

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



- Self-Directed Member Updates
- Key FOBs / Fixed Devices
- Status Updates and Timeline
- Benefits of EVV
- EVV Training
- Common Issues or Questions
- Netsmart (Tellus) Demos
- Georgia EVV Call Center
- DCH EVV Townhalls
- Third-Party EVV Vendor Update
- Question and Answer (Q&A)

Self-Directed Updates

- Your fiscal intermediary (FI) may require implementation or usage deadlines that do not align to traditional provider deadlines.
- As noted in the next slide, each FI has a different EVV vendor and therefore a different process and set of information.
- Self-directed members are welcome to stay for this presentation beyond the next slide, but information is primarily for traditional providers. Please reach out to your FI if you have specific questions related to their EVV solution.

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 Recording Link:
[Click Here](#)

Continuum

EVV System: Tellus

Point of Contact for EVV questions:

Shanay Bostick
shanay@continuumfs.com

Contact Number: (678) 974-7942
EXT 102

Townhall Recording Link:
[Click Here](#)

Public Partnerships

EVV System: Time4Care™

Point of Contact for EVV questions:

Chantielle Tally
ctally@pcgus.com

Townhall Recording Link:
[Click Here](#)

Key FOBs / Fixed Devices Reminder

- 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/>

Status Updates and Timeline

July 23rd, 2021

Required:

Provider Netsmart (Tellus) registration

August 31st, 2021

Required:

1. Employees input into chosen EVV solution
2. One claim successfully submitted

October 1st, 2021

Required:

1. All EVV-related claims to include EVV information
2. And submitted via the State EVV solution

To successfully submit a claim, aides and caregivers will have to use and capture visit data using EVV.



Benefits of EVV

DCH hears and understands issues related to EVV, but we want to highlight the benefits too. Here are a few benefits from providers who have implemented EVV:

Not having to approve time daily.

I like not submitting time sheets.

We've been using for the past 5-6 years. When used correctly, it minimizes the guess work with scheduling and visit verification.

On the positive side - Caregiver accountability. Real Time verification of services. Streamlined billing/payroll.



EVV Training

As a reminder, training is offered through the Netsmart (Tellus) website and should be completed based on your role at your provider agency.

Providers using Netsmart (Tellus) EVV:

Administrators should register for and complete all three (3) training webinars, in the order below:

1. Administrative Console
2. Mobile Application
3. Claims Console

Caregivers or aides who do not perform administrative functions will only need to register for and complete the mobile application training.

Providers using a third-party EVV vendor:

Administrators should register for and complete the claims console training.

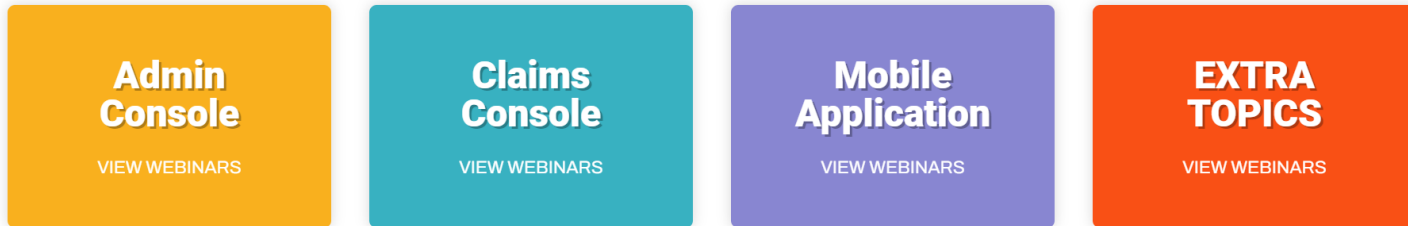
Caregivers or aides do not need to complete Netsmart (Tellus) training.

You should check with your third-party EVV vendor to register for and complete any of their system required trainings.

EVV Training

Training for the Netsmart (Tellus) EVV solution is available at: <https://4tellus.com/training/>

The training topics offered



For registering for a weekly scheduled live training webinar

Administrator Console

Getting Started With Your Administrator Console

Who: Administrators using the Tellus EVV Administrator Console and those who do scheduling

What: Learn how to import your data, schedule your caregivers and everything in between

REGISTER NOW

VIEW RECORDING

VER GRABACIÓN

For watching a pre-recorded webinar at your convenience

EVV Training

Have a question that training did not cover? Ask Netsmart (Tellus) during a live Q&A session.

<https://4tellus.com/training/>

Register for a weekly, live Q&A Session with Netsmart (Tellus) experts.

EXTRA TOPICS

Nebraska DHHS Independent Providers

All Tellus EVV Modules

Who: Administrators Independent Providers who do not work for an agency.

