**FAQs**

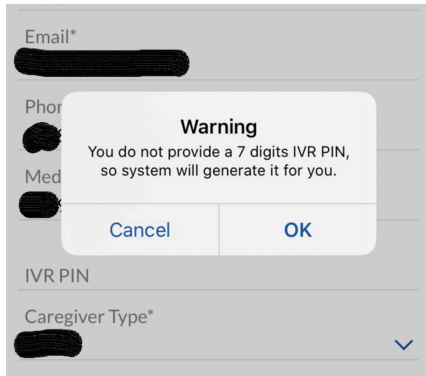**1. Registration issue you may experience!**



If you receive the above warning on your Mobile app, please log off the app and register on the Tellus website before you log back on to the Tellus app.

Please follow these steps below so that you can successfully register on the Tellus registration website.

REGISTRATION WEBSITE: https://4tellus.com/ne-dhhs-registration/

 HERE'S A GUIDE FOR YOU TO REGISTER ON THE TELLUS WEBSITE!

Step 2. After Registration, you will receive two separate emails from Tellus, one for your Username, and the other for your temporary password.

## 2. ICD10 Diagnosis code:

PROVIDERS USING A THIRD-PARTY VENDOR - When you are billing in Tellus, if your agency assigns the ICD10 code to the services you perform, you can add that particular code in Tellus claims console. If your agency does not provide a diagnosis code, you may use the recommended R69 (illnesses, Unspecified) ICD10 diagnosis code.
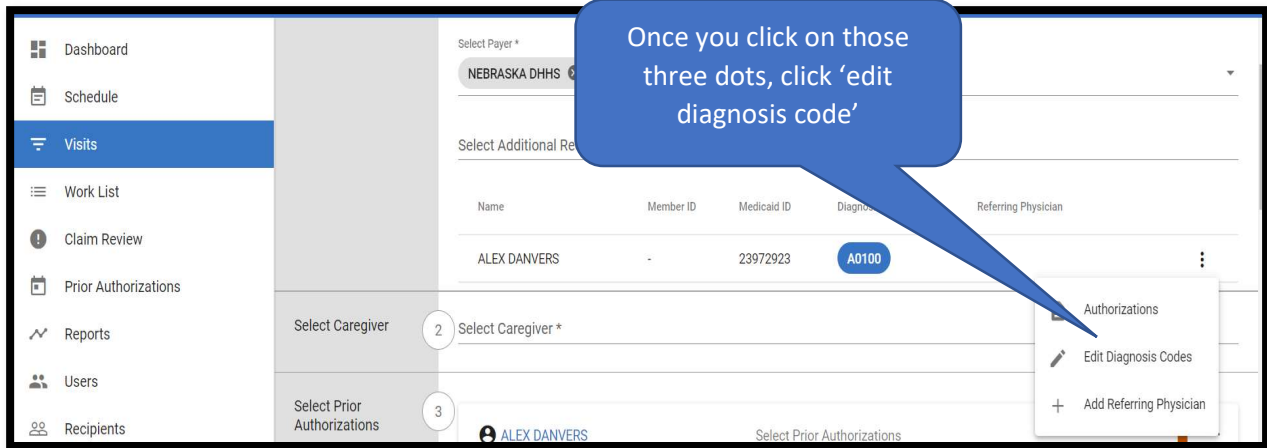
AGENCY AND INDEPENDENT PROVIDERS using Tellus - When you are scheduling a visit in the Admin portal, a diagnosis code is required and you will not be able to move forward until one is provided.

Please see the screens below that show how to add a diagnosis code when you are scheduling a visit in the Admin portal.

If you do not have a diagnosis code, please choose R69 as shown here.



## 3. Tellus Customer Support: <u>8 a.m. to 6 p.m. central (daily through February only )</u>

When you call the Tellus Customer Support number at

(833) 483-5587, you'll hear an automated message with additional information and options that will help to route your call to the appropriate place.

For English: Press 1

If you Press 1: You will receive several options:

For Password reset: Press 1

For Training scheduling: Press 2

For an agent: Press 3

If you Press 3: you will receive 2 options: (Stay on the line as music starts to play)

If a live specialist does not answer your call, you will get an automated voice message to:

- Press 1: to leave a voicemail

If you wish to leave a voicemail, Press **1**: You will hear a beep and you can start to leave a voicemail.

Please leave a clear phone message.

Speak slowly, clearly and repeat: Give your return phone number starting with the area code at the beginning of your message. For example: "My phone number is 402-123-4567. Again, my phone number is 402-123-4567.)

Then speak slowly, clearly and repeat your name. For example, "My name is Jane Smith. Again, my name is Jane Smith and I am Nebraska EVV provider."

- Press 2 to receive a call back for your specialist.

If you Press **2**, please make sure you hear the confirmation before you hang up. The automatic message will announce, "Great, we will call you back when an agent is available," and then it will hang up.

**Tellus Customer Support Center contact information:**

| Tellus Customer Support Center | |
| --- | --- |
| **Communication Mode** | **Details** |
| Tellus Customer Success Telephone number | (833) 483-5587 |
| Tellus Customer Success Email address | support@4tellus.com |
| Business hours online Live Chat | 4tellus.com |

**\*Chat feature on 4tellus.com is at the bottom right of the website:**
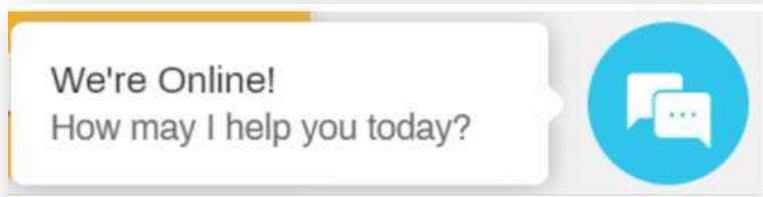
## 4. What should I do if I cannot clock in and out using Tellus EVV?

DHHS wants you to get paid for the services you perform. If you receive an error message and cannot use Tellus EVV to clock in and out, please make sure you record your time in the MC-37 timesheet so you do not forget what tasks you have completed.

## MC-37 timesheet:



When you are able to use Tellus EVV app again, please manually submit your visit information in the Tellus Admin portal. If you are unsuccessful entering your time in the Admin portal, you may submit a paper billing document as a last resort. Please note that paper documents will not be accepted after January 31, 2021.