

**Nebraska EVV Stakeholder Meeting
November 4, 2020**

Jenn DeBoer: Hello, good evening. How is everybody tonight? And I hope that you are well in November. It's cold. And I know in some parts of the states, be nice and toasty. So, good evening. My name is Jenn DeBoer. I hope everyone is well. Lisa, could you please go to the next slide? Thank you. So, this is an agenda. And to start without delay, let's jump into the November stakeholder meeting, everyone.

Our Agenda for tonight:

- Introduction of the State EVV panelists
- EVV start date revised/Be Ready - Get trained
- EVV mandated services
- Getting ready: Being prepared
- Training webinars
- Tellus system registration, step by step walk through,
- Post training
- Post registration training resources
- Question and answer sessions

Next slide, please. So let's introduce our state EVV panelists. Heather Leschinsky, our Chief Administrator, Heather, please say hello.

Heather Leschinsky: Good evening. Thank you for joining us.

Jenn DeBoer: Thank you, Heather. Karen Houseman is our DHHS Program Manager. Hi, Karen.

Karen Houseman: Hi. Happy November. Everybody.

Jenn DeBoer: Next, Vince Rea our EVV Project manager, Vince. I think we can't hear you. So I think Vince may have a little bit of you there.

Vince Rea: Yes, I think I got unmuted hi, everybody. So glad you could join us.

Jenn DeBoer: Thank you. Jeff is unable to make tonight to meeting, and he sends his regrets. Debbie Flower is our EVV vendor manager and also personal assistance service specialist, Debbie?

Debbie Flower: Good evening and welcome.

Jenn DeBoer: Thank you, Debbie. Leon Merrell is our Training Lead. Leon?

Leon Merrell: Hello? Hello, everybody. Thanks for joining.

Jenn DeBoer: Thank you, Leon. Trevor Vargason is our UAT lead, and he unfortunately is unable to join tonight. My name is Jenn DeBoer, and I am the Communications Lead. Hello, everybody. Joe Schnur is the Senior Account Manager for Tellus. Joe.

Joe Schnur: Good evening, everybody. Glad to be with you.

Jenn DeBoer: Thank you, Joe. Kristy Pyles the account manager for Tellus. Kristy?

Kristy Pyles: Hello, everyone, welcome.

Jenn DeBoer: Thank You, Kristy. And finally, it's Lisa Turner, Senior Trainer for Tellus. Lisa?

Lisa Turner: Hi, everyone. Thanks so much for joining.

Jenn DeBoer: Thank you very much. Next slide, please. So, as you know, we are, we have already revised the EVV start date, our go live date, as we previously last week have announced. So, let's go through the revised date so that we can actually inform you, again, where we start, as a, you know, as it regards to our EVV start date. Production ready for third party VV vendors, November 13, 2020.

By now, these EVV vendors should be well prepared. And they should also know that, you know, they are EVV vendors, should start to get ready. Registration date for everyone, so that you can get your username, and your temporary password from Tellus is December 20, 2020.

We will talk a little bit later as it relates to registration date. Start date to use EVV for DD waiver providers using Therap is January 1, 2021. So if you are a Therap DD Waiver Provider, you register on December 20th, 2020, and then you start to use Therap on January first of 2021. And for everyone else, it's January third of 2021 for the January third date is also starting for all agency providers with a third party EVV vendor as well. So, if you're not using Tellus but you're using your EVV vendor that you have been using and working with them for a long time, you should also go live and start using them on January third.

Next slide, please. So, as you know, because we have already informed you that the dates are all revised, and the date has been pushed out, you need to understand that we all need to get ready. We have ask you, and we have already sent a lot of you some postcards, you know, as it relates to getting trained. DHHS encourages you to attend the Tellus EVV training. We are providing you with this training website. And for the independent providers, please click on that website where it says <https://4tellus.com/training>.

Once you click on that, scroll down and you can see Nebraska, DHHS independent providers. Click on that so that you can either choose to watch the live training or choose to listen and watched a prerecorded training. If you are an agency provider with a third party EVV vendor and that includes Therap EVV user, you only need to register and attend the Claims Console training.

And you will you will be able to see these. And if this is your first time going there, you don't have to worry, because it's very intuitive. If you are unable to participate in the live training, no

worries. You can still register on that training website. Put your first name, last name, and your e-mail down, and you can actually watch and listen to the prerecorded training.

