoming Townhalls

Topics	Scheduled Date and Time
EVV Self-Directed Member Townhall: Acumen Fiscal Intermediary	6/17 – 6-7pm ET
EVV Self-Directed Member Townhall: Continuum Fiscal Intermediary	6/22 – 4-5pm ET
EVV Self-Directed Member Townhall: Public Partnerships Fiscal Intermediary	6/24 – 9-10am 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

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Alternate EVV Vendor Update

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

Initial Contact Established	Contracting	In Development	Testing In Progress	In Pilot	In Production
• Assuricare • Green Line Biz • Nemicare	• Bayada • BrightStar Care • PCG Public Partnerships • SETWorks	• Aquila Software • Axxess • BrightSpring Health Services (formerly ResCare) • CellTrak Technologies • CubHub Systems • HHAeXchange • Kaleida Systems (eRSP) • Maxim • MedFlyt • Medside Inc. / Medware • MEDsys • Vypersoft	• AlayaCare USA • Alora Healthcare Systems • Ankota • Aveanna Healthcare • Billiyo • Carecenta • CareTime • CareVoyant • Direct Care Innovations • Generations • Netsmart • Sandata • Therap Services • Webauthor	• AxisCare • CareSmartz • ClearCare • GeoH Software • HomeNurse, Inc • Information Age Technologies, Inc. • MatrixCare • My EVV • Rosemark / Shoshana • SMARTcare • SwyftOps	• Caryfy

Declined Integration
Adacare/Neurosoftware
Aymira Healthcare Technologies
First Visit Software
King David Community Center of Atlanta, Inc
PointClickCare
Qualifacts / Carelogic
Residex

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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