

Nebraska EVV
September Stakeholder Meeting
September 2, 2020

Jenn DeBoer: Hi. Good evening. Everyone. Thank you for joining the Nebraska Electronic Visit Verification for the Medicaid Services. Before we start the EVV stakeholder meeting, we'd like to actually, you know, give some announcement and communications to you. As you know, DHHS will be launching a new Electronic Visit Verification systems for certain HCBS waivers Services and also personal assistance services providers in 20 20.

Next slide, please. Thank you. A plan to this point was to launch a new EVV system for early adopters on September 27th of 2020. And also, for all other providers require to use EVV on October 25th of 2020. Throughout the many stakeholder meetings, we have heard consistently from providers, participants, and community partners that we need time to prepare for EVV launch as such, and also to provide time to resolve some technical issues. DHHS decided to move the EVV go live date.

This will now be a single go live date on November first of 2020. Agency providers with third party vendors must be production ready no later than October ninth of 2020. In light of the revised Go Live date, the EVV project team plans to focus on outreach to providers who face technical challenges and also to help them transition seamlessly from paper based timesheets EVV. DHHS wants to thank our community partners, valued Medicaid providers, third party vendors, and staff for working collaboratively with us in this transition period.

So, without further delay, let's start the stakeholder meeting, and thank you for joining us. Next slide, please. Before we introduce the State EVV panelist, I'd like to have some housekeeping reminders. If you missed the August 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. And you can also subscribe to our website, and you will receive up to date information. Agenda for the September stakeholder meeting is as follows:

- *Introduction of the State EVV Panelists.
- *Recap of August EVV Stakeholder Meetings.
- *Training announcement,
- *Third party EVV vendor update,
- *Agency providers,
- *Staff upload training delivery webinar registration demo.

Next slide, please. Without further delay, let's introduce our panelists. Heather Leschinsky, our Chief Administrator, she sends her regrets as she's unable to attend the September stakeholder meetings in place of her, Julie Johnston, DD program training coordinator. Julie, please say hello.

Julie Johnston: Hello, everyone. Welcome.

Jenn DeBoer: I think Karen Houseman is quite familiar to everybody right now. She's the DHHS Program Manager for Medicaid and Long Term Care. Karen?

Karen Houseman: Hey, everybody. Thanks for coming.

Jenn DeBoer: Thank you, Karen. Vince Rea, EVV Project Manager. Vince?

Vince Rea: Good evening, everybody. I'm so glad you can join us tonight.

Jenn DeBoer: Thank you. Next, our new member, Jeff Krenke, EVV Project Manager. Jeff, introduce yourself, please.

Jeff Krenke: Evening and welcome, everyone to our stakeholder meeting.

Jenn DeBoer: Thank you. Debbie Flower, our EVV vendor manager, and personal assistant, service specialist. Debbie?

Debbie Flower: Good evening and welcome.

Jenn DeBoer: Thank you. Kathy Scheele is unable to join us. She sends her apologies. Diane Twehouse is our EVV certification lead. Diane?

Diane Twehous: Good evening, everyone, and thank you for joining us.

Jenn DeBoer: Thank you, Diane. Unfortunately, Leon is under the weather. So, he's unable to join. Trevor is also under the weather, and he's not able to join. I think you're all familiar with me. I'm the EVV Communications Lead, and my name is Jenn DeBoer. Thank you for coming and attending the stakeholder meetings. Joe Schnur is unable to join, as well, from the Senior Account Manager for Tellus. Next is Kristy Pyles, she's the account manager for Tellus, Kristy?

Kristy Pyles: Hello, everyone, and thank you for joining us.

Jenn DeBoer: Thank you, Kristy. I think Lisa Turner is no stranger to any one of you, so Lisa, please introduce yourself.

Lisa Turner: Hello, everyone, and thank you for joining and welcome.

Jenn DeBoer: Thank you, Lisa. Next slide, please. Last month we provide information on how to get prepared for EVV and what are the smart technology needed in preparation to clock in and clock out before and after participants visit. We also told you that we will announce our training registration in September.

The training is set in four modules: the admin console, the mobile app, the Claims console, and we also have a special training for the Nebraska DHHS Independent Providers module. Next slide, please. Training registration has started last Friday on August 28th. Due to the pandemic, we're unable to host a class training. However, online training classes are interactive, this means you can ask questions and these trainings are recorded.

You can watch these trainings in your own time as many times as you want and you can even start the training and also register for training as many times as you want. For providers using Therap or a third party EVP vendor, you only need to attend the claims console. Let's take some time to walk you through this slide. If you are an agency provider, you will be using Tellus. You are strongly encouraged to first attend the Admin Console, or what we call Admin Portal. And you can see that on the screen. Your staff can attend the mobile app, and you see that in the middle, if you have staff who only does billing, and they can attend the claims console.

And you can also see that, and in red, you can also see, it's where you click to register. Next slide, please. Let's now focus on our independent providers. Tellus has dedicated a one stop shop training for our independent providers. During the training, you can start questions, and you can ask questions to your trainer, and the training is also recorded. You can watch the training as many times as you wish. And don't worry, if you have a day job and you're unable to attend these trainings, remember, these trainings are recorded, and you can most definitely watch them, and as many times as you want.

After you are trained, you can actually also attend the Admin Console training, which we just shown you previous slides, the mobile app training, and, as well as the claims training. The more you learn, the better prepared you are when you go live. Remember, these trainings are recorded. And you can also attend these live trainings as many times as you wish. Just sign up as many times as you want until you're comfortable with using the ETV solution. Next slide, please.

So Tellus will give us an update of the third party vendor. A third party vendor is a vendor that is not Tellus, if an agency or you are using Tellus, you should be all set. If you are using other EVV vendors, they're considered third party vendor. So for now I like to actually hand over this to my colleague Kristy. Kristy, take it away.

Kristy Pyles: Thanks, Jen. Hello, everyone again. I'm Kristy, your Account manager and I wanted to give you as promised the third party EVV vendor update for each stakeholder meeting. And as you can see on the screen, we have the vendors who are in contact with and working on integrations. And we actually have so many vendors that it goes across two slides. So Lisa has been gracious enough to flip back and forth for us, so you can kind of see the different vendors. But as you can see here, if there's an X in the initial column, that means that we're in initial contact with them. That means we have conversations. We're letting them know what the specifications are and we have open dialog with them to help them get integrated.

