

Nebraska EVV Stakeholder Meeting August 5 2020

Jenn DeBoer: Good evening, and thank you all for attending the August Electronic Visit Verification Stakeholder Meeting. Some housekeeping reminders. If you missed our July Stakeholder meeting, please visit the EVV website for the recordings. The link to the EVV website can be found at the end of the slide deck. Alternatively, you can subscribe to our website, and you will receive up to date information. Next slide, please.

Our agenda for the August Stakeholder meeting is as follows.

- Introduction of the State EVP Panelists.
- Recap of the July Evie stakeholder meetings.
- Getting ready, being prepared,
- Visit collection options,
- Tellus training,
- Demo of visit maintenance
- Demo of claims submission

Next slide, please. Well, without further delay, let's introduce our panelists. Heather Leschinsky, Chief Administrator, Medicaid HCBS, project management and initiatives, Division of the Developmental Disability. Heather? Say hello.

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

Jenn DeBoer: Thanks, Heather. Next is Karen Houseman, DHHS Program Manager II for Medicaid and long-term care. Karen?

Karen Houseman: Hello.

Jenn DeBoer: Thanks, Karen. Vince Rae, EVV Project Manager. Vince, say, Hello.

Vince Rae: Evening, everybody. Thanks for joining us. Hope you really enjoy our presentation this evening.

Jenn DeBoer: Great, Thank you, Vince. Next is Debbie Flower, our EVV Vendor Manager and the Personal Assistance Services specialist, Debbie say hello.

Debbie Flower: Good evening. Glad you're all here.

Jenn DeBoer: Great. Thank you, Debbie. Diane Twehouse is the EVV Certification Lead. Unfortunately, she's unable to attend due to some private matters. She sends her regrets. Next, it's our training lead, Leon Merrill. Leon, please say hello.

Leon Merrell: Good evening, everyone.

Jenn DeBoer: Great, thank you. Trevor Vargason is our UAT Lead. He's unable to also attend, and he truly regrets this. Next, my name is Jenn DeBoer. And I'm the EVV Communication Lead. Hi, everyone, and thank you again for joining us. Joe Schnur is the Senior Account Manager for Tellus, Joe, Say hello.

Joe Schnur: Hi, everybody. Nice to be with you.

Jenn DeBoer: Great. Thank you, Joe. The Account Manager for Tellus is the Kristy Pyles.

Kristy Pyles: Hello, everyone. Thank you and I look forward to the presentation tonight.

Jenn DeBoer: Thanks, Kristy. And surely last but not least, senior trainer for Tellus, Lisa Turner.

Lisa Turner: Hello, everyone, thank you so much for joining, and it's good to have you here.

Jenn DeBoer: Right, thank you, Lisa. Next slide, please. Great. So, for those who missed our July stakeholder meetings, here's a recap of what was discussed. EVV has go live dates for those providers, otherwise known as early adopters, who are eager to use EVV to clock in and clock out, they can start to use EVV on September 27th. We also stated that all paper billing documents, we'll stop on November 20th.

All providers, including DD providers, must use EVV on October 25th. And last but not least, last month, Tellus has also shown you how to schedule on the Admin portal, as well as the mobile app. Again, if you wish to review last month's stakeholder meeting, It can be found on the EVV website. We strongly encourage you to subscribe, so that you can receive up to date information. Next slide, please. We want you to get prepared for EVV. For independent providers, you will need a laptop or a desktop, a PC, or a Mac.

You will also need a smart phone or a tablet. If you have Samsung LG Google Pixel or Apple Tablets or Apple phones these are smart devices that can be used to clock in and clock out when you are rendering your services to your participants. Next slide, please. Many of you have asked us, do we need all the bells and whistles on the smart phones? Here are some essentials that you need to have on your smartphone, a tablet: GPS, Wi-Fi, file storage and mobile data.

It's essential so that we know where you clock in and clock out. I want to re-iterate again that at no point Tellus or DHHS, or the Nebraska government, is using your cell phone to track your whereabouts. The location services use is specifically and only specifically for EVV. We are simply validating that on this time and date you are indeed at your participant's home, providing services to your participants.