If you're an agency provider who will be using Tellus as your EVV vendor, DHHS recommends that you receive training in this order. If you're an agency provider, you should attend first the Admin Console. Then if you would like, you can actually watch the mobile app training with all your other provider employees and, you know, on a big screen TV, you can actually watch these trainings and participate live as well in these trainings. And finally, if you have someone who is dedicated to doing billing, that individual can actually know, be directed to the claims console.

So a lot of the agency providers have actually asked me whether they can watch these three of them together with their employees. And we said, yes, we strongly encourage the more you watch and learn the better equipped you are during go live. Next slide, please. So before, before we move on to the EVV services, I will also want to know re-iterate, and I'm so sorry, but can you go back to the previous slide, Lisa?

Thank you. So as you can see, that I know some of you have already heard that that's going to be a provider toolkit provided to you. And this provider toolkit is really dedicated to create that, so that you can look at it and there's actually screen shots and step by step instructions for you, first, to register at the Tellus website, to receive your username and your password.

And second, to actually go to the Admin Console to do your very first schedule, so that you can actually, then, move into your mobile app, to clock in, and clock out. So it may sound very confusing. It might sound very intimidating, but without provider toolkit, it actually gives you a screenshot. It gives you a step by step way of actually looking at how you can actually register, get your schedules and also, your claims console.

We will be sending it out to you in an e-mail, and also, it will also be posted on the EVV website. If you do not receive the e-mail by this week, please send an e-mail to the EVV website and telling us on the subject line, I need the provider toolkit and we're happy to send that out to you. Next slide, please. Thank you, Lisa.

So, EVV Mandated Services. I know a lot of folks continue to ask, "Do I need to use EVV?" On this slide, you will see that there are 12 service codes. These service codes designate whether or not you need to use EVV services. For example. As you can see, let me just pick one for personal assistance is for 4475. If you bill against for 4475, if you send your bills and then you put 4475 as 1 of your bill, then the service coats, then you must use EVV.

The self-service codes mandating you to use the EVV. And whether or not is Tellus EVV system or the agency providers, third party EVV vendor. And you can also download this once we post this on the EVV website. And currently, the EVV website also has these service codes being displayed to you. If you do not understand how this affects you, please send us an e-mail and we will explain to you, we will also even call you so that we can talk you through.

Next slide, please. So what is getting ready and being prepared? The time is coming very shortly, where you will have to register to receive your username and your password on the Tellus

registration, on your internet and also, you know, to actually get ready to clock in and clock out using EVV. We are requesting that you get ready and how you should get ready in terms of hardware is that for independent providers, you will need to have either a laptop or a desktop computer.

And as you can see, there are specific requirements. So make sure that, you know, all the requirements of that laptop on the desktop meets those requirements PC: Windows OS 32 or 64 bit, Version 7 or higher. Mac or Apple Mac OS version 10 or higher.

What is smart devices? So a lot of people thought that, you know, sometimes a flip phone can help. So a smart device is the Smart phone with GPS and for Apple users, your iOS Version 9 or higher Android phone version Lollipop which is 5.0 or higher. And if you have Samsung, you have LG or Pixel and etc., these are called the Smart Devices.

For tablets, make sure that your tablet can turned on the GPS. And Apple tablet's, iOS Version 9 or higher and Android tablet is Android Version Lollipop 5.0 or higher. And similar to the smart device on your phone, Samsung, LG Pixel, it's fine by us. Next slide, please.

So once you have your hardware, we need you to also check for your software on all these phones and smart devices and also your laptop or in fact your tablet access locations for GPS. So if you check that your tablet or your smart devices has GPS check because GPS is required for you to get your check in and check out so that it actually, you know, locate where you are. I want to first explain that when we say that, we want to actually look at your location and indicate and pinpoint where you are in terms of checking and checking out.

It's only when you are providing services to the Medicaid participant, but nowhere that if you clock out of your services rendered to the Medicaid participant will DHHS or Nebraska Government or Tellus follows you all are actually turned on your GPS, you know, in your phone.

So I just wanted to be very, very clear that your privacy is something that we value and treasure. And we want to ensure you that we do not violate your privacy in any way when we are using GPS and when you are using GPS. Wi-Fi data required, and the reason is, you know, because you need to have internet access.

Now if you don't have internet access, in some remote places, that's fine. As you know by now Tellus has explained that you can actually first go into a place to actually get your Wi-Fi get everything setup on your on your smart device. And when you clock in in an area where there is no Wi-Fi, and that's fine because it will store it into your phone. And then once you reach a location where there's internet access. It will actually turn it on and it will actually starts to get all the information that you have put into your phone or your smart devices. And it's actually accessible to you.