If you see the X in the next column, that means they have already signed the contract with Tellus, and we're setting up testing dates. So, as we give more updates in our stakeholder meetings, you're going to see more exes go across the side of the screen. If, by chance, you don't see your vendor here, then please feel free to reach out the integrations@4tellus.com. We want to get integrated and have conversations with your vendor as soon as possible so we can make sure we set you up for success.

If you happen to use Point Click Care, they have said they will not be upgrading to work in Nebraska so you will have to choose another third party EVV vendor or choose Tellus, but Point

Click Care will not be working in Nebraska. So, again, if you don't see your vendor on the list, feel free to reach out to us, or have your vendor reach out, directly. Lisa. Next slide, please. So, now, let's get into the fun part. You see three different icons on the screen. One of them is available right now, which is what Jenn told us about earlier. We now, as of August 28th, have the live webinars. I'll show you a live demonstration of what that screen looks like here in just a second.

But what you'll find in those lab webinars is topics such as the mobile application, the Admin console, which contains all of the webinars and information for the admin portal. You'll have claims, which anyone using a third party EVV vendor will want to visit. And then we'll have extra topics.

What that extra topic contains is something Jenn mentioned earlier. And that is a special training for our independent providers. We recognize that your business model looks different than provider agencies. So, we wanted to make sure that you had a training tailored to what you do in your daily routines, so you will find that there.

Then, starting October 24th, we'll have videos on demand, which are accessible in a different portal, and we will show you all that fun stuff in the next stakeholder meeting in October. And then you'll also have user guides available that'll tell you how to do the mobile admin and claims. So, again, we will demo all of that in the next stakeholder meeting in October, but we wanted to give you a little preview about additional trainings and offerings that we have.

Next slide, please. So, this is where I'm going to grab this screen and pretend like I'm a professional, like Lisa, and, as I said, pretend, Lisa, do you think you can make me a presenter? All right. A little bit of technical difficulties, OK. So what you see here on my screen is the [Tellus portal.com/training](http://Tellus.portal.com/training) website. You can type that in a day, in your browser, or in your URL, and it's going to take you to this page. And as you can see, you have several different webinars here.

One is the administrator console that we talked about earlier. We also have a claims console for those providers who are using third party vendors, and those providers using tell us. Then, we go down to the mobile application. This was something we also mentioned earlier. But then we get to the special topics area. This is our Nebraska DHHS Independent Providers webinar. So you'll go here to click the Register, and it's going to take you to our registration screen.

When you get here, you're going to see several dates offered, and we do update these monthly. So please feel free to check back if you don't see a date that meet your schedule. But, again, these are recorded, and you can listen to them anytime. You can register for all four of these if you wish. But keep in mind, each time you register, you have to register. So each one of these, you would fill out this form, which takes just maybe a minute or two. So it's worth your time if you want to take them over and over again.

So if you select one, then you'll go down and you'll put in all the fields that have the asterisks. Those made mandatory fields. So, as you can see, my name is in there, my contact information. I would put my state, my job title, because that helps us identify you, whether

you're a provider agency or independent provider who wants to take this training because anybody is able to take this training. But it also helps us identify, you know, what you may do in your role as an independent provider. So this just helps us get to know you.

Down here, you have some fields that really are not applicable. So you can just put an A in there, and then when you click register, it's going to send you an e-mail that has the connection information for your webinar. You want to go ahead if you have Outlook, and ask it to save on your Outlook calendar. This way you have a reminder in your calendar for when the webinar's going to be.

Additionally, we'd like to make sure, I know I need reminded a lot, though we send out a lot of reminders to your e-mail, so you want to make sure you're checking your e-mail that you're getting those. Because they could go to your spam folder. So once you start getting these e-mails, you'll get one at least a week in advance, then a few days in advance, and then the day of. So you will have reminders with the connection information in there.

So like I said, this is the registration piece of it. The webinars are all contained on this website, and you're welcome to go there, anytime. So with that, I will go ahead and turn this back over to Jenn, because I think we're about ready to start having some questions.

Jenn DeBoer: Great. Thank you. So right now, we will take, it's about 7:19. And this stakeholder meeting ends at 8:30. I want to take longer time to actually answer questions and answers, please, if you have answers and, or if you have questions to, to ask, feel free to type that. And we will, you know, take a look at your questions and we'll promptly answer them. And, if we can't, we will bring it back and, we will respond to you.

Please, send us an e-mail, at the end of the slide. There is our e-mail box. And you can always send us an e-mail, if we did not get to your questions. So, Kristy, facilitate the question and answer sessions. Take it away.

Kristy Pyles: Sure, thanks, Jenn. So we do have a couple of questions in here, and it looks like they'd been about connection, So please feel free to go ahead and type in your question, or your answer, or sorry, your questions now, and we'll start answering them. But in the meantime, Jen, what are some common questions that you've been hearing while people start typing in the chat? I know you've been talking to a lot of people via e-mail and on the telephone, and some of that may be helpful here as well.

Jenn DeBoer: Sure, Kristy, so, I know most frequent answer questions is that I am an independent provider, what do I put down, you know, when I'm, you know, trying to register for training, you know, in the organization, You know, bar.

So, if, if you go to the registration for Tellus for training, you see that you can, you know, put organization. And what if you are an independent provider, all you need to put down is N for your organization. And, you know, for a title, you can always just put down independent provider. So, those are very, very common questions. And, in fact, a lot of our providers,

actually, you know, has been asking multiple times. And I've actually even show them how to put their names, and also, you know, where to put, and where to go for training.

Kristy Pyles: Thanks so much, Jenn, You have actually spawned a lot of questions. So, great job, getting those question marks going, so that was really good. Thank you so much.

Q: So, the first question that we have here is, where do we find the training to view later?

A: So, if that's, if you're talking about the training webinars that we had just put up on the screen, you would go to 4tellus.com/training. And that'll take you to the public website where you can sign up for any of the webinars that you see there.

Q: So, the next one we have is, do we need a username and password to use this billing program? And if so, will you be sending us that information or how do we get it?

A: You will need to submit claims through the Tellus EVV Administrative Portal and that will come with a registration where you will have a login with a password. We will be going into depth in this in the next stakeholder meeting, October, but essentially, you will be registering on the EVV portal. Once we actually get the system up and going, and then you'll get a password into your e-mail address. We'll let you know how to get logged into the Admin portal. But, again, we're going to go through this in the next month, so we will be giving you that information.

Q: So, the next question is, from my understanding, I want to register for the independent, as I do PAS, is this correct?

A: I believe so, please correct me if I'm wrong. But, yes, you will want to register for the independent provider webinar. Is that correct, Karen?