When you clock out, Tellus EVV app does not continue to track where you go and who you meet. We want to assure you that your privacy and your trust in us is of equal importance. Wi-Fi is important to clock in and clock out. DHHS encourages providers to have the Tellus application downloaded on the phone. We also encourage provider to connect to Wi-Fi and logs into the Tellus app at irregular intervals.

Visits will need to be scheduled while connected to Wi-Fi or cellular plan, and this is very specific to rural Nebraska where you should really encourage your providers, and if you are an independent providers, to have the Tellus applications downloaded on the phone. File storage is important. If you have a basic smartphone, your file storage is likely sufficient for you to use for clock in and clock out if there's no Wi-Fi network in your particular area. Mobile data is required for internet access.

Otherwise, you can drive to the closest place where you can have free Wi-Fi to sum it all your clock in and clock out data. I know these all seem very overwhelming to some of you. DHHS has prepared a provider tool kit for all of you and this, and there are some checklists, Detroit that actually writes the step by step. An easy to follow guidance for you. This, provider toolkit, will be provided to you, as we are announcing our training schedules.

Please do look at and visit our EVV website for more information. In the September stakeholder meeting, DHHS, and Tellus will provide a comprehensive demo to you. This demo contains, how a provider starts, how to schedule a visit in the admin portal, for the very first time, And then how that provider uses the mobile app, to clock in, and clock out, and how the provider submits proclaims to DHHS electronically.

Next month, we will also be announcing dates for training from providers, and we will also be uploading all the training video links on the EVV website. DHHS and Tellus are committed to helping you through your EVV journey. You are not alone, and if you are nervous about EVV, reach out to us early so that we can assist you and you can help us to help you get prepared. I want to turn over to tell us so that they can continue to provide demos to you on the EVV solution. Lisa, take it away.

Joe Schnur: So, hi everybody, this is Joe from Tellus. And I'm going to just do a little bit of a rewind and go over this slide again. So what it is explaining is there's two main components of the EVV system. On the left-hand side, you can see the mobile application. And we've done demos and previous stakeholder meetings on how you can schedule a visit on the mobile app, how you can complete a visit on the mobile app. And we answer lots of questions on the functionality.

So, again, if you missed any of those, I definitely encourage you to look for the recording on the website, and, and listen to those. Of course, there'll be plenty of training in the future, as well. So, on the right side of the screen is the, the admin portal, and that is a web based system that is used to you can also create visits on the portal, just like you can in the mobile app.

Then you also do your billing on there, and that's really going to be the focus of tonight's demo. Lisa is going to go in depth and show you how you can see your service authorizations, how you can see visits that are coming in, from being completed out, and out in the field every day, and how those visits come into the dashboard. And then, how misstate, any mistakes that may have been made can be corrected and how you can prepare a claim for billing. So, again, I just wanted to make sure you are aware that to different parts of the system, you can see below who are the main users of each of the tools.

Then, we're going to be getting into the billing, also known as claims component of the system. I will give you a quick reminder. That was leases done, we will be doing Q and A, and, and taking your questions, we look forward to that part. So we can really, really hear what's on your mind. There's already been a couple of questions in the chat, so I encourage you that if something comes to mind during the demo or any part of the presentation, that you please chat those in. And we will take those soon as the demo is over. So, thank you for your time. And now I'm going to turn things over to Lisa.

Lisa Turner: Thank you so much, Joe. Hello, everyone! And, once again, we wanted to thank you for your time and attention and joining today's session. So, I'm just a friendly reminder as to what Jenn and Joe had mention. What I'm about to demonstrate tonight is just a quick little demonstration of how the visits are completed and how they're entered into the claims portal.

So that the billers or the billing providers can go ahead and start billing for those services and of course, to get paid on. Now, keep in mind, once again, this is just a quick little demo, the bells and whistles will be provided during training. You're going to get all that good stuff, the information, guys can take great notes at the training, and also videos and materials that we have provided. So once again, this is just a quick little demonstration of how easy it is to bill for those services provided. So, let's begin with the first thing that, once a services have a service has been provided via that Tellus mobile app, meaning that the provider independent, or agency providers have clock in and clock out via the mobile app.

