

Electronic Visit Verification (EVV)

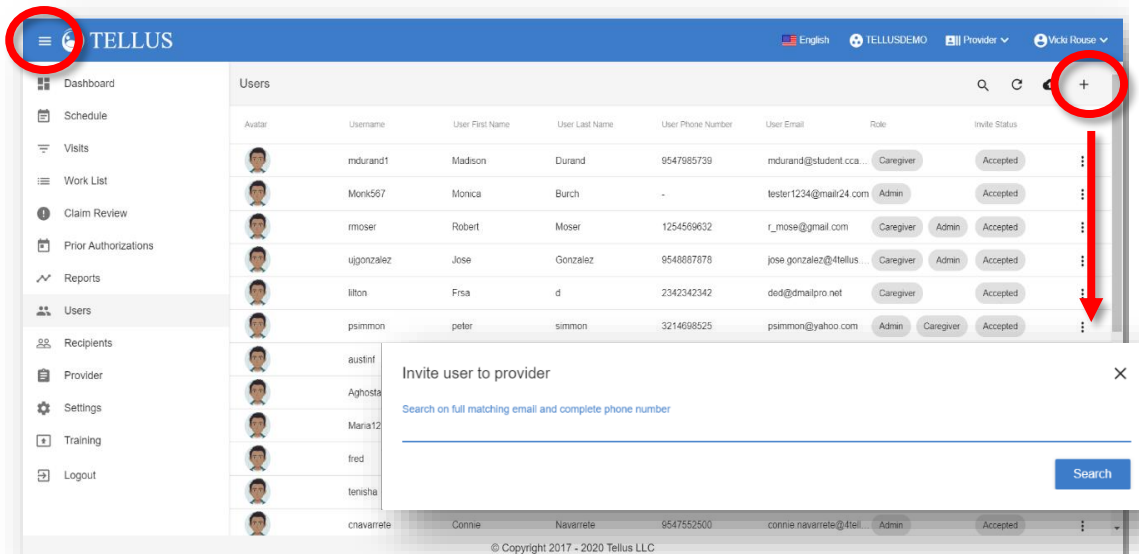
How to Manually Add Users into Tellus EVV

Ready to add your organization's personnel to the Tellus EVV system? Use this guide to learn the basics.

Note: If your organization has a significant number of personnel providing EVV-required services to Medicaid Members, please review ["How to Import Users into Tellus EVV"](#) which may be a quicker and easier method for you to use.

Step 1

- In Tellus EVV, click the menu icon (three lines in the top left corner) to expand the **Main Menu**.
- Select **Users** in the menu tab to view the **Users** page.
- Select the "Add User" icon (plus sign (+) in the upper right corner of the screen) to open the "Invite user to Provider" dialog box.



The screenshot shows the Tellus EVV interface. The top navigation bar includes the Tellus logo, language settings (English), a demo environment (TELLUSDEMO), and user information (Provider, Wicki Rouse). The left sidebar contains a main menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users (selected), Recipients, Provider, Settings, Training, and Logout. The main content area displays a table of users with columns for Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. A red circle highlights the menu icon in the top left and the plus sign (+) in the top right. A red arrow points from the plus sign to a dialog box titled "Invite user to provider" which is open over the table. The dialog box contains a search prompt "Search on full matching email and complete phone number" and a "Search" button. The footer of the page reads "© Copyright 2017 - 2020 Tellus LLC".

Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madson	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Monk567	Monica	Burch	-	lestler1234@mail24.com	Admin	Accepted
	rmoser	Robert	Moser	1254569632	r_mose@gmail.com	Caregiver Admin	Accepted
	ujgonzalez	Jose	Gonzalez	9548887878	jose.gonzalez@4tellus...	Caregiver Admin	Accepted
	lilton	Frisa	d	2342342342	ded@dmailpro.net	Caregiver	Accepted
	psimmon	peter	simmon	3214698525	psimmon@yahoo.com	Admin Caregiver	Accepted
	austint						
	Aghosta						
	Maria12						
	fred						
	lenisha						
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tel...	Admin	Accepted

