

# Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV All Provider Support Meeting

March 4, 2021

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# State EVV Panelists

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- ▶ 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

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- Meeting Purpose and Guidelines
- Claims
- “How To” System Demonstrations
- Questions and Answers
- Helpful EVV Tools and Training Resources

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# Meeting Purpose and Guidelines

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## Meeting Purpose:

- ✓ Provide updates, helpful tips and demonstrations regarding frequently asked questions
- ✓ Provide answers and hands on assistance to specific provider questions and issues

## Meeting Guidelines:

- ✓ Please indicate if you are an Agency or Independent (PAS, AD, etc.)
- ✓ 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](mailto:dhhs.medicaidfa-evv@Nebraska.gov)



# Claims

## Claim Review Status

- ▶ Released – Claim has been released and will be submitted for processing
- ▶ Submitted – Claim has been submitted to NFOCUS
- ▶ Accepted - Preliminary acceptance of the claim for processing
  - If a claim has issues such as Share of Cost or Parental Portion, it will stay in the Accepted status in the Tellus system
- ▶ Rejected – DHHS is unable to process claim
  - If a claim has other claims processing type issues the claim will remain in a *Rejected* status in the Tellus system until issues are resolved
  - New status beginning on 2/18/21

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# Claims

## Claim Review Status

### ▶ Resolving Claims in a Rejected Status

- The State Claims Processing Unit will contact the provider to assist with resolution
- Providers may call the NFOCUS Billing Unit at [402-471-0667](tel:402-471-0667) to inquire
- Leagues and AAA should contact their Service Coordinator
- Claims that cannot be resolved should be archived after 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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# “How To” System Demonstrations

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- Duplicate claims resolution
  - ✓ Overnight visits
- Adjustments
- Adding notes to Accompany for Appointment

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# Questions and Answers

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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>

**Tellus Training Website:** <https://4tellus.com/training>

**DHHS EVV Email:** [dhhs.medicaidfa-evv@nebraska.gov](mailto:dhhs.medicaidfa-evv@nebraska.gov)

**DD Billing Email:** [dhhs.ddbillingdocs@nebraska.gov](mailto:dhhs.ddbillingdocs@nebraska.gov)

**Tellus Integration Email:** [integration@4tellus.com](mailto:integration@4tellus.com)

**Tellus Customer Support Center:** (833) 483-5587

**NFOCUS Billing Unit:** (402) 471-0667

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# Helpful EVV Tools and Training Resources

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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# Extension of Weekly Provider Support Meeting

## All Provider Support Meetings

(Thursdays)

Date	Time
March 4, 2021	1:00 pm – 2:30 pm CT
March 11 2021	1:00 pm – 2:30 pm CT
March 18, 2021	1:00 pm – 2:30 pm CT
March 25, 2021	1:00 pm – 2:30 pm CT

Watch your email for registration link to upcoming Provider Support Meetings

Visit the EVV Website to listen to a previously recorded meeting or to sign up for future meetings.

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

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