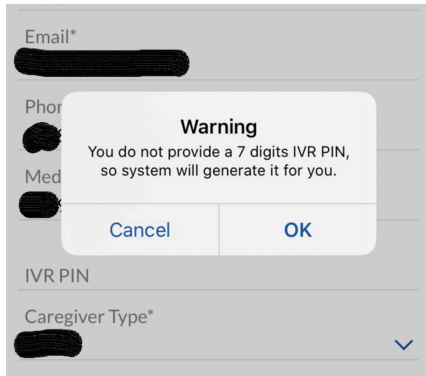


FAQs

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!

Complete the information in the EVV Self-Registration box:

NE DHHS • EVV Self-Registration

For self-registration, please fill out the form below.

Provider Tax ID # *	Add Provider Tax ID # *	←	This is your social security number or EIN for agencies
Payer Provider ID # *	Add Payer Provider ID # *	←	This is your Medicaid/Org ID number assigned by NFOCUS and used on your billing
Zip # *	Add Zip # *	←	Zip code
<input type="checkbox"/> I'm not a robot		←	Be sure to check this box
	<input type="submit" value="Submit"/>	←	Click submit when complete

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

IF YOU DO NOT RECEIVE TWO SEPARATE EMAILS FROM TELLUS, PLEASE CHECK YOUR JUNK OR SPAM FOLDER!

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.

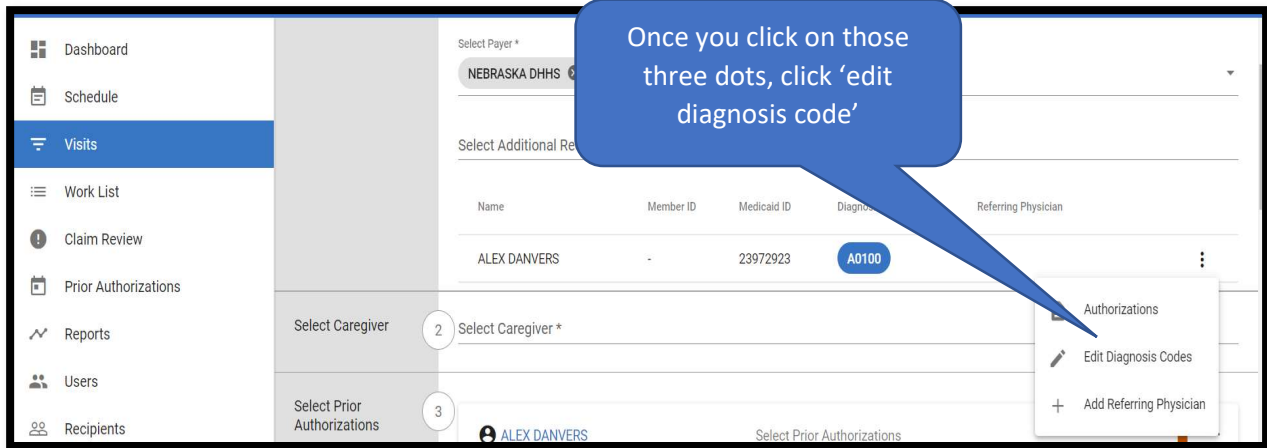
AGENCY AND INDEPENDENT PROVIDERS using Tellus - When you are scheduling a visit in the Admin portal, a diagnosis code is required and you will not be able to move forward until one is provided.

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

The screenshot displays the Tellus Admin portal interface. On the left, a navigation menu includes 'Dashboard', 'Schedule', 'Visits', 'Work List', 'Claim Review', 'Prior Authorizations', 'Reports', and 'Users'. The 'Visits' menu item is circled in red. The main content area shows a 'Select Payer *' dropdown set to 'NEBRASKA DHHS'. Below this is a 'Select Additional Recipients' section with a table:

Name	Member ID	Medicaid ID	Diagnosis Codes	Referring Physician
ALEX DANVERS	-	23972923	A0100	-

A blue callout bubble points to the three dots in the 'Referring Physician' column of the table, with the text: 'Click on the three dots to add your diagnosis code'. Below the table, there are fields for 'Select Caregiver' and 'Select Caregiver *'.



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



3. Tellus Customer Support: 8 a.m. to 6 p.m. central (daily through February only)

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.”

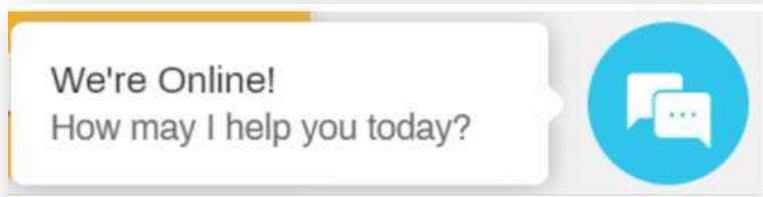
- Press 2 to receive a call back for your specialist.

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:

NEBRASKA State of Nebraska DEPARTMENT OF HEALTH & HUMAN SERVICES		Division of Medicaid and Long-Term Care / División de Medicaid y Cuidado de Largo Plazo		Provider Record of Services / Registro del Proveedor de Servicios				
<p>This Record of Services is a legal document completed by you to record the dates and units of service provided. Both the provider and the client must sign and date this record verifying the accuracy of this information. A description of services provided must be recorded. * This Record of Services with the billing document must be submitted within 90 days of service and can be submitted semi-monthly or monthly. Return this Record of Services with the billing document to your specified worker. The Provider is responsible for keeping records for six years. *Please print clearly and legibly.</p> <p>Este registro de servicios es un documento legal completado por usted para registrar las fechas y unidades de servicio provistos. Tanto el proveedor como el cliente deben firmar y fechar este registro verificando la exactitud de esta información. Una descripción de los servicios prestados debe ser registrada. El Registro de Servicios con el documento de facturación debe ser enviado dentro del plazo de 90 días del servicio, y pueden ser enviados quincenalmente o mensualmente. Regrese este Registro de Servicios con el documento de facturación a su trabajador asignado. El Proveedor es responsable de mantener los registros por seis años. *Por favor escriba en letra imprenta clara y legible.</p>								
Client's Name / Nombre del Cliente		Client's ID Number / # de Identificación del Cliente		Provider Name / Nombre del Proveedor				
Service Provided: Servicio Prestado: Child Care / Cuidado Infantil (9704) Other Heavy Household Chore (2419) Chore (1691)		Home Again (8234) Independence Skills Building / Desarrollo de Destrezas para la Independencia (8382) In-Home Independence Skills Building / Desarrollo de Destrezas para la Independencia en el Hogar (9233)		Respite / Relevo para el descanso del cuidador (7395)				
Month/Mes			Year/Año					
Day of the Week / Día de la Semana	Date / Fecha	Service Code / Código del Servicio	Time in and out / Tiempo de inicio y de Fin		Description of Authorized Services Provided / Descripción de los Servicios Provistos	Hourly Units / Unidades por Hora	Daily Units / Unidades diarias	Occurrence Units / Unidades de frecuencia
			IN	OUT				
Sunday / Domingo								
Monday / Lunes								

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.