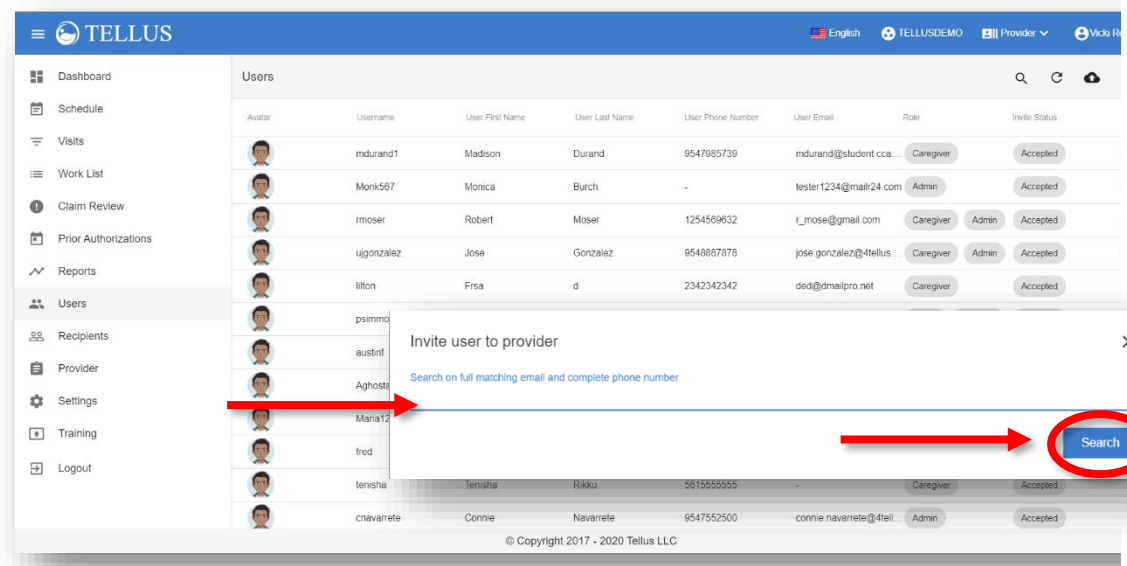
Step 2

- Enter a User email address or phone number.
- Select **Search**.

If the User already exists in the system, the list of Users who match the email address or phone number you entered will appear on the screen. Follow the instructions in Step 3A.

Do not create a duplicate account for the User if it already exists in the system.

If the User does not already exist in the system, follow the instructions in Step 3B.



The screenshot shows the TELLUS web application interface. The main content area displays a table of users with the following data:

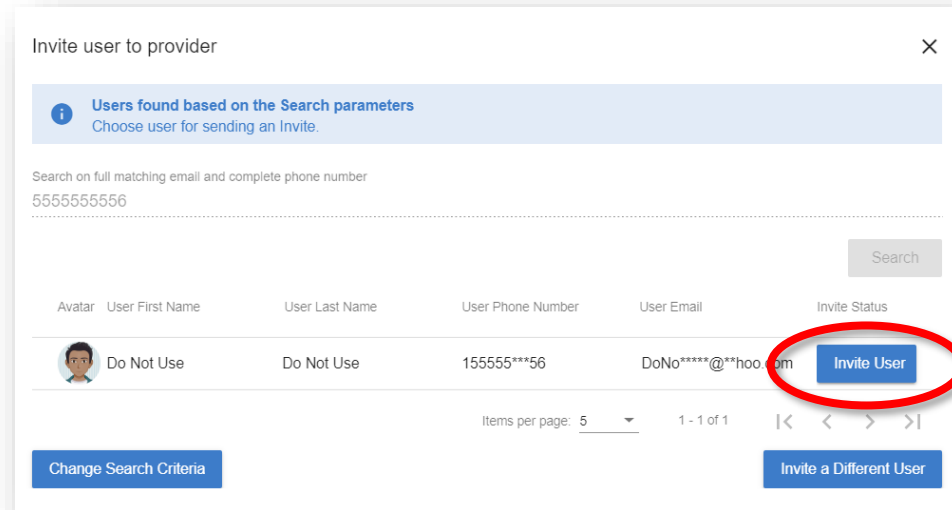
Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madison	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Monk567	Monica	Burch	-	tester1234@gmail24.com	Admin	Accepted
	rmoser	Robert	Moser	1254559632	r_mose@gmail.com	Caregiver Admin	Accepted
	ujgonzalez	Jose	Gonzalez	9548887878	jose.gonzalez@tellus	Caregiver Admin	Accepted
	lilton	Frsa	d	2342342342	ded@dmailpro.net	Caregiver	Accepted
	psimmo						
	austnf						
	Aghosta						
	Maria12						
	fred						
	tensha	tensha	Rikku	5013555555	-	Caregiver	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@teli	Admin	Accepted

An 'Invite user to provider' dialog box is overlaid on the table. It contains a search input field with the placeholder text 'Search on full matching email and complete phone number'. A red arrow points to this input field. To the right of the input field is a blue 'Search' button, which is circled in red. Another red arrow points to this button. The dialog box also has a close button (X) in the top right corner. The footer of the page reads '© Copyright 2017 - 2020 Tellus LLC'.

Step 3A

- If the User account already exists in the system, select **Invite User** next to the applicable username and contact information.
- An email will be sent to the User to join your agency. The User will have 36 hours to accept the invitation before it expires.

