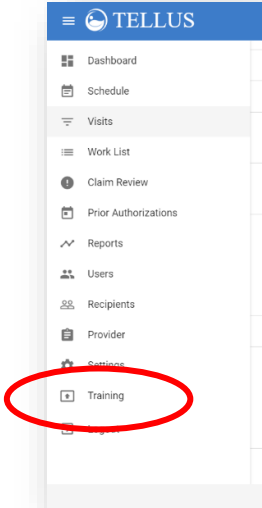


Electronic Visit Verification (EVV)

Common Provider Issues and Support Contacts “Cheat Sheet”

Run across any of these common issues or questions while using the State EVV solution (Tellus EVV)? Use this guide to know who or where to reach out to for support.

If you are a Caretaker / Aide using the Tellus EVV Mobile Application	
Issues	Who to Contact
<p>For technical issues with the mobile app or questions about:</p> <ul style="list-style-type: none"> • Registration • Forgotten Username and / or Password 	<p>Contact the Georgia EVV Call Center at: Phone: 833-701-0012 Email: GAEVVSupport@Conduent.com Website for Chat: https://www.GAEVV.com</p> <p>Note: For forgotten password, you can complete a password reset through the Tellus EVV+ Mobile App or contact the Georgia EVV Call Center at the details above.</p>
<p>For questions on how to use the mobile app, including:</p> <ul style="list-style-type: none"> • Completing a visit record • Viewing the schedule • Updating location services • Managing your profile 	<p>In addition to training webinars, Tellus offers on-demand videos for the top issues experienced by Providers and aides.</p> <p>Log in to the Tellus Admin Console, select Training from the main menu, click Go To Training, and select Video Tutorials</p> 
<p>For questions about:</p> <ul style="list-style-type: none"> • Scheduling • Correcting a scheduling error • Scheduling a visit • Completing a visit • Correcting an error when entering visit information • Forgetting to start or end a visit 	<p>Please contact your Provider Administrator</p> <p>Or</p> <p>Contact the Georgia EVV Call Center at: Phone: 833-701-0012 Email: GAEVVSupport@Conduent.com Website for Chat: https://www.GAEVV.com</p>



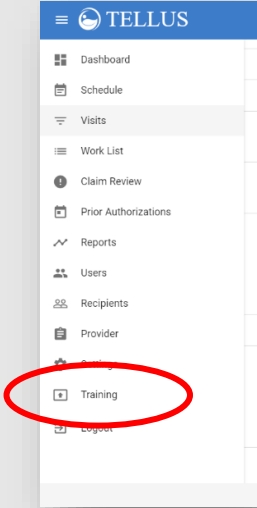
For questions about:

- EVV policy
- Missing prior authorizations
- Members not listed in the system or eligible

Contact your Provider Administrator for them to contact the DCH EVV Program team at evv.medicaid@dch.ga.gov.



If you are a Provider Administrator using the Tellus Admin Console and/or Claims Console

Issues	Who to Contact
<p>For technical issues with the Admin Console and / or Claims Console or questions about:</p> <ul style="list-style-type: none">• Registration• Access issues• Error notices you cannot resolve	<p>Contact the Georgia EVV Call Center at: Phone: 833-701-0012 Email: GAEVVSUPPORT@CONDUENT.COM Website for Chat: https://www.GAEVV.com</p> <p>Be prepared to provide information about the issue in detail, including names of impacted recipients, affected dates of service, the steps you took before the error occurred, and any relevant screenshots.</p>
<p>For questions about:</p> <ul style="list-style-type: none">• EVV policy• Missing prior authorizations• Members not listed in the system or eligible	<p>Contact the DCH EVV Program team at evv.medicaid@dch.ga.gov.</p>
<p>For questions about how to use the Admin Console and / or Claims Console, including:</p> <ul style="list-style-type: none">• Resolving unmatched claims• Remediating rejected claims• Adjusting claims• Correcting a scheduling error• Manually completing visits• Tracking visits	<p>In addition to training webinars Tellus offers on-demand videos for the top issues experienced by Providers.</p> <p>Log in to the Tellus Admin Console, select Training from the main menu, click Go To Training, and select Video Tutorials</p> 



More resources are available on the DCH EVV website, including:

Quick Reference Guides:

- [Georgia EVV Program Training Registration How-to Guide](#)
- [Provider Quick Start Guide](#)
- [How to Log into Tellus EVV](#)
- [How to Register a Provider Agency to Use Tellus EVV](#)
- [How to Manually Add Users into Tellus EVV](#)
- [How to Import Users into Tellus EVV](#)
- [How to Manually Schedule Visits into Tellus EVV](#)

To access the most up-to-date Tellus EVV User Guides, go to the **Training** section of the Tellus Admin Console and select the **User Guides** button. You will not be able to access these user guides until you have completed registration and log in.

Available Tellus EVV User Guides via the Admin Portal:

- [Tellus EVV Admin User Guide](#)
- [Tellus EVV Claims User Guide](#)
- [Tellus EVV Mobile App User Guide](#)

Telephony / Interactive Voice Response (IVR) guides are available upon application approval.

Fixed Device / key FOB guides are available upon application approval.

The DCH EVV website is available at <https://medicaid.georgia.gov/programs/all-programs/georgia-electronic-visit-verification-evv>.