Karen Houseman: Yeah, that is correct. Most of the PAS providers are independent providers.

Kristy Pyles: Thanks, Karen. Always like to double check myself.

Q: So, the next question we have is, if we're not able to download the claim app or o'clock and on her phone, is there someone we can get ahold of to get help?

A: We will have a customer service desk that you can get in touch with if you have issues downloading the application for the Tellus mobile app. But the Tells Portal itself is not an application. It's an actual website. So you should be able to go there. It's not easy to use on a smartphone, so we do recommend you use a computer or a tablet. But you can use it on a smartphone, if need be.

If there's an issue or you're not able to o'clock, and then we will be showing you in training how you can go about submitting those in different ways. But, yes, there will be an alternate methods to be able to submit visits and the event you're not able to.

Karen Houseman: And I just wanted to add to that, that for Nebraska, you will not be able to clock in and schedule your appointment until November first. So if you're trying to do it today, it's not going to work for you.

Jenn DeBoer: Thanks, Karen. We have had a few people trying to login already. And we love the excitement. It's just not ready there yet, but it will be November first. I agree. I have a lot of people who actually called me as well, saying that it's not working and the thing was that I have to also inform everyone that. Please be patient and thank you so much for your support. We sincerely thank you. But, you know, do sign up for registrations for training, because you know, the more you learn, the more familiar you are, the better it is for you.

Kristy Pyles: Thanks, Jenn.

Q: So the next one we have is I am mature provider through an agency and they use Maximus. I see they haven't signed the contract yet. Is there anything I need to do?

A: At Tellus, we do try to keep constant contact with those third party vendors who haven't yet signed or tested. So, there is ongoing communication, but what I would say is, feel free to encourage your agency provider to make sure they stay in contact with Maximus, because we want to make sure that your agency is prepared when it's time for their system to go live. So it is important that Maximus stay in contact with us, and get this contracts, and testing done. So that's a great question.

Karen Houseman: Yes. I agree. I'm not sure of your exact scenario, but follow up with the business, you're enrolled to do the chores service through, and just ask them as if they're working on that, or if Maximus, if they've had that conversation.

Q: So the next one is a statement that says, hi. Hello. Wanted to make sure we got that out there. The next question we have is, how do we set up a GPS for billing?

Kristy Pyles: I'm not sure I understand that question. Does anyone else on that call?

Karen Houseman: So, within the Tellus portal, when a visit is scheduled, you will be able to enter the address of where the visit will occur, and that is how you set it up, if you're using the Tellus app.

Kristy Pyles: Thanks, Karen. Yeah, it makes total sense, after you said that. Yeah, and I also think that it might be interpreted that, so, what if you want to do billing?

Jenn DeBoer: It's going to be in the claims console, and in the claims console, there is no GPS because you can actually use, you know, the laptop. But with GPS, it's actually on your smart devices, it's on your mobile app, or, you know, on a tablet. So, when you clock in and clock out, you know, your GPS is going to be activated and once you have, you know, already clock in and clock out, if you are a monthly biller or a biweekly biller, no, you will go to the claims console and you can actually then do your claims and also do your billings over there. I hope that helps.

Kristy Pyles: Thanks, Jen.

Q: So the next question is, what about the past provider for the claims on the mobile app?

I'll go ahead and take this one. So the mobile app itself is used for clocking in clocking out and identifying what tasks you do with your participant during your visit and the application will communicate with the Web Portal, so you will actually does acclaims itself in the Web portal. I don't know what other context you're asking, so you're welcome to submit an additional question if you need more clarification.

Q: Karen, the next question we have is, how do I know if I am an independent provider?

Kristy Pyles: And on the basic level, I would say that if you are directly billing for services rendered, that's how you would know. But is there a more in-depth answer you may be able to give, Karen?

Karen Houseman: If you worked with a resource developer, they had to sign enrollment paperwork. Maybe you had some fingerprinting that you needed to be done. And you have a provider agreement that is just you. You're an independent provider.

Kristy Pyles: Thanks, Karen.

Q: The next question we have is, I am a mother that provides chore to my daughter which trainings do I need?

Kristy Pyles: I guess I would need to know if you're an independent provider or agency provider, but maybe this stands out to you, Karen.

Karen Houseman: I'm going to venture a guess she is an independent provider. So then, you want to take the Independent Provider Webinar on the 4tellus.com/training website.

Q: Do we have to pay a service fee for Tellus?

Kristy Pyles: Nebraska is providing Tellus EVV to the providers in Nebraska, free of charge. So Tellus will not be charging providers for using their service for DHHS.

Q: I have a question. Is our training sessions on YouTube?

A: Not that I'm aware, but Lisa, do you know if we have trainings on YouTube?

Lisa Turner: Hi, everyone, the Tellus training is solely in the training website. So, it is not on YouTube. Thank you.

Kristy Pyles: Good news is, they will be videos. So, even though it's not YouTube, it's still a video, which leads us into our next question. All the webinar dates are shown during the day. When I'm working my full-time job, can I view it later? If I register, absolutely, we are

recording the webinars, so you'll be able to go in and view those webinars at your convenience once they are posted. And Lisa, I'm pretty sure they're posted quite soon after they're done. Is there a timeframe that people can look for once those trainings have completed?

Lisa Turner: Regarding the next sessions?

Kristy Pyles: So yeah, so if I took a webinar today, how soon would it be posted for someone to view recorded later?

Lisa Turner: Oh, that will be available as soon as a session is completed. It will be posted on the website for them to visit at any time, or take as much as they would like.

Kristy Pyles: Perfect. So, perhaps when you get home that day, it will be ready for you to review at your convenience.

Jenn DeBoer: I also wanted to add this is Jen. Is that if you do not know where the website is, and you can't remember 4Tellus website, don't worry. We will have a link on the EVV website. And if you were to subscribe to our website, whenever we put out a new links or new information, it will be there. So, I encourage you to subscribe to our website, so that you have up to date information. Thank you.

Kristy Pyles: Thanks, Jen.

Q: So the next question we have is, if a provider lives with a client, does the client or caregiver use the app?

Q: The 21st Century Cures Act is a provider requirement, so it would be the provider, those providing services to that client who would use the application.

Q: The next one, as an independent provider, how is billing going to be conducted, and do we use a mobile app?

