

# Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Independent Provider Support Meeting

January 21, 2021

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# Agenda

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- State EVV panelists
- Meeting purpose and guidelines
- Weekly meeting schedule
- “How To” reminders
- Update on known issues
- Question and answer
- Last day to submit paper claims

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# State EVV Panelists

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- ▶ Jeremy Brunssen – EVV Executive Sponsor
- ▶ Danny Vanourney – DHHS Program Manager Provider Relations
- ▶ Developmental Disability Waiver Program Staff
- ▶ Personal Assistance Services Program Staff
- ▶ Aged and Disabled Waiver Services Program Staff
- ▶ NFOCUS Staff
- ▶ Electronic Visit Verification Project Team
- ▶ Resource Development Supervisor
- ▶ Claims Processing Supervisor

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# Meeting Purpose and Guidelines

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## Meeting Purpose:

- ✓ Provide “How To” reminders for day to day EVV functions
- ✓ 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 chat box and with as much detail as possible
- ✓ The State team will work with providers one-on-one to answer and resolve issues
- ✓ The State team will provide visual responses when we can
- ✓ 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)
- ✓ Platform for future meetings

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# Provider Support Calls Weekly Meeting Schedule

## Agency Provider Support Calls

- Began yesterday, January 20, 2021
- Occurs each Wednesday afternoon
- 1:00 pm CT (12:00 pm MT)

## Independent Provider Calls

- Begins today, January 21, 2021
- Occurs each Thursday afternoon
- 1:00 pm CT (12:00 pm MT)

Check your email for an invitation  
to upcoming  
Provider Support Meetings

Check the EVV Website to listen  
to a previously recorded meeting.

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



# “How To” Reminders

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- Registration – Medicaid provider number and SSN/EIN number
- Downloading the correct Tellus App to your mobile device
- Logging in the first time
- Scheduling visits – single or recurring visits
- Clock in/clock out – what to do if you forget
- Claims – releasing claims, removing claims from billing, billing amount (zero or other)
- Fixing errors in the worklist
- Claim status updates
- Documenting tasks in the app

# Known Issues

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## ➤ Provider Registration

- Some providers are unable to register
- Open a Support Ticket at <https://4tellus.com>
- Call Tellus Customer Support at (833) 483-5587

## ➤ Clocking Out for iPhone users

- Some iPhone users are unable to clock out
- A system fix has been put in place
- Affected providers should clock out in the Admin Portal or can bill paper if absolutely necessary

## ➤ Selection of an incorrect service authorization

- Some providers chose the wrong service authorization
- Please open a Support Ticket at <https://4tellus.com> and send an email with the ticket number to the EVV mailbox at [dhhs.medicaidfa-evv@Nebraska.gov](mailto:dhhs.medicaidfa-evv@Nebraska.gov)



# QUESTION AND ANSWER

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# LAST DAY TO SUBMIT PAPER CLAIMS

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- Claims received with dates of services **on or after 01/03/2021**, will be processed and letters are sent to providers reminding them that they were **required** to start using the Tellus EVV system on **01/03/2021** to get paid for claims with dates of services on or after **01/03/2021**.
- Paper claims with dates of services up to and including **01/30/2021** will still be processed in the normal paper claim process.
- 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 and that the provider must now use EVV solution.

# Learn More about EVV and Contact Us

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

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

<https://4tellus.com/>

<https://4tellus.com/training/>

EVV EMAIL: [Dhhs.Medicaidfa-evv@Nebraska.gov](mailto:Dhhs.Medicaidfa-evv@Nebraska.gov)

Integration Team Email: [integrations@4tellus.com](mailto:integrations@4tellus.com)

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