When those visits are completed, they are now transitioning over to the work list, which you can see on the left-hand side. Our fourth item from the menu is to work less. This is how you're going to access those completed visits for billing purposes. So, when I click on the work list, it takes me to kind of like a claims portal within the administrator portal. Now, once you have selected the work list, you're going to click on the drop-down to select the Payer to Activate Off Filter Screen where you can enter various filter based on how you would like to bill for your services. You can build them at participant at a time for these are agencies that have more than one, of course, participant. You have, you can filter your work list by 1 of 1 or 2 of these statuses that you see here.

So, just a brief description of what the status is mean. And, once again, in training, you will know more about them. But the main focus wines are match an unmatched. So the match status as represents that the EVV, the electronic visit details within that data service, matches perfectly with the service authorization. That is on file for the participant and the provider. The second status is unmatched, which means that there is a problem within the ... data service that meets a tension and need some fixing before it can convert from unmatched to match. And also match statuses are the only matched visits that can be released to the payer for reimbursement.

All right, so, those are the two top statuses, and the others will be, know, provided during the training. Once again, you can enter dates of service range. So, if you bill at the time, we get a time, you can enter that from into data quarterly. If you scroll to the bottom, you're going to see all these visits. Beginning with Victor, all the way down, have been completed. You can see a quick little recap from your participant name, their ID number, the service code provided.

Visit ID, and here are your status as match and unmatched and then of course, all the other additional information like data service, the time, authorization, number, etcetera. Now, as I mentioned, statuses that are matched, our visits that are ready to go, and to be released for reimbursement. Once you have identified the match status visit, you can select it by selecting the little blocks by checking it off here next to the one, and then come over to the far right and click release.

Once you have selected that release button, then that visit that has been selected has been removed from your active workless. It is now transmitted over to tell us who will send all of those completed visit, all those completed match visits to the pair on your behalf for the reimbursement of those visits. **Nafta's** visits that have an unmatched status, as I mentioned to you earlier, are the business that there is a problem within the visit, and you must now find out what is the problem. So, to find out what the problem is, you click on the line to open that unmatched visit, and you're going to see all the details, and once again, this one will be covered in the training and support for details. You have to scroll to the bottom of the page to find what is the cause of this unmatched status.

And here are some various items that have been covered during this EVV, but the number one unmatched problem is that there is no authorization or no service authorization on file for this participant and this service code, 9769. So, meanwhile, while we wait for this authorization to be received and must sit in your workplace until the office received, and then, once it's received, then the system will automatically change the status from unmatched to Match. And you can simply select it and release it. Same thing applies that, if there is an EV incorrect, calculate a unit or calculated amount due to the clocking in and clocking out. As a bill are always up billing provider. You can also correct the incorrect amount that has been captured in the ... clocking out and clocking up a clocking in and clocking out process.

So, um, so at this time, ladies and gentlemen, this was the quick little demo on claims. And right now, I'm going to turn it back to Joe for some Q&A. Thank you so much, everyone.

Joe Schnur: Ok, great, thanks, Lisa. That was very helpful. And I know that was a lot of information, so I'm sure that you'll have some questions that we can clarify. So, again, please load those into the chat. There are several in here already, so I will start from the top. We'll work our way down the list. So, the first is a clarifying question on how the GPS works. The question was,

Q: Does the GPS stay on what you clock in until I clock out?

A: And so, it actually does not stay on the way it works is, when you hit start visit an EVV app, the GPS, the location services come on, and they take a snapshot of your location, and then it goes back off. And then when you hit complete visit, when you're done, could be several hours later, this system will do the exact same thing. It will take a snapshot of your location.

And of course, data is required as part of the Cures Act, which is one of the main drivers of us doing the EVV and there are certain requirements that we must abide by. And this is a very important one that we must, use technology to capture location at the beginning of the visit at the

end of the visit. And so that's all we do. We do not track location at any other time. So I just wanted to be clear on that. If there's more questions on that, please send them over.

Q: What is the app called in the App Store?

A: So, if you go into the App Store, if you type in Tellus, EVV, and you'll actually see two of them. One is just Tellus EVV and one is Tellus EVV plus. And you need to download the EVV Plus app. So, that's the newer app. And you will see our updated logo, as you can see on the screen, on the phone there. You'll see that logo on the app. Now, you feel free, you can download the app now, if you prefer but you will not be able to use the app until we go live. So, if you try to register or push any of the other buttons, none of them will work. Because we are not live, and in a live in the system at this point.