A: So, for the billing piece, you would submit your claims through the Tellus administrative portal. You would use the mobile application to record your visits or to schedule on demand visits, if perhaps you didn't have a chance to schedule those in advance. So the mobile app isn't used to submit claims, it's really there to collect the visits. And we will be providing the training on this. So you'll have a lot of them that in-depth information on this as we go along. And the Independent Provider webinar is up today for review. So if you wanted to go in there and get some training ahead of time, you're more than welcome to.

Q: I work for the League of Human Dignity. Does that mean I am considered an independent provider?

Karen Houseman: So I'm going to take this question, I anticipate that you enrolled to be a chore provider for the aged and disabled waiver through the League of Human Dignity. That

means you would be considered an independent provider. And yes, you would use the Tellus system, as well.

Kristy Pyles: Thanks, Karen.

Q: So the next question is, what date do we go live, officially?

A: Everyone goes live November 1, 2020.

Q: The next question is, I tried asking other questions, but was told that we have to go live.

A: I'm not sure I understand the question. If anyone else does, we're free to answer it. If not, we may need some kind of clarification on that.

Karen Houseman: There have been some questions on, do I really have to do this because I would prefer to continue doing the paper billing. And in order for us to be in compliance with the Cures Act, we do need to move towards this this digital electronic way of clocking in and clocking out and doing the claims. And that's so that we are following federal rules.

Kristy Pyles: Thanks, Karen.

Q: The next question is EVV required for DD?

A: And that is correct. We do have our posted on the EVV website, a list of services, and the codes that go along with them. So we encourage you, if you're questioning whether or not this applies to you to go to the DHHS website, and take a look at that chart that tells you the services and the codes that go along with those.

Q: Next one is, is an AD waiver chore provider considered an independent provider?

Karen: For the AD waiver, there are independent providers, but there are also agency providers. The last time I count, counted there, 75% of the waiver providers are independent providers. So, if you are not working through another company that pays you, and you are paid into the paper trying to sheets through DHHS, you're, you're probably an independent provider.

Kristy Pyles: Thanks, Karen.

Q: The next question is, do home health agencies need to use EVV?

A: If you're a home health agency? That provides services included in that chart mentioned on the DHHS website. Then, you would be required to use EVV.

Q: The next question is, can we use our laptop for claim and clock?

A: And we recommend that you use your laptop to submit claims because that will be the easiest way for you to do it. But the number one choice in Nebraska for submitting EVV visits is

through the mobile application. There are secondary, an alternative methods, but the primary method in Nebraska will be the mobile application.

Q: The next one is, I watched the training video for scheduling, and it was a very informative. I downloaded the app. Thank you. We very much appreciate the feedback, and roundabout on November first will be able to get you logged into the app.

Q: The next question is, is November first one. We're going live with Tellus and cutting off all paper billing documents.

A: November first is when you are going live with palace or your third party EVV vendor. And I believe the billing cut, our paper billing is cut off later in the month but I know some data then put it around, so I'll let Karen answer that one.

Karen Houseman: November first is when tell us is going live. Once you start using, tell us, we prefer that you continue using Tellus because it will be easier for you as well, to keep track of your visits and which method you're doing you will continue to receive paper billings. And I believe the date is November 28th is when we're going to stop sending the paper billing's forms, yes, or no longer be available. If you have some kind of extenuating circumstance that occurs after that, we can talk it through with your resource development worker. However, with that being said, plan on using the Tellus application and this new way of doing billing.

Kristy Pyles: Thanks, Karen.

Q: So the next question is, when will the app be available?

A: The app is available in the store today, the mobile app store today. But, you can't log in until we get you registered and get you set up for the mobile application, and that'll be closer to November first, or on November first itself.

Q: The next part of that is, in the beginning, using Therap, they're very confused, and not a tech person. It took a while to get comfortable with it. How long will we have to get comfortable with Tellus app?

A: We're hoping that, once you get to tell us application downloaded and look at the training, that you'll get comfortable with it very quickly. Tell us that, for me, was very intuitive and it was one that I was able to use pretty quickly, so we just recommend that you take the training, that the Mobile App Training, that will help you get acclimated to the system. November 1 will be the go live date, so we encourage you to take the training that you need to get comfortable, but, it is a very intuitive app. So, I'm looking forward to that feedback, and I'd like to add to this a little bit, I believe this provider provides developmental disability services. Therefore, you have the choice that you can continue to use Therap as your system. However, you would need to go into the Tellus portal to submit your claims for the services that are required for EVV.

Kristy Pyles: It's a great catch, Karen, thank you.

Q: The next question is, did you say for clocking in, should caregiver use smartphone or laptop or desktop?

A: So, the primary method of choice for Nebraska is the smartphone, the mobile application, and then there are alternative methods that allow you to perform the visit at a later date, on the laptop or desktop. So, the primary method is the mobile application, but again, there's more alternatives. And we are going to be training on that later in the webinars and then the training sessions.

Q: The next question is, what capabilities does my phone need to have?

A: It will need to be GPS enabled.

Kristy Pyles: And then, Lisa, I know you, you could probably site these off much easier than I can.

Lisa Turner: Hi, so, for the capabilities of the device, to clock in and clock out, you may use, of course, a smartphone and or tablet. However, it all depends on the smartphone you have. It has to have a specific version and the version of the smartphone Android tablet must be greater than a version five. So, for example, if you are an iPhone user, yes, you know, you have an iPhone five. The Tellus mobile app will be available for download. But if you have an iPhone four, unfortunately they tell us app is not compatible for that model version. And is not available for download. Hopefully I answered the question and I also want to add is that last month for recap?

Jenn DeBoer: We actually did provide you with some of the technical stuff that needed for your mobile app. So if you miss that, not to worry. We actually have posted all our recordings, our slide deck, on the website. And you can actually go to August stake holder meetings. And once you click on that, you will actually be able to download, even one page of that requirements for tech for technical requirements. So, it is all there. And, you know, and if you are unable to do so, please e-mail us at the EVV, webmail, and I'm very happy to send it to you.

Kristy Pyles: Thanks, Jenn.

Q: The next question is, we have three providers for one client. The client lives in my home and have constant care. How can we transition from one provider, one provider to the other?

Karen Houseman: The way you transition won't change. As you've always done it, it's simply a different type of logging. The time the visit begins and ends. So, the mobile application isn't assigned to one provider or the other. It's much like a mobile banking application where anybody can log into it, it recognizes you based on your login, so your providers will be able to log in and out as they're starting their shift or ending their shift. I guess I have a follow up question to the question.