What: Complete overview of EVV technology and processes

REGISTER NOW

VIEW RECORDING

VER GRABACIÓN

Kentucky CHFS Participant Directed Services (PDS) Providers

Tellus EVV Mobile and Admin Module

Who: PDS Providers who do not work for an agency

What: Complete overview of EVV technology and processes

VIEW RECORDING

VER GRABACIÓN

Live Q & A Session

Tellus EVV Q&A

Who: Agency Employees, Independent Providers, Participant Direct Services, etc. who will be using one or more Tellus EVV software application(s).

What: The session will offer a forum for Providers to ask questions and view live demonstrations. These webinars are designed to help, inform and work through any issues, as we move forward with EVV and state mandated compliance.

REGISTER NOW

VIEW RECORDING 2/9

VIEW RECORDING 2/11

EVV Training

Beyond this presentation, DCH has a guide to help you understand which training to complete and how to register:

<https://medicaid.georgia.gov/document/document/georgia-evv-program-training-registration-how-guide/download>

If you're completing the EVV checklists, they include training information and links:

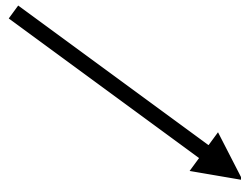
- Visit the [Tellus EVV Training website](#) to familiarize yourself with training options.
- Register for and complete all three (3) training webinars, in the order below:
 - Administrative Console
 - Mobile Application
 - Claims Console

- Visit the [Tellus EVV Training website](#) to familiarize yourself with training options.
- Register for and complete Tellus EVV Claims Console training.

EVV Training

Once you are registered for the Netsmart (Tellus) solution, you will have access to user guides and short refresher videos. You can print the guides for in-person employees or download them to have for reference:

In your admin portal, where to locate user guides and short videos



Mobile Caregiver+

Dashboard

Visit Status on 06/25/2021 - 06/25/2021

TODAY THIS WEEK LAST WEEK 2 WEEKS AGO

Category	Count
IN PROGRESS	1
UNABLE TO COMPLETE	1
MISSED	0
NOT STARTED	5

Weekly Visits on 06/20/2021 - 06/26/2021

THIS WEEK LAST WEEK 2 WEEKS AGO

visits

Common Issues or Questions

Claims Submission Deadline:

- Claim submission deadline is now Thursday at midnight to be in the Friday payment cycle. Providers can no longer wait until Friday noon to submit claims. This submission will occur via the Netsmart (Tellus) solution.

Missing Members or Authorizations:

- Call or email the Georgia EVV Call Center to submit a ticket. The team will work to resolve the issue as quickly as they are able.

Rounding Rules

Netsmart (Tellus) Demos

1

toggling between Provider IDs to find Medicaid members on each dashboard.

2

Resetting your Provider ID short names.

3

Resetting passwords from the administrative portal.



Need support?

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>



Upcoming Townhalls

Topics	Scheduled Date and Time
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****

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
<ul style="list-style-type: none"> • Greenline Business Solution • Treasures Docs • Vertex Systems 	<ul style="list-style-type: none"> • PCG Public Partnerships • Qualifacts / Carelogic • Sestra Solutions 	<ul style="list-style-type: none"> • Assuricare (August Systems) • Bayada • BrightStar Care • Complia Health (ContinuLink) • CubHub Systems - CellTrak • HHAExchange • Maxim • MCM Solutions (Stopwatch Technology) • Neurosoftware (Adacare) • SETWorks • Spectrum TeleTrack Voice Technologies • Vypersoft 	<ul style="list-style-type: none"> • Alora Healthcare Systems • Aveanna Healthcare • Billiyo Health • BrightSpring Health Services • Carecenta • CareVoyant • CellTrak Technologies • Integrated Database Systems (Generations) • Kaleida Systems (eRSP) • MedFlyt • MedSide Healthcare • MEDsys • Netsmart • Sandata 	<ul style="list-style-type: none"> • AlayaCare USA • Ankota • Axxess • CareSmartz • CareTime • Direct Care Innovations • HomeNurse, Inc • Information Age Technologies (Copilot Pro 21) • MatrixCare • My EVV • SMARTcare • Therap Services 	<ul style="list-style-type: none"> • AxisCare • Caryfy • ClearCare • GeoH Software • Rosemark / Shoshana • SwyftOps • Webauthor <p>Declined Integration</p> <ul style="list-style-type: none"> Aymira Healthcare Technologies First Visit Software King David Community Center of Atlanta, Inc Nemicare PointClickCare Residex

Question and Answer (Q&A)

Please type your questions in the chat box!

Our moderators will read your question aloud.

If you have specific or technical questions, please reach out to the Georgia EVV Call Center

at:

(833) 701-0012

GAEVVsupport@conduent.com