Q: I'd like to start early. Do I need to let somebody know?

A: So, first of all, that's great. We're super excited if you want to be part of our early adopters. We will share the e-mail, in fact, if you want to put up the resource page if we have that with the e-mails. That's the website. Is there a separate e-mail Jenn?

Jenn DeBoer: Just want to make sure that we get them the e-mail. If they want to reach out to us, you go to the EVV website, there is an e-mail. In the future, we will put the e-mail on here. But I'm so happy the person is excited about going live, thank you so much and do send an e-mail to us, and I will communicate with you and get you ready. Thank you, Joe.

Q: What if I don't have a computer, how am I going to do the billing?

A: So, I will begin this answer and then, if some, other folks want to weigh in, because I know, Jenn, you're working on some things around that. So you will need a computer in order to access the, the EVV website and the portal, like we showed you tonight. Now if you have a like an iPad or some type of tablet, you could use that, but the screen on those are not as big. It will be difficult because there's, as you saw, there's a lot on that screen. So really a computer is desirable but you need something to access the internet in order to do the billing. So I don't know Jenn or anybody else want to weigh in?

Heather Leschinsky: This is Heather. I just wanted to say. I'll expand a little bit further on the question.

Q: I don't have a computer access at my visit, how do I do my billing?

Heather: So, you don't have to do your billing at the time of the visit. All you need to do at the time of your visit is to clock in when it begins and clock out at the end. You can do your billing later at the end of the day, once a week. That sort of thing. So you have flexibility in when you can do your billing and submit your claims. You do not have to submit your claim, if you do not want to, and especially if you don't have access to a laptop at the time, That is, it occurs.

And I also want to, you know, inform you that we at DHHS do understand that a lot of people may not be able to even afford a laptop, or, you know, even a desktop or a tablet. So we have some Wellness Center, or welcome center. And in that welcome center at DHHS there are some computers, all this information will be provided to you when we put this on the EVV website.

And you can actually schedule time to visit that wellness center, and you can then utilize the laptop over there to actually do your administrative billing in, and bill at your bill ends, and as well as also to start, you know, scheduling your first visits. If you are an independent provider, if you're not an independent provider, then you do not need to worry about building, because your agency will be the one that is building for you. I hope that clarifies everything.

Q: Can I use the computer instead of the phone since we are in home providers?

A: In order to complete the visit with the start and finish, that does need to be done on a smart device. Again, it can be a smart phone, or it can be a smart tablet. But it does not work on the computer. I'll say there's an exception to that, is, if for some reason, your mobile is not working, then a manual visit can be completed, but those are really for exception purposes. And the manual entry is done on the computer. So, again, for everyday usage, it is on a smart device. When there are exceptions, it can be done on the computer and hopefully, that answers the question if anybody wants to clarify further.

Jenn DeBoer: I also wanted to clarify, this is Jenn, is that bear in mind, even if you're an in home provider, we still need to capture your clock in and clock out. And which is why the GPS is important, because we want to know, that you truly are providing services to your participant, and your loved one. And I hope that clarifies, as well. And if you need any more clarity, please send us an e-mail. And I'm sure to actually, you know, correspond with you and we can have a more meaningful dialog. Thank you.

Joe Schnur: Thanks, Jen.

Q: The next question, Can, can we keep track of all of our hours of service for the month, and then bill at the end of the month?

A: Say we submit, for the first of the next month, for the previous month, how many days do we get to bill to do our monthly billing to DHHS?

Q: Hopefully you saw in the demo how Lisa was able to select the claims and then hit the Release button. And that is really up to you as the billing provider when you want to do that. If you want to do it every day, you can do it, if you want to do it once a week, if you want to do it once a month. That is entirely up to you as to when you process your billing. That really power is up to you. And then, maybe, Heather, if you want to answer the, you know, how many days do we get to do our monthly billing to DHHS?