It is recommended you notify the User of the incoming invitation, so that they download the mobile application (if using the EVV mobile app), log in and complete the registration process within 36 hours and do not disregard the invitation as a phishing attempt or spam.




Invite user to provider

Users found based on the Search parameters
Choose user for sending an Invite.

Search on full matching email and complete phone number
5555555556

Search

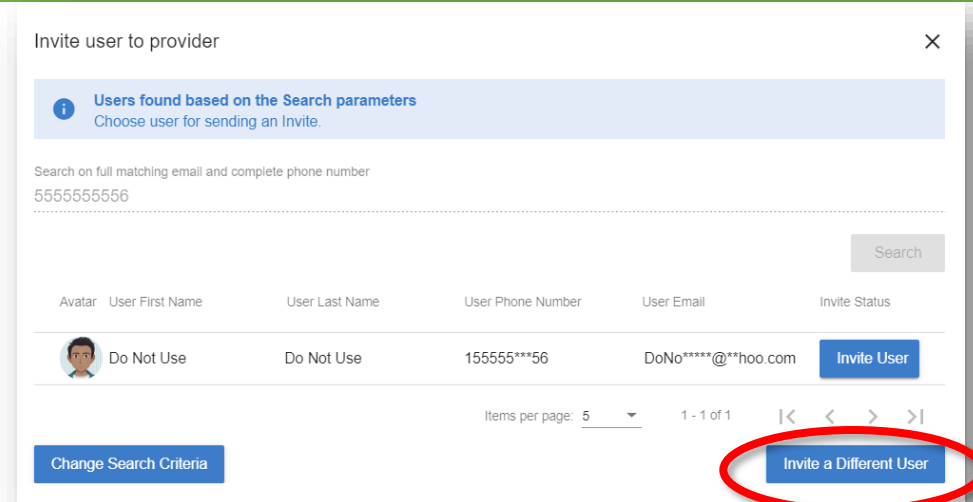
Avatar	User First Name	User Last Name	User Phone Number	User Email	Invite Status
	Do Not Use	Do Not Use	155555***56	DoNo*****@**hoo.com	Invite User

Items per page: 5 1 - 1 of 1

Change Search Criteria Invite a Different User

Step 3B

- If the User account does not exist in the system, select **“Invite a Different User”** to open the “Invite User to Provider” page where you can enter User details.




Invite user to provider

Users found based on the Search parameters
Choose user for sending an Invite.

Search on full matching email and complete phone number
5555555556

Search

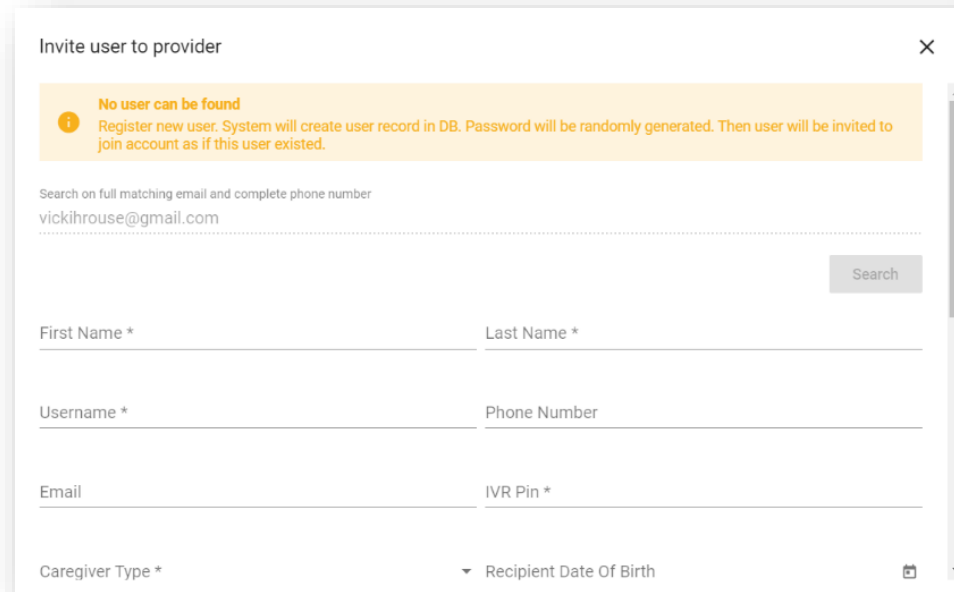
Avatar	User First Name	User Last Name	User Phone Number	User Email	Invite Status
	Do Not Use	Do Not Use	155555***56	DoNo*****@**hoo.com	Invite a Different User

Items per page: 5 1 - 1 of 1

Change Search Criteria Invite a Different User

Provide the following information to invite the New User:

