

SCRIPTS FROM SLIDE 7 to SLIDE 23

Good afternoon!

Let's begin by discussing some best practices so that you can avoid rejected claims and also Unmatched claims. Here with me is a PAS Independent provider who has so kindly accepted DHHS offer to share with us her experience using EVV and co-host with me on this Provider meeting.

So, let's also welcome Donna Poulosky as our panelist!

Best practices should start from the very beginning!

Pick your authorization with care!

When you are about to schedule your visits under the Visits Tab: You will also need to select your authorization.

In Row 3, you will see that the provider will need to select the authorization. As we all know, there are lots of service authorization, and some have expired, and some are incorrect. Review the rates and dates carefully before you select the authorization.

Next Slide Please:

Last week, we demonstrated to you how to fix claims that are unprocessed and in rejected status within Tellus. We also mentioned that if your entire day's claim has all been rejected (that means, none of the services you perform has been paid out) you can resubmit your claim again.

BEFORE you resubmit your claims, we want you to double check several places, then you rematch and release the unprocessed claims.

Go to your Worklist, pick your payer, pick your participant, and if you have several participants you serve, pick one at a time.

Identify the rejected claim. Click the Rejected Claim line to unfurl.

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Here is the full details of that Rejected claim. As I've said...review the data within.

There are SEVERAL places where we are requesting that you do NOT add any information. When you add information to areas where you should not, claims processing will be delayed. This has occurred too many times, and so we urge you NOT to add anything where it is NOT necessary.

Next, review your Actual Start time, then your Actual end time. Once validated by you, let's move to the service authorization. Let's make sure again that your auth is still in good standing.

Locate the manual authorization override. Click on the pencil icon

And review your auth. I want to dedicate the next slide to discuss the manual authorization override, but, before we do that, there are two more areas where you need to validate.

The Calculated Units and the Calculated amount. Once validated you should click on that little round refresh button beside calculated amount.

It's after you have done all these that you can safely rematch and then release your claims.

Next Slide Please:

Previous slide, I told you that I will dedicate a slide to discussing manually choosing your service authorization.

On the previous slide, we have demonstrated to you that you will need to Click on the pencil icon of the Manual override auth.

Once you click on that pencil icon, if you see that the little square box indicated here is UNCHECKED, CHECK IT!

Your service authorization will be displayed for your review. I cannot stress enough to select the right authorization, then choose the reason code, and then click apply.

Next slide please:

I've also informed you that where you do NOT NEED to add or input any information, please feel them blank! This is critical because it might affect the claim processing time.

There's another area where you will need to pay extra attention!

Under your Worklist, scroll all the way down, and you will see Edits and Errors.

Many providers tend to forget to review their edits and errors resulting in Unmatched claims.

Make sure in the edits and errors, where you see that there is a blue exclamation mark, you will NEED to resolve or cure that issue. Once you do that, only then can you rematch the unmatched claim.

Next slide please:

Many of you may currently be experience lots of unmatched claim due to GPS errors. We are also here to demonstrate to you how to conduct a workaround for this defect that is currently in the Tellus system.

As a note: the VLOC error isn't always the systems fault. If the GPS just doesn't work or is completed on a PC, you could get VLOC. Resolve that error.

As a workaround regarding some of your GPS errors, Click the participants tab. You will see that the GPS icon in RED. That means, the GPS isn't calibrated. This is ONLY for the current defect

that some of our providers are experiencing. Please do not use this if you are manually entering your services in the admin portal. Then Click on those three dots.

Next slide please:

When you click on those three dots, a pop-up screen will show up. Click on Edit!

Next slide please:

On the VERY TOP right under the participant's name, you will see Addresses, just beside the word General.

Click on the Address tab. Here on the Addresses screen, you will see that the GPS is red. Click on that Red GPS icon.

Next slide please:

When you click on that GPS icon, it will open up the screen to show you the map of the address.

Double check that the addresses is accurate. After you validated that, click Save at the bottom of the page.

Next slide please:

Now, back to the Addresses tab, you will see that the GPS is calibrated again and the icon has turned from red to Green!

Next Slide please:

In the next few slides, we wish to address couple of mistakes our providers have been making, that led to \$0 and 0 units seen in the Worklist.

Let's first start with some best practices with the mobile app. When you are attempting to schedule a visit on the app instead of in the admin portal, make sure you choose your service authorization carefully. We know that it is difficult to pick the right one since the telephone screen is small. Once you pick the service authorization, check to see whether it is the most current one.

If not, click REMOVE and select the right authorization.

Next slide please:

In this slide and the next few slides after, we want to remind our providers how to deselect tasks the right way.

Everyone should be very familiar with the mobile app and this is where you are about to End Visit.

Next slide please:

Some providers prefer to deselect or uncheck the box right beside the service code and program name. Because when you do so, all the check mark will be uncheck. Providers will then go in the

check off the tasks they have done. HOWEVER, take a look at the next screen. Look at the time after you uncheck the box beside the service code and program name. The app zero out your time.

Next slide please:

The right way to deselect tasks that you have not performed is to just deselect each task within the list.

Once you do that, you can click complete check out.

Next slide please:

Here's the side by side comparison of the right way to deselect your task and the wrong way to deselect your task.

The screen on the left is the wrong way where you deselect that box beside the program name and service code and then RECHECK IT again. See the mini timer on the same line. The duration time is now set to Zero.

Take a look at the adjusted time which you have made since you uncheck all the box and then recheck some of them. The adjusted time is also reset to Zero.

The screen on the right is the accurate way to deselect the tasks you did not get to perform for that day. In this case, as a provider, you simply uncheck the task you did not do. In this example, you did not get to shower your participant. Because you did not deselect everything and reselect some of the tasks, your duration time is captured accurately.

Next slide please:

If you are still unsure of how to use the Tellus mobile app, we encourage you to attend their training webinar each Tuesday. For the next Mobile app Tellus Webinar, it is held on Tuesday 27th from 2:30 PM to 3:30 PM Central time.

Next slide please:

Finally, on this slide, you can see that if you have deselected your task the accurate way, this is how the app should capture all the information. Now focus on that little mini timer...it's not been reset. It captured your time-of-service duration accurately.

I hope this has been helpful.

We will open up for Questions and Answers now.