Now, the other one would be file storage, it is required to store your data, and mobile data is required for Internet access, unless you have, you know, you have access to internet via Wi-Fi network. Next slide, please?

So, before I change, I send you know, my slide back, to Tellus I wanted to remind everyone that today's discussion is really about persuading you to go training. If you have not gone training and also we're going to walk you through registration. As you know, registration is going to be on December 20th. So, I'm going to send this off to Kristy. Kristy, back to you.

Kristy Pyles: Thanks. Thanks, Jenn. So for those of you that have joined us before, you may have seen this slide. And this is just a reminder that we still have those live webinars going. And you can access different consoles for those webinars. So if you need mobile training, you can certainly sign up for mobile or watch any videos that have already been recorded.

The same goes for the admin console, for claims, and for any extra topics. And we do have a new look for those of you who may not have visited our website in a while. So as you can see here, this is a screenshot of what the webinar site looks like now. You can it's very colorful, and you can click on the one that applies to you or all of them. So we do encourage you to go ahead and sign up for any webinars for training so that you can be prepared to go live, and help us be very productive and successful. Lisa, I think it's your turn to take it away.

Lisa Turner: Thank you, Kristy. Hello, everyone. This is Lisa Turner. So I want to walk you through and also talk through the registration process. Many of you may have, or may not, have attended, the Independent Provider training, but that's some of the pieces that I've covered. So I want to go over that piece once again, just in case you have not attended the Independent Provider Training. So let's get started with the registration process as Jenn was discussing earlier in the presentation. So everyone, mark your calendars.

I'm 12/20/2020, we're going to open the registration website for providers to begin creating their Tellus account. Now, however, you keep reminders whether you put a little Post It notes on your refrigerator or you use your phone to enter that date on your calendar as a reminder, that on 12/20, are the website will open for the registration process.

So, as you can see here on the screen, Step one, on 12/20, you're going to enter this address, this URL address into an Internet Explorer. So, when I say Internet Explorer, I am saying when you, let's say you're accessing your e-mail, like, whether it's, you know, an Internet Explorer icon or Google, that is opening an internet. And then you'll see on the tab where you're going to enter this address. And I will show you in just a few seconds.

So, you're going to type this address on 12/20, 4tellus.com/ne-dhhs. And the forward slash is right in the same key as your question mark, in your keyboard. So, let me show you how this page is going to look like on 12/20. So, as I mentioned, you're going to go to an internet browser, and I'm going to use Google.

And here, on the upper left hand corner, you're going to type in the number 4tellus.com/ne-dhhs and you hit enter to activate the page. So here's the Nebraska 4Tellus website, and you have two options to begin your Tellus account registration. Here, where it says how do I register for Tellus EVV, you can click on "Register To Begin", or you have a tab right next to overview that says EVV Registration, so you have two options.

So you simply click on EVV Registration, and then it's going to take you to the next page where you are required to complete three fields that are mandatory to start the registration process. When you click on the Registration tab, you'll see that page coming up. So, I do apologize, it's a little bit slow on my internet, so it will pull up now. Hopefully, you'll see it on the screen. And once you have the three fields here, you're going to, the first thing you're going to enter is the tax ID number, which will be your Social Security Number. So on that first field, when it pops up, you're going to see that first field, and you enter your social number.

The second field, right below, where it says Tax ID Number, you're going to enter your provider, your payer provider, ID number. This is the ID number that you use to bill for your services in N-FOCUS and also, it is the ID number that you received when you registered to be a provider or is also the ID number that you see on your service authorization. It ranges between 5 and 9 digit numbers, so you will enter that information here.

And, lastly, your zip code, enter your zip code and select that you're not a robot. Once you select, you're not a robot, the activated Submit button will highlight, and then you just click on Submit. When you click on submit –

Jenn DeBoer: Yes, I just want to actually ask, You know, I'm really excited if I'm a provider, looking at this while it's only November the fourth, what do you think, can I just register right now?

Lisa Turner: No. Because the website is not available until 12/20.

Jenn DeBoer: Thank you, Lisa. And, I just also want to add, when you try to register, it's going to give you, you know, something that says that, you know, we do not find you, you know, as providers. So, as Lisa has said, 12/20, mark that on your calendar. And also put a sticky note on, you know, your laptop and say it's to remind yourself that only on 12/20 can you register. Please do not register now. Thank you. Thanks, Lisa.