Karen Houseman: This is Karen. I can answer that. The rules for how many days you have to submit your monthly billing, will not change. It's outlined in the regulations. I believe it's 180 days. It depends on the service, so check on your, ranked on the regulations, and just follow that,

that same, that's the maximum time you have to submit them. But, yeah, you can do it monthly, if you choose to.

Q: Do we need to use the Tellus app? If we plan to use their app for EVV I believe is the full question.

Joe Schnur: So, Heather, if this sounds like maybe a DD provider.

Heather Leschinsky: Absolutely, I can take that answer. So, Therap, the case management system for the providers of our DD waiver services, there is being offered to providers of those services, and that are the DD waiver services. And so, you have the option to use the Therap EVV module, and that will replace the time and attendance module that you are currently using in Therap for the services that are mandatory.

And we, we will be having provider presentations regarding Therap next week, August 11th and 12th, but the only thing that you will have to use Tellus for if you're a DD provider would be to submit or to resolve any claim issues as Tellus is the state solution for the aggregator and is the solution to submit the visit data to our claims payments system. So you do not have to use Tellus for the clock in clock out features that you have been seeing in these. If you are a DD provider, you can use the therapy easy module that is being offered to DD providers at no cost.

Joe Schnur: Ok, excellent, thank you.

Heather Leschinsky: There is more I'm sorry, Joe, there is more information in the July stakeholder meeting. If you go to the website, and you click on one of the links, that is the July stakeholder meeting, we did go into more detail about how Therap is applicable in the world of EVV in the July stakeholder meetings.

Q: Next question is, where do I find the Medicaid treating party ID and the IVR can register for talent.

So we're going to cover registration, I believe, at our next stakeholder meeting, and we'll give you all the details on what you're going to need for registration. So I'd like to hold that one for next time, where we will go in depth on that and be able to show you some slides and everything, because I don't want to confuse you with that.

Q: We are we already use an EMR system that includes plans of care, scheduling, billing, as well as mobile clock in clock out, which feeds into our system. Does this mean I have to have two separate schedules in my system?

A: So, it sounds like you are using what we refer to as a third party EVV system, which is fine. And we are integrating with third party systems. We've already begun that process with more than 10 different vendors, so I'd like to ask if whoever wrote that question or anybody else that might be using a third party system to send us an e-mail, integrations@4tellus.com. We don't have that on the website, either or on this page, but we need to add that as well.

And I don't know if, Lisa, you can even chat our website or that e-mail into the chat. So everybody might have that. So there's a specific e-mail, integrations@4tellus.com and if you can just tell us who your vendor is, then we can make sure that if we're not already speaking to them, that, we reach out to them immediately. And, again, if you want to even chat your vendor in the chat here, we'll make note of that as well. So, again, multiple ways that we can make sure we get to your vendor.

Jenn DeBoer: And Joe, I just wanted to interrupt, is that if you did not catch the integrations@4tellus.com what you can do is to also send an e-mail to EVV e-mail box. And I'm sure to also send you an attachment of the third party attestation document. So you can actually also do that, and I can also walk you through and explain to you what is needed and how it's being done.

Joe Schnur: Yep, thank you. Ok, back to Q&A.

Q: Will Therap also have an Admin portal? Do we enter authorization number each time, or only once for each participant?

Joe Schnur: Heather, do you want to take that one?

Heather Leschinsky: Hi, most definitely. Well, thank you, Joe. Therap will also have an admin portal for agency providers, and then independent providers will also have a little bit different looking admin portal, but they also will have the ability to do manual entries through a portal, and you do not have to enter authorizations each time. So, the Therap, again, there are provider presentations regarding Therap scheduled for August, 11 and 12 of next week.

Then, also, there were their introductory presentations that are also on the DD web page or website of the DHHS website, and if you have questions about Therap specifically, you can send questions to dhhs.DDproviderrelations@nebraska.gov. And if you are Independent provider, or an agency provider, you should have gotten an e-mail today from our Provider Relations staff, announcing the provider presentations that there will be presenting on next week.

Since the next question is DHHS? Would you like me to just go ahead and take it and read it and everything? Thank you, OK, so, the next question is:

Q: Does DHHS have a preference as to how often billing is submitted?