- **First name**
- **Last name**
- **Username:** This is the New User's preferred Username that will be used to log into Tellus EVV.
- **Mobile Phone Number:** A mobile phone number is required if you do not enter an **Email** address.
 - This can also be used for notification and password reset purposes.
 - Only numeric characters can be entered; i.e., 0-9. It is not necessary to add parentheses or hyphens.
- **Email:** A valid email address is required if you do not enter a **Phone Number**.
 - This can be used for notification and password reset purposes.
- **Caregiver Type:** If you are setting up a Caregiver, select the type of Caregiver they are. Use the dropdown list to see available types. You can select only one type.
- **Rendering Provider ID:** If you are setting up a Caregiver, enter the 9-digit Medicaid ID for the Caregiver. If you do not enter a Rendering



Invite user to provider

No user can be found
Register new user. System will create user record in DB. Password will be randomly generated. Then user will be invited to join account as if this user existed.

Search on full matching email and complete phone number
vickihrouse@gmail.com

Search

First Name * Last Name *

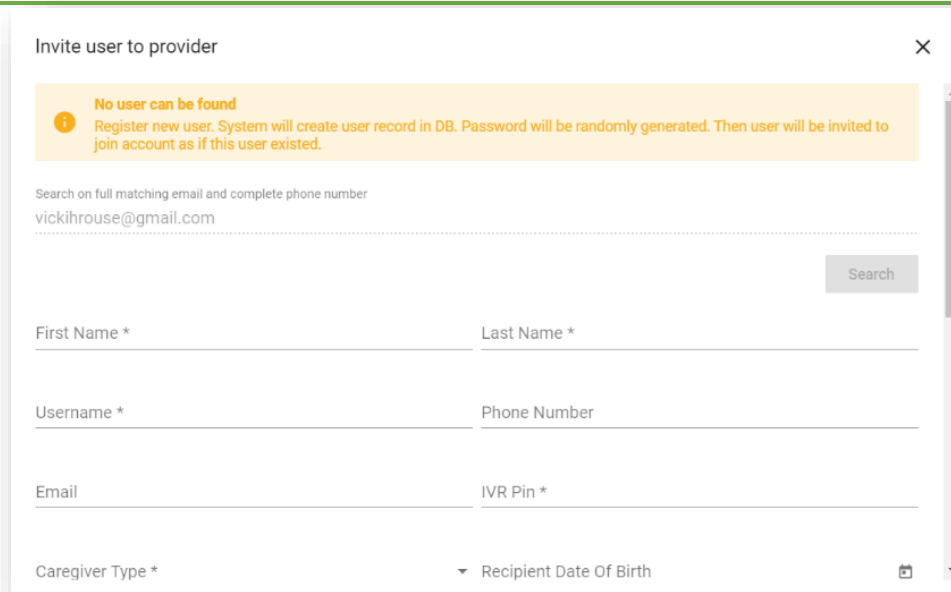
Username * Phone Number

Email IVR Pin *

Caregiver Type * Recipient Date Of Birth

Provider ID here, you will be required to enter it each time you schedule a visit for this Caregiver.

- **Roles:** Use the dropdown list to view available roles and select one or more of the following:
 - **Admin** — This role allows the User to view and edit information in the Administrator Portal. There is no need to select any other role; Administrators have access to everything in the system.
 - **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.
 - **Caregiver** — This role allows the User to view only the information and schedules for the Recipients (Members) for whom they provide care. **If a User is assigned the Caregiver role *only*, that User will only have access to this information via the EVV+ mobile app. They will not have access to the information via the Administrator Portal.**



Invite user to provider

No user can be found
Register new user. System will create user record in DB. Password will be randomly generated. Then user will be invited to join account as if this user existed.

Search on full matching email and complete phone number
vickihrouse@gmail.com

Search

First Name * Last Name *

Username * Phone Number

Email IVR Pin *

Caregiver Type * Recipient Date Of Birth



- **Monitor** — This role allows the User to only view information. Users assigned to the Monitor role cannot make any changes using the Administrator Portal. This role can be combined with the Caregiver role only.

Complete other fields if the information is known. You can always come back and Edit User Details.

- **Click “Invite New User” to add the New User.**

The User information will be saved, and you will return to the **Users** page.

An email will be sent to the User to join the Tellus EVV system. The User will have 36 hours to download the mobile application (if using the EVV mobile app), log in, and complete registration before the invitation expires.

It is recommended you notify the user of the incoming invitation. They must download the mobile application (if using the EVV+ mobile app), log in, and complete the registration process within 36 hours. Please inform them to not disregard the invitation as a phishing attempt or spam.



If you do not want to add the User at this time, select **Cancel** to return to the **Users** page. The New User information will not be saved.