Lisa Turner: You're welcome. Thanks, Jenn. All right, so once you've clicked on I'm not a robot and click on this submit, then it's going to take you to another page where you're going to complete, like, the little form to complete the process. Let me show you what that form looks like, going back to the PowerPoint presentation. And once you click on the Submit, here's the form that you need to complete.

Simply enter your first name and last name. If you have a short name, so let's say for example, your name is Robert Smith and you go by Bob, you can enter your short name as Bob. You know, I don't recommend, you know, entering cupcake or kitty cat, you know, as your short name but, you know, it's your account.

Also, don't forget to your default time zone, you know, central time, and your address, you know, your address, city, state, zip code, and very important, where it says, Admin e-mail. This is where you're going to enter your e-mail. You want to make sure that all your characters are correct. Make sure that you select Yahoo versus Gmail, if that's, you know, if you have, you

know, a Yahoo account, and not a Gmail. So you want to make sure that you enter the e-mail where you want Tellus to send you your username and temporary password.

So as you verify that you've entered every character correctly, simply click on Submit. When you click on Submit, you're going to get a confirmation e-mail from Tellus. So, it's a Tellus generated e-mail that is going to have your username and a temporary password. I highly recommend that once you get this e-mail, that you write down your username and that temporary password. Now, you have 36 hours once you register to access this email, because it will expire.

If you do not see the Tellus confirmation e-mail in your inbox, please check your junk and spam mail for that Tellus email. Now, as soon as you retrieve the Tellus email, the next step that you need to take is to activate your username and temporary password. So how do we activate it?

So now, you're going to navigate once again to another internet browser. And, like I said, internet is click on a Google, click on E for internet, to get a tab, and enter this address that you see here in Step two. You're going to type the numeric 4tellus.com. That will take you to the homepage, for Tellus, and that you will enter your username when you login. So let me show you what this looks like.

So I'm going back into the internet. And then I'm going to open a tab on my Google Chrome page. And up here on the upper left-hand corner, I simply type 4tellus.com and I click on Enter. Once I've click on enter, you're going to see our new face of Tellus homepage. And on the upper right hand corner, you're going to see the EVV Login, which is going to prompt you to enter your username and that temporary password. Now, I do apologize. I have a delay on the display. So, once I've get that up and running, you will see on the upper right hand corner, the EVV login.

Jenn DeBoer: Lisa, while your network is, still, you know, spinning, I can also tell you that, the provider toolkit, that will be sending out to you, have all these information pointed out to you in a step by step manner. So, if you get lost in all these explanation, don't worry. Don't fret.

We will be sending you out the provider toolkit and the provider toolkit gives you all these pictures with all of these step by step pointers so that they so that you know on the day of registration how to actually navigate through all of these. Thank you, Lisa.

Lisa Turner: Thank you, Jenn. You bought me some little time. Thank you. Ok, so now everyone should see are very colorful, colorful homepage, and here on the upper right-hand corner, you see EVV login. Simply click on EVV login to get this page, where you're going to enter your username, then you're going to enter that temporary password that I recommend that you write down on a piece of paper.

Once you enter that information, you're going, when you select on log in, the system is going to prompt you to change it to a personal and permanent password. So, here, you're going to enter that username and you're going to enter your password, and you're going to click on Log In.

When you login, once again, the system is going to say, now, change it to a personal, and permanent password. So, I'm going to go ahead and start entering my username, because I want

to also show you that not only do you have we have training live and prerecord it, but we also have a buffet of training resources that I want to share with all of you at this time. And I am spinning once again.

Jenn DeBoer: Again, I want to remind everyone that I know that this is actually a little overwhelming and by the end of this week, once you received the provider toolkit, everything will actually seem simple, because you can actually look at it. It's actually very pictorial. Whatever you see right now on the screen is exactly what you will see on the Provider Toolkit.

Lisa Turner: Thank you, Jenn. Ok, so, hopefully, everyone can see my screen now, it just came up. So, once you log in, here is the Admin portal, and in the Admin portal, you're going to navigate from, on the left-hand side, your main menu, and you see where it says Training? Second from the bottom here. When you click on Training, it's going to lead you to another link, where are you going to access additional training resources, other than the live training and the recorded webinars.

When you click on Go to Training, you're going to see video tutorials. You're going to see end to end user guides, you're also going to see other resources that you can download and retrieve. It's asking me to login again. And it'll take you right here where it says training resources. If you scroll to the bottom, you'll see Tools For Your Success.

