

Electronic Visit Verification (EVV)

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

This checklist is for administrators of **Providers who will use a third-party EVV 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](#).
- Talk with your third-party EVV vendor about any training you may need to complete to understand use of the third-party system.
- Talk with your third-party EVV vendor to confirm their system is or will be integrated with the Tellus EVV system.
- [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 Tellus EVV Claims Console training.
- [Register other](#) administrators as users, as necessary.
 - Notify these registered administrators that they will be receiving an email from Tellus and to follow the instructions in the email 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 that registered administrators have logged in and changed their password within the required 36 hours.
- Have additional administrators register for and complete Tellus EVV Claims Console training.
- Review and release visit information through the [Tellus EVV Administrative Portal](#) once your vendor has completed integration.

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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 through your third-party EVV vendor may be needed.
- If you have questions, reach out to [DCH or Tellus for support](#).