If this person who asked this question wants to follow up and add a response to what I'm going to ask, I'm curious if the three providers work for one agency? Or if they're three independent

providers? Because that, that might require a little bit more clarification. But each provider, assuming they're independent providers, will have their own service authorization, and they will be able to clock in and clock out with that. If it's the agency provider scenario, I might have to go back and look at our technical documents to see how we accomplish that.

Kristy Pyles: Thanks, Kara.

Q: My disabled adult daughter has two other providers, besides me, do they have to register for training to sign up, or can I show them what to do?

A: We do recommend that each provider take their own training, because it's specific to them, and how they're going to be doing their services. So, we want to make sure that everyone has the same opportunities to get comfortable with the system and use it. So, we're, you know, it's, you can always help each other by, you know, working through tribal areas. We do recommend people take their own training.

Q: The next is, why would we schedule by someone's address? It would have to be per client.

A: So you schedule by person, but that person has different addresses in their profile. So the billing provider would put the risks, the participant's addresses into that participant's profile. And then, as you go out to schedule a visit in the admin portal, you can choose which of those addresses is going to be at. But we don't really schedule by address, we schedule by person, if that makes sense. That I understand that question correctly. If I didn't clarify that, please feel free to follow up with another question.

Jenn DeBoer: Yeah, I'm sorry. Yeah, and I also want to jump in, is, I know it seems a little daunting right now. But we encourage you to sign up for training, especially in the mobile app. Because when you sign up for the mobile app training, it will all be sort of in a reveal to you and you will actually feel more comfortable. And if, the first time you don't understand, you have a trainer that is able to explain to you, and you can ask questions. And if you are unable to actually, you know, fulfill the training, you know, because of the time constraints, or because you're working in the daytime, you have, you know, the recorded, you know, sessions. And during the sessions, if you have questions, I urge you to actually send us questions through the EVV Mailbox. And we will be happy to send it to Tellus to respond, or we can actually respond to you, as well.

So, please give yourself a chance, know, and also, you know, fill out the mobile app training. And as much as possible, we will help you and we will shepherd you through, you know, this transition period. Thank you.

Karen Houseman: I wanted to add a little bit to this answer as well. The address is just one component of it. It's, it's not the whole thing. You would have that individual client service authorization. And the address is just one of the requirements for the visit within that. So, I do recommend having the addresses available when you are scheduling the visit.

Kristy Pyles: Thanks, Karen.

Q: The next question is, is there a training for the Therap EVV module?

A: Therap is offering training, but I will turn it over to Karen or Julie, to answer when those trainings were. Or does anyone have any specifics?

A: If you go to the EV website, there will be a DD link. And I apologize, I can't remember what it's called, right now. That will take you to the duty page, and you will likely find your answer there. And if you go to the website, you can actually see the link.

A: If you go to the provider page, the page you're most familiar with, there should be a DD Therap link from that page as well.

Kristy Pyles: Thanks, ladies.

Q: The next question I have, is, I bill weekly, will I still be able to do that?

A: Tellus is not dictating when you can or can't bill, so long as the visit meets the claim submission requirements. So you can still submit your claims, as you always have. I don't believe the payment schedule, or when they're accepted has changed with this, but please correct me if I've got that wrong.

Karen Houseman: So within the Tellus App, you're going to clock in and clock out, then you'll go into your Claims Portal, and there will be matched claims, so basically everything you entered was correct. You're good to go, and you submit from there. DHHS will be accepting the data from Tellus on a weekly basis. It's going to be a Tuesday night unless that Tuesday happens to fall on the holiday, which happens with Christmas every so often, and the billing still comes out weekly from DHHS, even though you're able to submit those matched claims at any time.

Kristy Pyles: Thanks, Karen.

Q: The next question we have is how do we report what activities we have done for the client according to the authorization?

A: Tellus is getting an automatic Service Authorization feed from DHHS. So, when you go to schedule the visit, the tasks or activities will populate for when you're going to schedule a visit. So you can select which activities need to be done for which visit. And as the independent provider or as the agency provider logs into the mobile application for that participant, those activities or tasks will be attached to that visit.

And once they get done with the visit, there'll be able to select which task they completed, or if by chance, they weren't able to complete the task, they can uncheck it, so those tasks will be reported during scheduling, and will be checked off at the end of the visit.

Karen Houseman: I'd like to add a little bit to that. Sure. So, for the aged and disabled waiver, the tasks that you see in the Tellus system may be phrased a little bit different than what you're

used to seeing written on your service authorization. Just use your best judgement, pick the ones that are closest to it, and if you have questions about if this is the right task or not, follow up with the service coordinator to ask question.

Kristy Pyles: Thanks Karen.

Q: The next question is, how do clients signed to verify they receive services in the new system?

A: If you're using the Tellus mobile application, then when the visit is concluding, the person providing care would have an opportunity to allow the client or participant to sign at the end of the visit. There's a block there, and it's much like if you sign at the grocery store with your finger or with a pen, it's just a little white area that the client can put their name in.

Q: The next question is, since a mobile app is going to include a section for tasks, is this a field that needs to be entered daily, meaning if my tasks are the same daily, do I need to enter it every day?

A: The tasks are associated to the visit, so the tasks would need to be accounted for at the end of each visit.

Q: My husband and I are both independent providers. Do we set up two accounts?

Kristy Pyles: I'm assuming that you have two different provider agreements with the HHS. So, that means you would have two different accounts in the tele system if you're using the Tellus well, that system Yes, that's right. And you would each have to schedule your own visits and do your billing separately, and, and I'm sure you'll do. Great.

X: Thank you, Kristy.

Lisa Turner: Kristy, can I add to the previous question regarding the task, the individual was asking, do I have to enter these tasks every day? So just a quick little recap, of course, is all covered in training. But when you're scheduling a visit in mobile app, the tasks are already added for you, so you don't have to manually add task as you schedule. So the minute you select your service call, the tasks are assigned according to the service auth. So you don't have to do an extra step. They're just there for you. So hopefully, you know that, to finish your question.

Kristy Pyles: Thanks, Lisa.

Q: The next question is, when we clock in, will there be an icon that we use?

A: When you login to the mobile application, you'll have an opportunity to choose the participant that you're going to provide services to. And once you get that recipient pulled up on the mobile application, you will have an opportunity to push a button that says, start visit. Do apologize, it seems I'm losing my voice tonight.

Q: The next question is, when you are using a computer from home, but you are doing service, at your clients, do o'clock in when I get home.

A: So, if you're needing to use the computer to do a manual visit, typically, you would have to perform that visit. I'm sorry, you put them in and out time all at once, as far as I know is, so you can definitely go into this a bit further. But anytime I've been in the system, it's usually asked me the beginning and end time when I'm actually doing a manual visit.