You have user guides, you have video tutorials and then, of course, you have the training webinars as well. So let's say you want to see how to schedule a visit and mobile app. And you don't want to register for another long, hour, video, or long hour webinar. Just simply click on video tutorials, and it's broken up in the modules. So, you have your admin portal and all the titles of how you want or what do you need to do in your admin portal.

If you want to learn how to schedule in the admin portal, here is a five minute video about scheduling. Click on watch the video, and you'll get your step by step, small, little video. If you want to learn how to schedule a visit in mobile app, just go to this section where it says Mobile App and then I'm all bypass claims to go back here in the Mobile App section. You have scheduling a visit, watch the nine minute video or how to complete a visit clocking in and clocking out.

Watch the 12 minute video here and if you want to learn how to fix your visit or fix your claims to bill and to get paid, we have where you can see resolving unmatched claims and you can watch the 18 minute video where it will show you how to correct an unmatched claim so that you can get paid for your services. So, this is a really cool tip for you, letting you know that you have lots of resources that will help you, along with the toolkit that Jenn has been mentioning throughout today's meeting, that you have all this information right at your fingertips.

So, ladies and gentlemen, this concludes the registration and all the great resources that we have to offer to all of you. Jenn?

Jenn DeBoer: Thank you, so, before I hand over to Joe, I wanted to remind everyone again the registration date, it's December 20, 2020. Please, do not attempt to register before December 20, 2020 because you will not get anything, and what will you get is, you know, an error message, and then you're, I know that you will probably be a little bit anxious. So once the provided toolkit is being sent to you, I hope that it will ease your anxiety. And always remember, you will always be able to e-mail us at the EVV website and we will respond to you. And if you need us to call, you, put your phone number down in the e-mail, and we will call you. So, Joe, back to you.

Joe Schnur: Ok, thanks, Jenn, and thanks, Lisa. That was very informative. So, hopefully, that was helpful for everybody. We're now going to do the Q and A, I see that some of you have already entered into some questions into the chat box. Or is it, the question box? Which one is it Lisa?

Lisa Turner: It's the question box.

Joe Schnur: Question box, thank you. So, if you see a question box, if, if you have a question, please do enter your questions in there, and then, we will, we will read them out, and we will do our best to answer all those. If we do not clearly understand your question, feel free to provide clarity for the question. So, let's go ahead and get started.

Q: The first question is about, and there's actually two in here that are similar, it's really about types of devices that can be used. So there's one here about the Amazon Kindle Fire, and there's one in here about an Apple iPad.

Joe Schnur: We did show what the requirements are from a software perspective. So, devices, there's obviously all different ages of devices. But as long as they, you can access the Apple or the Android store and you have the recent version of software on the operating software on those systems, then the Tellus app will work. And, Lisa, I don't know if you want to pull up that page again, with what the requirements are on the operating system?

Heather Leschinsky: Joe, this is Heather. Just so everyone knows, to further answer that question, especially around the Amazon Kindle, the Tellus EVV app, is not available in the Amazon Play Store. But, like Joe said, if you have the ability to have an Android or I think it would just probably be the Google Play Store on your Kindle, I don't know if you can have an Apple store, on your Kindle. But if you can have either one of those, you can access the app.

Joe Schnur: Correct, I believe it's you would access the Android store on a Kindle, and so here you can see the versions for Apple and Android. And you can go under Settings on your device to understand, does your system is your system capable of the software level at this version? Sometimes, you may need to update the version, and it will have an update button. So make sure that you keep your software on your device current. And as long as you can meet these requirements, and you can download the Tellus app, then you should not have the problem.

Q: The next question is says, basically, I am an independent provider, what part of Tellus do I use?

Joe Schnur: And you're in luck, because Lisa has done a great training video that is available on the website, that that Lisa showed, specifically for independent providers that walks you all the way through from registration, all the way through to completing your first visit, downloading the mobile app, and even submitting claims.

It's a very informative video that is also available in a recorded version, both in English and Spanish. So, I do hope that all of you will take advantage of that training, to learn it, but the answer is that you will use the mobile app, the admin portal. And you will submit your claims all through Tellus, if you're an independent provider. Lisa, anything you would want to add to that?

Lisa Turner: Also, provide. Independent Provider overview training, as well, in addition to the three modules.

Joe Schnur: Correct.

