Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Independent Provider Support Meeting

February 4, 2021



State EVV Panelists

- EVV Executive Sponsor
- Provider Relations
- Developmental Disability Waiver Program
- Personal Assistance Services Program
- Aged and Disabled Waiver Services Program
- NFOCUS
- Resource Development
- Claims Processing
- Electronic Visit Verification Project Team



Agenda

- Meeting Purpose and Guidelines
- ➤ Claims
- Service Authorizations
- Paper Claims Ending for EVV Service Codes
- >Helpful EVV Tools



Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide updates to providers regarding current issues and solutions
- ✓ Provide answers and hands on assistance to specific provider questions and issues

Meeting Guidelines:

- ✓ Submit questions clearly in the question box and with as much detail as possible
- ✓ If we don't get to your question, please send it to the EVV Mailbox at dhhs.medicaidfa-evv@Nebraska.gov



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Work List Status

- Matched Claim is "clean" and can be released for payment
- Unmatched Claim has issues that must be resolved before releasing them
- Released Claim has been released and will be submitted for processing



Claim Review Status

- Submitted Claim has been submitted to NFOCUS
- Accepted Preliminary acceptance of the claim for processing
 - If a claim has issues, it stays in an Accepted status in the Tellus system
 - The State Claims Processing Unit contacts the provider to assist with resolution
 - Claims that cannot be resolved should be archived when a replacement claim is submitted.
- Paid Claim has been processed by NFOCUS and released for payment



Claims processing/payment schedule for "clean claims"

- Provider can release "matched" claims at any time for processing
 - Remember to release all claims for a single recipient/date of service at the same time to avoid duplicate claim error
 - Submit claims by Monday at 11:59 pm Central Time
- Claims are submitted to NFOCUS once a week on Tuesday am
- Received claims are processed by NFOCUS Tuesday pm
 - Claims with issues are not processed until issues are resolved
- State NFOCUS/payment process takes a few days
- Provider specific banking process occurs after the State payment process is complete



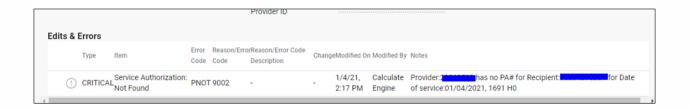
- Demonstration Unmatched claims
 - Common errors and how to resolve

Questions and Answers



Service Authorizations

Demonstration - PNOT Error (Service Authorization Not Found)



- ➤ Demonstration Wrong service authorization selected
- ➤ Questions and Answers



Paper Claims Ending for EVV Service Codes

- Paper claims received with dates of services <u>01/03/2021</u> through <u>01/30/2021</u> will be <u>processed</u>.
- Paper claims with dates of services on or after 01/31/2021 will be <u>returned</u> to the provider with a denial letter stating that the claim(s) will not be paid.
- ➤ Beginning with dates of service <u>01/31/2021</u> you <u>must use the EVV system</u>.
- \triangleright Paper billing documents for dates of service 01/31/2021 and after will not be mailed.



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DEPT. OF HEALTH AND HUMAN SERVICES

***** Does not apply to DD Waiver providers *****

Helpful EVV Tools

Visit the Nebraska EVV Website:

http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

- Provider Toolkit
- Quick Start Guide
- Step-by-Step Guide to User Upload
- Frequently Asked Questions
- Admin User Guide and Videos
- Claims User Guide
- Adjusting Claims

- Adjusting Duplicate Claims
- ➤ Mobile App User Guide and Videos
- Cancelling a Visit in the Tellus Admin Portal
- ➤ How to Create Repeat Visits
- Resolving Critical PNOT Errors
- Resetting Your Password

Training resources can also be found in the Tellus Admin Portal under "Training"

Register for Training at https://4tellus.com/training/



Provider Support Calls Weekly Meeting Schedule

Agency Provider Support Meetings

(Wednesdays)

Independent Provider Support Meetings

(Thursdays)

Watch your email for invitations to upcoming Provider Support Meetings.

Date	Time	Date	Time
January 20, 2021	1:00 pm CT	January 21, 2021	1:00 pm CT
January 27, 2021	1:00 pm CT	January 28, 2021	1:00 pm CT
February 3, 2021	1:00 pm CT	February 4, 2021	1:00 pm CT
February 10, 2021	1:00 pm CT	February 11, 2021	1:00 pm CT
February 17, 2021	1:00 pm CT	February 18, 2021	1:00 pm CT
February 24, 2021	1:00 pm CT	February 25, 2021	1:00 pm CT

Visit the EVV Website to access slide decks and recordings from past meetings and to sign up for future meetings.

http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

NEBRASKA

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EVV Websites and Email Address

Use the latest versions of Chrome, Edge, Safari, or Firefox for the better viewing experience

DHHS EVV Website: http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

Tellus Registration, Sign in and Support Tickets: https://4tellus.com

Training Website: https://4tellus.com/training

DHHS EVV Email: dhhs.medicaidfa-evv@nebraska.gov

Tellus Integration Email: integration@4tellus.com

