

Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Independent Provider Support Meeting

February 4, 2021

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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

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Agenda

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

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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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Claims

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

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Claims

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

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Claims

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

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Claims

- Demonstration – Unmatched claims
 - Common errors and how to resolve

- Questions and Answers

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Service Authorizations

- Demonstration - PNOT Error (Service Authorization Not Found)

Provider ID

Edits & Errors							
Type	Item	Error Code	Reason/ErrorReason/Code	Description	Change Modified On	Modified By	Notes
CRITICAL	Service Authorization: Not Found	PNOT 9002	-	-	1/4/21, 2:17 PM	Calculate Engine	Provider: [REDACTED] has no PA# for Recipient: [REDACTED] for Date of service: 01/04/2021, 1691 H0

- Demonstration – Wrong service authorization selected
- Questions and Answers

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Paper Claims Ending for EVV Service Codes

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

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

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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/>

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Provider Support Calls Weekly Meeting Schedule

Agency Provider Support Meetings (Wednesdays)		Independent Provider Support Meetings (Thursdays)	
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

Watch your email for invitations to upcoming Provider Support Meetings.

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>

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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

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