Heather Leschinsky: If you provide the any of the service codes in the AD waiver, like the 1691 or the PAS 4475, that applies if you do provide any of the DD waiver services, go ahead and put that in the question box, and we can tell you also about Therap. But that's only if you are DD Waiver provider don't want to confuse things if you only are Chore or PAS

Joe Schnur: Ok, so the next question is about how the usernames and passwords are going to be sent out.

Q: The question was about, will there be a postcard or some type of letter?

Joe Schnur: And so, the way that's going to work, and I know Lisa walked through it, is, when you register, you are going to enter in your e-mail, and then, or your e-mail address and then an e-mail will automatically be sent to that e-mail address with the username and temporary password. That will allow you to get into the EVV system.

Karen Houseman: And that question actually came from a resource development worker. So, I'm going to point that question at Jenn. Jenn, are we sending out any postcards or letters in the mail if we identified they don't have an e-mail address? I think we talked about a group of people in our meeting earlier today that might meet that definition.

Jenn DeBoer: Yeah. And the thing is that we do. So what we're going to, what we plan to do is that if you do not have an e-mail address, one of the most important thing is that, either way, you need to have one. And if you are, you know, if you're using Maximus, you know, because, as your provider, you have actually enrolled, and when you enroll, you actually use Maximus e-mail address and using the Maximus e-mail account, we are encouraging you to please have an e-mail address, because without an e-mail address, you are still unable to actually register, to get your username and your temporary password.

If you need help for, you know, to register, or if you need help, to access or to retrieve or to even get a new e-mail address. If you have your resource developer to help you, your friends, your

grandkids, you know, please do. Because this is important to you. However, if you still need help, we will reach out to you, so that you know, you can get everything that you need.

Karen Houseman: So I just I was just going to add a clarifying statement. So when she said Maximus, that's where providers do their provider enrollment and have their address and phone number updated. It's important that you have a personal or business e-mail address and don't use a generic e-mail address that says Maximus that isn't your e-mail address, because you want the information from Tellus. Go ahead, Lisa.

Lisa Turner: Hi. Also, to piggyback off, Karen, and of course, Jenn, when it comes to the e-mail, I know that there are providers that share one e-mail. It is very important that if you are individual providers, meaning that you both provide services, and you both have your own provider ID number, you must have your own unique e-mail address for this registration process. Because each provider must have their own username and their own password to be able to enter their time to clock in and clock out, and to get paid for their individual service.

Q: Okay, there is a question about they said they're a Therap user. Are we going to be required to use Tellus EVV or Therap EVV?

Joe Schnur: So who would be the best to take that question?

Heather Leschinsky: This Heather, I can answer that. So DD waiver providers who are currently using Therap, your time in attendance, for any of the services that are listed on the page that we saw earlier, you will have the option to use Therap. You will just need to use the Therap EVV module and no longer use the time and attendance for those services, that you do have the choice to use, the Therap EVV module for those DD waiver services.

You will still need to use Tellus for submitting, so please, please, please, take the claims console training. So then you are ready to submit claims after January 1 transition, or when we move over to using EVV for the services.

Joe Schnur: Thank you.

Q: There's a question here about, do I need to keep the app open while I'm doing my duties throughout the day?

Joe Schnur: So the answer is, no, you do not. Because the concern is my battery won't last. So, once you've logged in on to the mobile app, and again, you'll learn all of this in training, if you have not yet attended. Once you log in, you'll actually see a counter. So it will start counting seconds, then minutes, and it will tell you how long you've been in the visit, since, you know, when you started the visit.

Once that counter comes up, you know that now you have started the visit. And, at that point, you can shut the app. You can even turn your phone off, and the counter will still go the visit will still be going. And then when you are ready to end that visit, then you can turn your phone back

on, and open the app, and then complete the process for that visit. So again, the mobile app does not need to be on, it will continue to work in the background.

Q: The next one is about logging in and out each time I have to do a task. So this is a chore caregiver. And the question is: do I need to log in and out every time I do a task?

Joe Schnur: So who would be best to handle this question?

Karen Houseman: That one would be me. This is Karen with the aged and disabled waiver. I recommend that you group tasks together when you login, because if every time you log in and log out, I believe the Tellus system recognizes that as a separate claim or a separate visit, so you will want to group your task together at a time. Strategically, do it in a way that you're accurately reflecting what you're doing and the time that you're spending while meeting the needs of the person you live with. I hope that answered your question. Or gave you some ideas.

Joe Schnur: Great. Thank you.

Q: The next one is says, who will enter the tasks or chores on the app? Will it be the independent providers or the case managers?