A: And the answer is that billings must be submitted according to our regulations and the only thing that our regulations specify are the timely filing requirements that were referenced earlier. Claims must be submitted 180 days from the date of service for them to be considered timely and to be considered for payments. And that is the only preference that DHHS has, the Tellus application tells you the solution will be submitting claims filed weekly to N-Focus and N-Focus will be making a weekly claim payment, so claims can be submitted daily, but you will only get paid on the weekly cycle that exists already today.

Joe Schnur: Excellent, ok, thank you. Ok, next question, it says:

Q: Is this strictly a smartphone capability, or are caregivers able to use the participant's phones?

A: So I believe they mean IVR, or telephony, which would be using the participants land line. So, let me answer this a couple different ways. So, one, it, the smartphone can be both either the caregiver's smartphone or if the participant has a smartphone or a smart device and approves for the caregiver to use it for EVV, then they could download the app and use the participant's smart device. So that is an option, as long as the participant agrees to that.

If nobody has a smart device at all, there's no option for that. Then there is a conditional option to use the participant's land line. Again, that's assuming the participant has a landline. But, if they do, then there is a process to get approval to be able to use what we call IVR technology that allows you to dial in from the land line, and then enter your information through the land line. Now, that gives up some flexibility, because now you have to enter all visits from that land line.

So, you know, you can't record visits if you're not physically in that location. But, we do offer it. And there is a kind of an approval process through the State. And, I believe we will be communicating what the details of that process shortly. I don't know, if you have any more details on, on the process.

XXXX: Currently, we're drafting, you know, some policy around it, and it will be shortly being communicated, it would likely be in September, if I'm not wrong.

Q: I guess somebody might be downloading the app that says the app says health and fitness with that logo. Is that correct?

Joe Schnur: Um, Lisa, do you notice, I don't know the answer to this one, does the app say health and fitness?

Lisa Turner: So, that's another Tellus app. So, like Joe mentioned earlier that you must find that tell us application by typing the word Tellus space - so, T-E-L-L-U-S space and you can add a plus sign at the end of it and you'll be able to see the green Tellus logo. Next it, Tellus comma, L, L, C, is what the app will say.

Joe Schnur: Thanks, Lisa.

Joe Schnur: What if my client hey, I just so you know, it does say health and fitness, but that is just like a category. So, I do have - I'm in the app store right now and the Tellus EVV plus app with the logo. It says, Tellus LLC, it does say health and fitness, but that's just a category. So for example, there's another app that says, Tellus, high yield, cash in real estate, something something something and that category is finance. So if you are seeing the logo and it's the EVV the Plus title, it says, Tellus, L, LLC under that. That is the correct app to download.

Yeah, you're right. I can see it out too.
45:09

Q: The next question is, what if my client lives with me, do I still need to do, or need the GPS?

A: And the answer is Yes. You still need to use the mobile app to record, and you do need to use the GPS. I don't know if anybody wants to expand on that.

Karen Houseman: This is Karen. I want to mention that's part of the federal requirements, and one of the things we are federally mandated to capture, and again, it only captures it at the moment you clock in and the moment you clock out, it's not monitoring you the whole time.

Joe Schnur: Thanks, Karen.

Q: We know that X one is that we have several employees who do not carry a mobile phone with these capabilities. Any suggestions?

Joe Schnur: Anybody want to take that one?

Heather Leschinsky: This is about, you know, devices. And this is Heather. I can go ahead and take that question. If you are a home health agency providers, with questions like this, we are, I'm referring you back to the Home Care Association for Technical Assistance. I know Frank from Care Tech has been state resource to the Home Care Association for some technical assistance related to some of these agency issues, but it is easy, is a requirement that we must state of Nebraska and every other state in the Union, must come into compliance with.

And the solution that is being offered at no cost will require access to a smart device so that the GPS can be tracked. If you aren't a, you have a third party vendor, how your vendor is collecting that information, as well, how you would work that out with your third party vendor. If you are a DD provider, you can use the Therap EVV modules, which is still a smart device is still needed.

I know I answered a lot of things in that one question, but I will try to be comprehensive to cover all of the scenarios that. It is something that's required of us. And so, it is something that will be required in order for providers to be paid after October 26. For those services required to be mandatory for EVV.