Karen Houseman: I need a little bit of clarification on this because for me, it seems like they want to clock in are they providing services at their home or their doing clock out when they get home after the service? And I'm not understanding that question.

Lisa Turner: So you will have to use your smartphone or your tablet to clock in at your clients, service home. But in the case that you forget, let's just say I know what happens, you know, sometimes I forget, you know, my own cell phone number but in case you forget to clock out, let's say you clocked in at your client service home and then you forget to clock out and you reach your house. And you remember, oh, my God, I forgot to clock out at the client's service home. You can use your computer to either, and the, the visit, meaning the time that you actually edit the service. Or you can clock out when you get home, but you will have to correct that incorrect clock out time during the billing process, and once again, that is all covered in training.

Kristy Pyles: Thanks, Lisa.

Q: The next question we have is, do we bill with paper until November first?

A: So once you're able to get it, if you're using the Tellus EVV app well, once you're able to get into the Tellus administrative portal, you can start submitting claims. After November first, I believe there, we talked about earlier, there's a date that the paper will be shut off. But so at least, November first, you will start being able to submit your claims with the Tellus Admin portal.

Q: Well, this EVV speedup payments to providers. And will the DHHS overtime department be using this system? So OT payments can be made more expediently.

A: So with using EVV, you don't have to wait for things to come in the mail anymore. But as far as the expediency of payments, I will leave that to the experts to talk about.

Karen Houseman: I don't want to over promise, because there's some extenuating circumstances. So not every single payment will come quicker. However, the general payments that have no issues or claims are good to go. If there is a childcare parental portion, a share of costs or those things, those claims will take a little bit longer. The overtime case is not going to be in the EVV system. There's going to be some paper documentation to go along with that. And I don't have that process down. I apologize. I can't fully answer that question.

Kristy Pyles: Thanks, Karen.

Q: The next question is, how much does this cost agencies? If you're using the Tellus solution offered by the HHS, Tellus will not be charging you for use of their system. We can't speak to what other third party vendors may charge, but if you're using the Nebraska solution, there is no cost. It is a bring your own device solution. So your employees, would you want them to use their own devices? These are decisions that you'd have to pay.

A: Yes, there may be administrative costs that go along with this. But as far as tell us, we will not be sending you a bill, so I cannot speak to that part of it, but yes. Good call, Karen.

56:28

Q: What happens if you forget to login when you get to a client's house and don't remember until you are about to leave?

A: If you forget to login, that's why we have the administrative portal. You would notify the billing provider, if that's not yourself, so that they can let the system know that you have started the visit and what time you started it. And then, if you have the mobile application, you can go ahead and clock out once your billing administrator puts that clock and time in there. So there is a way to do that if, for whatever reason, you're not able to clock in and out at that home, the billing administrator can enter the visit for you, once they know the times you got there and you left.

Q: The next question is: if you cannot view the training during the day and want to view the recorded webinar, do we have to register for the recorded webinar?

A: There is a registration for the recorded webinar, but once you get done registering, the video is right there for you to watch. So there's no way in-between when you register, and when the video is ready to play.

Q: Is the smartphone app available in the Apple Store yet.

Q: It is there that you won't be able to login, but it is there in the Apple Store and in the Google Play Store.

Q: I'm a provider for my mom, living in the same house. Do I require to clock in and clock out?

A: If you want to refer back to the DHHS website, we have that list of services and codes. If you are providing services that match one of those services and codes, you would be required to use EVV. Yes, even if you live in the same home, EVV will be required in Nebraska.

Q: So the next question is clarify. We are a provider for our daughter and our home, so how is this to be done with one smart phone?

A: So, as I mentioned earlier, the Tellus mobile application is much like any other Amazon or banking app or any kind of shopping application that you download. It's not downloaded for you as a person. It's downloaded for a device. So, if you and your significant other are using one phone you would log out of the Tellus mobile application and then your significant other would

login with their username and password. So multiple providers can use one application on one phone so that that shouldn't be an issue.

Q: So, there's, I asked general scheduling questions about using smart phones, et cetera. I was told that these questions will be answered when we go live.

A: Um, so, I'm not really sure I understand the question, but we will be, we do have the webinars happening right now. And that does provide question and answers on scheduling. But, most, certainly, you'll be able to use it when you go live, but we will be providing information prior to go live on how you schedule and how to use smartphones.

Karen Houseman: So, the, you will likely not be able to schedule your first visit until we're closer to go live date. So maybe that was part of their response. So that your first visit will be November first, assuming you're scheduled to work that day. So, you would need to go in and schedule before you start the visit on November first and, and that's when you'll be able to start doing everything, but there is trainings for that day.

Kristy Pyles: Thanks, Karen.

Q: The next question is, will we need to get new service authorizations?

A: Tellus, is taking the service authorizations as they exist today. And as far as I'm aware, we don't have to get new service authorization solely for using ABV. But, Karen, please feel free to correct me if that's mistaken. Depending on what service you provide, there are, there's some work being done behind the scenes to make sure your current service authorizations are ready. As we're updating this service authorizations, a new one may get generated and mailed out to you, and you may think to yourself, why did I get the service authorization? Nothing changed on it. Well, some behind the scenes stuff changed, so that way, the tasks are available when you do. So that when you're ready to use, tell us the service options authorization.

Kristy Pyles: Thanks, Karen.

Q: So the next question is, what if the person I'm providing services to leaves to go to an appointment before I'm done providing services, so therefore, they can't sign at the end of the visit to say that each of the services were completed.

A: So, I'll leave the policy piece of that to Karen, but for the technology piece, you have an option at the end of the visit to where you can say that the risk, the participant, is not available for signature, and then it'll give you a list of options for why. Perhaps they're not available. They could, you know, maybe they refused to sign, or maybe they're an appointment, whatever. The reason may be there is a list of reason codes in there, so the person doesn't have to sign on the device at the end of the visit if they're not available.

Karen Houseman: And also, to add to that, Kristy, if the reason is not available on the mobile app, let us say that just for this example that the participant left to an appointment. They can also enter a note as a, you know, reminder or also to have it on record that the reason why they didn't

receive a participant signature is because they went to a doctor's appointment or something like that.

Kristy Pyles: So, Karen, I have more questions than answers regarding the scenario.

Karen Houseman: Because if that individual is receiving a medical appointment at the same time you're going to recommend that your specific scenario that you follow up with your service coordinator to see if how you're handling that is appropriate and that service coordinator can escalate the question to me if needed.