Karen Houseman: This is Karen. I'll take that one as well. Your service coordinator or the social service worker, who creates the service authorization does some behind the scenes work of entering what is authorized and we're calling for PAS, it's called the service needs assessment. We're using a very similar tool for the aged and disabled waiver, but it's used in a different manner.

They will enter information and when your service authorization is sent electronically to Tellus and you schedule your visit, you will be able to see that there are tasks prepopulated for what that participant's needs are. And at the time that you are clocking out at the end of your visit, you will be able to deselect or indicate which tasks you completed during that visit. Thank you.

Joe Schnur: Thank you.

Q: The next question is, Oh, all right,

Debbie Flower: This is Deb, I was trying, I didn't mean to interrupt, I think is a question that I was trying to get in on and I dropped my phone dropped, call me, so, anyway. I saw a question about location and pharmacy that I was just going to possibly speak to, to determine whether or not the provider was PAS or waiver. So I'm not quite sure if the provider is PAS, personal assistant services, I don't know if you can scroll back and find that actual question.

Heather Leschinsky: I can, but I wanted - this Heather. So the question is about location, and need to, and need help. What to do. I work, before going to the home. I have to grab some stuff, how do I put my location in if I am in pharmacy?

Karen Houseman: She indicated she is a Chore provider.

Debbie Flower: Oh, well then good. OK. I can leave that to Karen then, because there would have been a different answer for it would have been PAS. So, thank you so much. I'll leave it to Karen.

Karen Houseman: And Heather, I apologize. I'm tripping over my words on this one today. So feel free to, to speak up if I can't form a sentence here.

Heather Leschinsky: So you will want to bill when you're with the client, which means you will want to clock in when you are with the client. So, I think from a programmatic perspective, we would recommend that you go ahead and go to the client's home clock in, and then if you do need to go run some errands, you can do that. But then you would come back to the home to finish that visit. Because you need to be clocking in and clocking out when you're with the client or the participant.

Q: And there is a similar question to that says, with GPS, does this mean that we, clock in and clock out that we need to be at the individual's home for location at those times?

Heather Leschinsky: You don't need to be with at the individuals' home, but you need to be with the individual. So, if you – and I'm using a DD Waiver example. So, it may be a different example for PAS or AD waiver. But, if you would happen to start your independent living with the participant had a day site center, then you take them home and you finish out your shift or your time with independent living in their home. You would clock in where they're at their location, and then you would go to their home location and clock out if that's where you would normally end your visit.

Joe Schnur: Okay, thank you for that clarification.

Q: There is a question in here about signatures. If the client is not able to sign, can other available family members sign?

Joe Schnur: Does anybody want to speak to signatures?

Karen Houseman: So this is from the same provider who's a PAS provider. Thank you for answering on that previous one, Heather. If the client is not, you would be clocking out at the time that you are still with the client because you're providing services for the client. So I would anticipate that they would be able to sign, but for the chore service that you mentioned, if for some reason they are unable to sign, there are some options on the on the app available.

Debbie Flower: And this is Debbie again. Can I just clarify something Karen? Are we now talking about a PAS provider?

Karen Houseman: No.

Debbie Flower: Okay, so sorry, my dad.

Karen Houseman: Oh, no problem, thank you.

Joe Schnur: And, Karen, I don't know if you saw, but there's another Claire, clarifying question about that specific provider.

Karen Houseman: Oh, yes. She said she's a power of attorney. And I think she was indicating that her participant may have vision limitations. So if they're unable to sign there, there will be a way for you to indicate that on the application. We are working on creating some clarification for your service coordinator regarding these scenarios as well, where you are the Power of Attorney.

Joe Schnur: Okay.

Q: There was one last clarifying question from that provider about, they said that they'd be an interpreter driver and they do multiple different types of chores. It's easy for me to pick up food and go to their home to save time. So I think that's what they are asking about, like do, when do they clock in and clock out?

Karen Houseman: So as advised before it's, it's highly recommended that in order to follow the rules in place that you are clocking in and clocking out when you are with the participant.

Joe Schnur: Okay, great, good, good questions. I see one more coming in so we don't have too many more. So, again, please keep the questions coming.

Q: Says, what should I do if I am cooking in my home and my laundry in my home. Because they don't have these things in the situation, what should I do? So it sounds like there they have to go to another location in order to do certain tasks that might not be available where their recipient is?

Karen Houseman: I'm going to assume in this situation that the individual comes with you and spends time with you and your home and that is okay. Services for Chore can be provided in a variety of settings, not just in the individual's home.