Joe Schnur: Right, ok.

Q: Um, What if the client is on vacation? How does that work?

Karen Houseman: Um, This is Karen. I can take that one. So, this is my answer. Again, it depends. So I'm going to assume that the client is on vacation, and the paid caregiver is authorized to provide services with that participant while they're on vacation. And I'm answering this in the scope of the Aged and Disabled Waiver. So, you would have to be authorized, of course, to provide those services and work that out with the service coordinator. It happens on a very rare occasion and needs a special authorization from your service coordinator to do that.

And, if I remember correctly, when we were writing the requirements and the rules, you would schedule ahead of time where you anticipate you would be, I'm on the vacation, and it would still

work, even if you were outside of Nebraska. And those might be flagged for administrative review later, but if your service authorization indicates that you are on vacation, I don't anticipate any issues with that for the Aged and Disabled Waiver. Thank you.

Joe Schnur: Thanks, Karen. And that is correct, that the mobile app will work, regardless of the location. Obviously, it'll just take a GPS snapshot of where you're at. And you can still schedule for that location. So we're, you know, that we have tens of thousands of caregivers in multiple states using the app all over the place. So it does work across state lines, if that was kind of part of the question.

Q: The next question is clarification on billing. It says, can billing be done any time, for instance, day by day, or week by week.

A: So, the billing that Lisa walk through on the demo, where she showed you, how you go in, and you can review the billing, make sure it's all correct. That can be done anytime. You can also release it at and, you know, select the visits that you want to bill and select the release button that also can be done at anytime. However, the system is set up to only send the billing over to Nebraska once a week.

So we will basically put it in a hold or a pending status, and then we will send those out once a week. And when we do that, when we send it, I believe, it's Tuesdays. We send it. Then you will see: in the status, it will go from released to submit it. So when it goes to Submitted, you know that we released that file. And anybody correct me if I got any that incorrect.

Joe Schnur: The next one is about a waiver. I don't know if anybody else wants to handle this next question.

Karen Houseman: So this is Karen Houseman. I will look at this question.

Q: So the question says, I don't have a waiver.

How do I know if I qualify for one? I've been disabled by whole life, and they listed their condition. And they said they have applied for PAS, which is personal assistance services in the past. Personal assistance services sounds like the word pasts. I felt like I needed to say it again. I can get a private caregiver. If, if no one in my house can be the caregiver.

Karen Houseman: So, I will speak to the waiver and then I will let Debbie speak to the PAS program.

A: To be on the aged and disabled waiver, you would have to meet nursing facility level of care. And if you are currently on Medicaid and you feel like you need to that and you have care needs in your home, you're welcome to reach out to your local area Agency on Aging office or the League of Human Dignity and asked to be assessed for the Aged and Disabled Waiver. If you have a developmental disability, there's other avenues to go through. But based on the context of this question, I don't think that is the case. Debbie, would you like to talk about how someone can apply for, for PAS and if the provider needs to live with them or not?

Debbie Flower: Oh, absolutely. This is Debbie for PAS the PAS program specialist. A simple thing, if a caller filling out an application through Access Nebraska, or just the call, would be the easiest thing to do. And talking to one of the **SF W fair**, and it's an over the phone assessment, there is no requirement for nursing facility level of care.

And through that assessment, fail, determine need, and then, Karen, did you say there was a provider that this person already knew, oh, well, this is the way this question is phrased. I think they assume that they have to live with their provider. So I was wondering if they get a private caregiver, which I think is just an individual provider, to be real honest with you, OK. Well, And at that point in time, through the assessment, the worker will go ahead and ask you, if you are if you already have someone in mind, could become a provider. And if you do, that's great.

They will send a referral to start that price map process through Maximus. And then, if not, they do have a list that they can provide you, to go ahead and make a selection of somebody that's in your area. So, there's a couple of different options. You either know of somebody you would like to be a provider, or if you do not, then they can go ahead and give you a list to turn to somebody that can meet your needs and hours. The days that you would like to have that schedule set.

So, I hope that, that answers the question for PAS. So, this is another program that you'd have to be on Medicaid before you can apply for the PAS services and there would have to be a care

Q: The next one is, will there be sessions to walk me through this, to help me with the billing? I don't know, have the best computer skills. How do I learn?