Kristy Pyles: Thanks, Karen. That was what had entered by my.

Q: Next question is, I am required to keep records for six years. How does this happen through the system?

A: The EVV solution maintains EVV records or 10 years. So if you're entering your visits via the mobile application, manually, or IVR, the EVV system does keep those records, But I'm assuming there probably will be some type of supporting documentation in some situations that I am not the expert on. So, if there is additional documentation, Karen, do you care to speak to that?

Karen Houseman: So I'm, we're going to have to take this question and get back to you.

Kristy Pyles: That's fair. Thank you.

Q: How will this new method affect when and how we're paid? Also, a billing still be week to week.

A: The Tellus system, you'll submit your claims through the Tellus Administrative Portal, and we will be sending those to DHHS once a week on Tuesdays unless it's a holiday which we learned earlier. So the Way you submit your billing today, will just really be through the Tellus administrative portal.

Q: The next question is, what app do I have to download?

A: If you are using the Tellus solution, you download the EVV plus, the Tellus EVV Plus mobile application.

Q: So I thought the deadline for home health care agencies was 1/21. Is that not correct?

A: The 21st Century Cures Act originally said the deadline would be 1/1/2020, and Nebraska asked for an extension on that deadline, which gave them until 1/1/2021, to implement personal care services under the Cures Act. That does not mean that they have to wait until January 2021 to do that. They're saying up until January 1, 2021, and no later, it should be implemented. So the Cures Act did not give the date for go live. It gave the date for states that they're going to get penalties if it's not done by that date.

Q: Next question is: What if someone does not have a compatible phone laptop? How do we clock in and out?

A: If you don't have the technology, we do have alternate methods, and we will be training on that. I will say, again, that the primary method that DHHS is asking for is the mobile application, but there is a secondary option and a third option, and we are working through the processes on that.

Kristy Pyles: I don't know how much you want to speak to that, Karen?

Karen Houseman: We will have manual options, but I know that there may be some procedural requirements that go along with that. I know there's conversation's happening. I don't want to say something incorrect. If you are having a hard time obtaining a device that meets the minimum standards, we're willing to have a discussion with you about that. But our expectation is that you'll explore your options, and figure out how you can find what you need in order to do your job as a provider. And I'm just being frank when I say that, because ultimately, we will need you to use the Tellus app and have the, the right, the right system to do that. But you're welcome to talk to your resource developer about any struggles you're having and we can help you brainstorm on how to overcome those.

Kristy Pyles: Thanks, Karen.

Q: The next question is when using a mobile app to clock in and out, will that information be transferred to the claims app?

A: So, there's not a claims application, there is an administrative portal that allows you to submit claims. So, once you get training, you will see how the workflow is and how to submit those claims, but it's, it's really only one location for your administrative portal, But the information is transferred from the mobile application, to the Tellus, we'll call it the brain. That's what I've been calling it the last couple of weeks. And it will know that though the visit is there, and if it meets the business rules and requirements to be submitted as a claim, it will be available for claim submission.

Q: If I am a lead provider and considered independent, where do I go for training or to get signed up?

A: If you're an independent provider, then you would go to the tellus.com/training and click on the Independent Provider Webinar. And that's where you can actually can do that today. That opened up August 28th. And again, that if you look in the chat, I believe we may have that website there if not it is on the DHHS webpage so you can go there today and get training if you wish.

Lisa Turner: And, Kristy, if and also, if you don't know what icon to look at the previous slide, we actually did show you that if you're an independent provider, you can click here. And so, if, after this stakeholder meetings, you can, you know, request for an immediate receipts of yes,

thank you. You can actually see this here. It's Nebraska, DHHS Independent Providers, and if you were to actually see this, just click where it's being circle, click here to register and you can actually click and you can actually register.

Kristy Pyles: The next question, time check, please?

Jenn DeBoer: You have, you have enough time.

Kristy Pyles: OK, thank you. Yeah, losing track of time.

Q: The next question is I'm a provider for my mom, she lives with me, how do I clock in and out of Tellus?

A: You would download the mobile app, the Tellus Mobile Application, onto your smartphone or tablet. And once you're registered in the system, and the visit is scheduled, then, you'll have access to log those visits using the EVV mobile application, and those trainings are available on our training website today. So you can go in and get more information. But in the next stakeholder meeting, in October, we will be going into much more in depth on how we're going to get you prepared and get set up.

Q: Will we still be using units?

A: The answer that I would say to that is yes, but do we have any variances that, Karen?

Karen Houseman: Yes. I have a few comments about that. So, the PAS program previously used units, and they, there's still going to be like approval of a certain amount of time or a certain amount of, of a timeframe on your service authorization that will change. However, what will change with the EVV mobile app is the requirement to use your actual begin and end time of when you clock in and clock out.

So some of these questions may have been kind of talking about a gray area that may have been utilized in the past. The 21st Century Cures Act requires a few things. The type of service performed, the individual receiving the service, the individual providing the service date of service location of service, so that's your GPS. And the time the service began and ended so that's the actual time you clocked in, and the actual time you clocked out. And then the time that you're authorized on the service authorization or the units will be subtracted accordingly with that.

Kristy Pyles: Karen you are expert as always. I learn so much from her.

Q: The next question we have is, do we need to download the EVV or the Therap app to do our clock in clock out?

A: If you're using the Therap system, then you would use the Therap app and or system to clock in and out. If you're using the EVV system, then you would use the Tellus application. So, it

depends on what EVV solution you're using, and if you're using Therap today, my guess is you probably would continue using there.

Q: The next question is: can the mobile app training be downloaded and then sent to employees to watch or do each employee need to register to get that training?

A: They would need to register to get that training. We do teach the train the trainer approach, so we're hoping that you're able to actually teach them, because it is a very intuitive application. But if you don't have time, or there's no way for you to get that done, then they can go in and watch the videos after the webinars are done at their convenience so that they can learn the mobile application.

Q: My client does not have Internet, so will I be able to use my phone?

A: Assuming you have a smartphone, it should have a mobile connection. So you would be able to use your connection on your mobile application and carrier to log that visit in or out, but I suspect you may be talking about, maybe they don't have service. So, we do have something and Tellus called offline mode. Which means, if the visit is already scheduled and you get to your client's home, you are able to go ahead and log that visit regardless of service. And then once you get back into connectivity, that visit will automatically be sent to Tellus. So, even if you don't have service at that person's home, you can still perform the visit so long as a visit was previously scheduled.