Heather Leschinsky: I would recommend if you're a Chore provider and you are serving a client on the Aged and Disabled waiver that you have further discussions with the Services Coordinator to work out a plan of services and supports that ensures that you're being paid for your time, but then also everyone's following all the rules.

And if your services coordinator needs to send additional clarifying questions to central office for us to consider from a policy perspective, we can do that and then maybe we can provide more detailed questions to answers than I would. But I would advise or recommend that you work with your services coordinator around your specific circumstances.

Joe Schnur: Ok, great. At this point there's a few thank you's and we will definitely follow up. Yes, go ahead, Jenn.

Jenn DeBoer: Yeah, no, this is great. And I want to also remind you, I know it's top of the hour at nine o'clock or eight o'clock. I wanted to, you know, just remind everybody, again, that we will be sending out the provider toolkit. And always remember that after this week - so, if you check your e-mail, say, by Saturday, and you do not see a provider toolkit within your e-mail, please e-mail us.

And, also, for those who does not have an email, it's important that you need to have one specific one that you use for yourself only so that you can actually do EVV. Remember, we want you to get paid and so, if you are - for all these websites that you would need to look at, we want you to be able to, you know, have a better experience. So, you should have your latest version of Chrome, Edge, Safari, or Firefox for better viewing experience. And Joe, do you have any other questions that you see that is, you know, for final wrap up?

Joe Schnur: Nope, I think that's it for now, Jenn. Back to you.

Jenn DeBoer: Yeah, thank you, Joe. So, I want to actually just, you know, remind everyone, again, on December 20, 2020 is registration. It's that day to register only, not today, not tomorrow, not December first. Please, continue to attend training. We need you to be there to attend training because, if you don't, you may not be able to use EVV or you may struggle to use EVV, and that would also delay your payment.

And, you know, for this, I want to also remind everyone that DHHS cares about paying you, and cares that, you know, you get paid for the service you rendered. So, we want you to get paid. So please receive a training and if you do not get the provided tool kit, email us. And I want to just ask, Lisa to please send me to that page where there is our EVV email.

Lisa, could you just direct everyone to the EVV email, thank you. So, this is the EVV email address. And on Saturday, you did not see the provider toolkit in your inbox, or your spam box, or your track, or your spam box, or your junk box. Please e-mail us, and we will send that to you. You will find that toolkit very simple to understand and very easy to actually navigate as you follow through step by step. It's not, it's actually 8:04 pm.

I want to thank everyone for attending this meeting. If you have any questions, please continue to send us emails. And for the October stakeholder meeting, it's October second and the third, and the time is here. It's 7:00pm to 8:30pm CST as well as 2:00pm to 3:30pm Central Time.

I want to remind everyone, again, that please continue to ask lots of questions. And if you do not understand, please go to the live training. The live training is where, just like today, you can actually, you know, ask questions, and the trainer will respond to you, and if the trainer does not respond to you because there may be a lot of individuals in that meeting, don't fret.

You can always send us an e-mail in the email box. And we will respond to you timely. And when we say timely, it's either 24 hours, or maybe give us about two days because we are getting a lot of influx of emails from you. However, we want you to we want to remind you again training is most important for you to get paid and also I understand that a lot of people may have friends who are also providers, no DHHS providers. Please tell them to also attend training.

Have a training party you know virtually and also, you know please you know read and understand the provider to kid. It's important. We want you to actually get paid and I cannot stress this enough especially during these difficult times of the pandemic. I know that a lot of people, you know, would need this, you know, payments and, you know, so we want you to get paid. We care about your well-being. We care about our Medicaid participants' well-being and we want you to get paid and in order for you to get paid you must attend the training.

So please, and if you have any questions after the training that you do not understand, you can always watch and re-watch the recording and if you still do not understand you have our email, we will respond to you timely. If it, if you have a lot of other questions, please, if you're an independent providers, talk to your AAAs, talk to the Leagues of Human Dignity or talk to the RD's. They will help you. And, as well as you have all our emails. And, please, and, if you need us to communicate with you, talk to you. Please put your phone number in the email and we will call you.

We are reaching out to you right now, in November, as we know, that, you may be, you know, busy with Thanksgiving or even taking care of your participants. However, be sure to know this for you to use EVV is also part of taking care of your participants, so that they can get services rendered by you, And once your services is rendered by you, you can get paid timely.

And as of now, take care. Take care of yourself and the meeting is adjourned. Good night, everyone.