A: So we're going to do lots of training. And, actually, I believe in our next stakeholder meeting, we're going to review how you're going to access the training. But just at a high level, we're going to have live webinars, where you'll be able to join a webinar, just like this, where it will go step by step and spend the whole time going through the application. We're going to tape session, so if you'd rather watch it on your own free time, you can log in to our website. And you can watch the recording. You can do it as many times as you want.

And then a third way is that we also give little video, short, little video snippets, say, anywhere from like three minutes to 10 minutes of specific parts of the mobile app, of the admin portal, and of the billing process. So, that if you just forget one part, you can go and look up that video, and watch it, 3 or 4 minute video, and go, OK, now, I remember, again, how to do this. So, lots of different ways that we are going to deliver training. And, again, like I said, in the next session, I believe we're going to go more in depth. So we'll be communicating lots of different ways on how you're going to access that training.

Q: The next question is, I am a caregiver for my daughter. We go out a lot, we travel. We're not always at our home location. How really does this work?

A: So, the great thing about the mobile app is that it does allow you the flexibility to start and end a visit when you're out in the community. So, you can create a visit at any time, and put in the location, and then you can start the visit wherever you're at, at that time. If you scheduled it

for one location, but you happen to be at another location, it will, it will know, the system will know that the two locations don't match. Then during the bill billing process, it will just ask you to enter in a reason why the two locations didn't match it. It's still ok, you can do it, but it will ask you to clarify where why locations didn't match.

Jenn DeBoer: Joe, I just want to chime in. You have about four minutes left.

Joe Schnur: How many?

Jenn DeBoer: Four minutes.

Joe Schnur: Four minutes. So we probably won't get to all the questions. Let's see here. It says there's one here, Debbie, maybe for you.

Q: Do pass providers use this app as well. If so, do we have the clock in and clock out for each need we bill for? For example, I get paid for shaving assistance a lot in 15 minutes. Now, care so forth.

Debbie Flower: Yes, I'll go ahead and take this. And yes, they will use this app. And no, this is no longer minute based. This is just simply tasks. And I think we set them and created there. In her demo was June, I think it was June, or July. You'll have the ability to just click on tasks, so like, let's say if you're ... from 8 to 10, and you do picks task, you will now just click on the task. So, it should be simpler and easier for everybody, and hopefully you will find that benefit.

Joe Schnur: Thanks, Debbie.

Q: There's a question about, will this be for staff in CBD homes as well?

Heather Leschinsky: So, this is Heather, I can answer this one for the DD waivers. The only services that are required for EVV in our CDD homes is the in home. I'm sorry the medical in home habilitation and the behavioral in home habilitation. All of the other services that are provided like continuous habilitation are residential continues. Sorry, continuous residential habilitation are not mandatory for EVV. So the services in the DD services that are mandatory for EVV or the independent living services family supported.

Family Supported Living service the VA Medical behavioral in home habilitation, respite for both agency and independent providers and homemaker for both independent agency providers, those are the services in the DD waivers that are mandatory for EVV.

Jenn DeBoer: Joe, for a minutes is up.

Joe Schnur: Jenn, I'll turn it back over to you to wrap things up for us.

Jenn DeBoer: Yes, thank you. Thank you everyone, for participating so actively, and asking us all sorts of questions. We are truly honored, to be responding to you and really working hard for you. So before we wrap this meeting up, I want to thank all of you, again, for your participation.

And if you're interested in learning more about the EVV program, the links are provided in the slide deck.

Also, remember, that, you know, we will be posting this slide deck, as well as this recording on the EVV website, as well. So if you miss, or if you want to actually see this recording, again, you can either participate in tomorrow's stakeholder meeting. Or you can wait for a few days and we will upload this recording onto the EVV website. Our EVV website has up to date information, so please check in from time to time for new information and upcoming events, and please do subscribe with us to receive all the EVV information and also, what is coming next As a reminder, this is a monthly stakeholder meeting, and we look forward to your participation each month. And as for now, thank you again for joining us in this EVV Stakeholder meeting. The meeting is now adjourned. Please, be safe. Thank you.