

# Electronic Visit Verification (EVV)

## Provider Phase 1 Checklist – Providers Implementing Tellus EVV System

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This checklist is for administrators of **Providers who will use [the Tellus system to capture EVV data for Personal Support Services \(PSS\) and Community Living Supports \(CLS\)](#)** provided to Georgia’s Medicaid members. The checklist includes activities that should be completed for Phase 1 of the EVV Program implementation.

Note: Checklists for subsequent implementation phases will be published on the DCH [“EVV Service Providers”](#) website prior to the start of each phase. Checklists should be completed in order, e.g., the Phase 1 checklist must be completed before the Phase 2 checklist.

**For Phase 1 of the EVV Program implementation, Providers should complete the steps listed below.**

- Visit the [DCH EVV website](#) to familiarize yourself with available materials and resources.
- Sign up for DCH EVV email updates [here](#).
- [Register](#) to access the [Tellus EVV Administrative Portal](#).
- Successfully log on to the [Tellus EVV Administrative Portal](#).
- 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
- Validate that pre-populated authorization and recipient (Medicaid member) data for your agency is complete and accurate in the [Tellus EVV Administrative Portal](#).
- Have additional administrators register for and complete all three (3) training webinars.
- Prepare staff for implementation by doing the following:
  - Develop a plan for staff training (i.e., Should staff send an email to notify you of completion of training? Should staff take training modules as a group, by shift, or individually, etc.?).
  - Have staff practice logging in and out with a "practice/mock visit."
  - Upon completion of training, determine a date and develop a plan for staff to begin using EVV with Medicaid members. It is recommended all staff complete training before using the system with Medicaid members.

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- Ensure staff know who to contact with questions or issues. Prepare a “who to contact” note card for staff to carry with them.
- Request that your “tech savvy” staff support other staff, if available to do so.
- Print or download the [Tellus Admin User Guide](#) for reference.
- Verify that all applicable staff, including aides and caregivers, have registered for and completed the Mobile Application training.
- Have all applicable staff, including aides, caregivers, and administrators, download the Tellus EVV+ Mobile Application from either [Google Play](#) or the [Apple App Store](#).
- [Manually add](#) or [import user \(employee\) data](#) in the Tellus Administrative Console following all directions carefully.
  - Once you have added users (employees) via manual entry or import, notify employees that they will be receiving an email from Tellus. Upon receiving the email, they will need to follow the instructions to log in to the system via the mobile app for aides or via a web browser for administrators and change their password within 36 hours.
  - Verify all users (employees) have logged in and changed their password within 36 hours of receiving their log in credentials.
- Download and email the [Tellus Mobile Application User Guide](#) to all applicable staff to have for reference, if needed.
- [Schedule visits](#) in the [Tellus EVV Administrative Portal](#).
- Establish a date and [message](#) to have aides or caregivers provide to Medicaid members to notify them about the EVV implementation.
- Verify your aides are completing visits in the mobile app.

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Here are a few best practices to consider as you complete your EVV Checklist!

- Prepare staff by making sure they complete training. Take training early and as many times as needed to be ready.
- Attend [DCH townhalls](#), as applicable.
- Develop EVV policies and procedures so staff understand your expectations of them.
- Determine which recipient (Medicaid member) locations may have connectivity issues so that you can train staff on alternate methods of recording the visit.
  - If there is no connectivity, the Tellus EVV+ Mobile App has offline mode.
  - If there is no connectivity and [Interactive Voice Response \(IVR\)](#) or a Fixed Device / key FOB are the only options to log EVV visit data, be sure to apply and receive approval to use these alternative methods with DCH ahead of the state's mandatory EVV implementation deadline.
- Once your agency has begun using EVV, assign trained administrative staff to review EVV visit data for accuracy.
  - If caregivers are having trouble using EVV, [additional training](#) may be needed.
- If you have questions, reach out to [DCH or Tellus for support](#).