Q: I am an agency, ADW provider and working with both League and Human Dignity, ENE. This is my first time, so I'm still confused on how to use, Tellus for the agency and our provider.

Kristy Pyles: I don't know that acronym, Karen, Sorry.

Karen Houseman: That is one of our offices for the Area Agency on Aging. So this provider has clients that utilized service coordination at more than one office. And historically, those claims would need to be turned into the respective office, where that client received their service coordination. That's going to be streamlined for the chore service and you won't have to turn in the paper billing to those respective offices for the chore service, because you said chore provider, I believe.

I can see where she's confused, because this is a big change. But, hopefully, as she attends the trainings and becomes far more familiar. It'll be easier. And they can always e-mail questions tonight, EVV mailbox as well.

Kristy Pyles: Thanks, Karen.

Q: The next question is if the cell phone goes dead, can you login using a different phone?

A: As long as that other phone has a Tellus, if you're using Tellus if it has the Tellus mobile application, then yes, you can use your login ID and your password in any Tellus

application. The caveat would be the first phone you logged. It needs to be connected to the internet to tell us that you clocked in. Yes, there would have to be an actual clock and existing.

Karen Houseman: Yes, and to add if she clocked in and the phone dies and she uses another smartphone and uses her credentials on that other smart phone, of course, you're not providing that. They have to tell us mobile app downloaded in that smartphone. They will see the visit says still in progress so they will be able to clock out from that different phone.

Kristy Pyles: I actually have two phones that I test this on here at home, so I'm, so it's actually a fun feature for me. Thanks Karen.

Q: Is there an in person staff to help if I'm not good with technology,

A: We aren't offering in person training at this time due to the pandemic but we will have the training videos online. And as you'll see next month, there will be specific videos that you can go to. So, if, for instance, you're having trouble downloading the application, there will be a specific video in the provider portal that will allow you to just watch what's specific to you instead of an hour long video, or, you know, 2 or 3 hours' worth of videos. You can go to that specific video, that helps you, but it's, that's something we're going to go in depth in next month, but you most certainly welcome to reach out, and we can help you any way we can. But, right now, Tellus is not offering any in person training sessions.

Q: How do I know if I have GPS? I have an iPhone 8?

A: If you have an iPhone 8, I'm going to guess you have GPS, I don't have an iPhone so, but I know people who do. Is there anyone who has an iPhone that has a different take on that? Team, iPhone.

Lisa Turner: So that's why I was cheering. The smartphones have the GPS embedded in the devices, so as long as when you are setting up or downloading the Tellus mobile app, and you get that question saying do you allow Tellus to have access to your location? You have to select allow. So, that way, when you clock in and clock out the, you know, the device can capture that geo location, but, ah, smart phones have GPS embedded in them.

Kristy Pyles: Thanks, Lisa.

Q: I'm team Android, which follows up to the next question. What Android devices are compatible using Tellus?

A: While I have a Samsung Galaxy, so the Samsung Galaxies are compatible. I don't use anything other than Samsung. Galaxy is a wizard.

X: You know, the other Android devices, I know if you said there were five and up then they're compatible, yes. Yes. Android greater than five and again, I'm not an Android model version person. I'm only iPhone. Go and look at your system updates, and if it's higher than iPhone five, you'll be fine. If you bought your phone in the last five years, you're probably okay.

Q: The next one is, what if my smartphone is not compatible?

A: I think we spoke to earlier, that, you know, this is mobile verification is the preferred method and is compliant with the Cures Act.

Kristy Pyles: Karen, would you like to, I know, this kind of gets under the policy piece. I don't want to step on your toes.

Karen Houseman: No problem. I recommend that you touch base with your, with your resource developer and, and reach out to the EVV mailbox, and we can brainstorm with you on ideas on how to get a phone that's compatible, but ultimately, that will be your responsibility as a provider.

Kristy Pyles: Thanks, Karen.

Q: The next question is: can you re-iterate the difference between a mobile app and the portal? A little confused on why they need the app when they're submitting through the Portal. It doesn't make sense. Thank you.

A: So as Jenn mentioned, we do have previous stakeholder meetings recorded on the EVV webpage where we go in and we demo the admin portal and we demo the mobile application. They really serve two different functions. The Mobile application is what helps us be compliant with the Cures Act and capturing the location electronically capturing the service location at the beginning and end of the visit. So, the mobile application is really there to capture the beginning. And end of the visit, the administrative portal is, therefore, if you want to do scheduling, if, you need to add some of your agency providers, if you need to submit claims.

So, that's really where you do your business versus a mobile application, is really where you capture the visit itself. And, again, there's demos that we've done previously, and they'll be more training on this. But at a 50,000 foot, that's how I would explain it.

Karen Houseman: So, he's asking the why behind it. And I went to elaborate a little bit. Nebraska is unique that we have more than 75% of our providers as independent providers, other states, have most of their providers working through agencies. So the agency will do the scheduling and the agency would do the billing. And then the provider would only have to clock in and clock out from the mobile app. So that's why it seems kind of odd. Because this this system is used in multiple states and Nebraska's. I don't want to call us the oddball.

But we're unique in the fact that we have such a great network of independent providers that that need to utilize this portal. And I would just think of it as, you're doing your billing paperwork separately, and maybe you're scheduling separately from the app, the app does for the, the time, keeping the clock in clock out.

Kristy Pyles: Thank you, Karen.

Q: The next question is, do you have staff to help with Non-English speakers?

A: And, in fact, we do. The people at our call center have are fluent in Spanish, and our lovely Lisa is also fluent in Spanish. So if by chance, you were to need to take a webinar in Spanish, that is something that, you know, we're taking under consideration. And also, the mobile application, IVR, and the Admin Portal are both in English and Spanish. If your language needs are outside of English and Spanish, please follow up with the office where you enroll to be a provider, and we'll brainstorm on how we can help you.

Q: The next question is, how does GPS function work? Do they take your location when you login and out? Or it is also tracking you between times.

A: So, Tellus and DHHS take your privacy very seriously just as much as we take our own privacy seriously. So at no time, is our mobile application tracking your whereabouts. It's really only there when you trigger the clock in or the clock out function. That is the only time the server as the address or location as captured.

Q: Three provider question. We're three independent providers, so if we purchase a cell phone for the client, all three of us can log in and out seamlessly. The cell phone would travel with the client.

A: Yes. In theory, there's always going to be some kind of little hiccup. I can't account for every little butterfly flap of its wings. But, yeah, you can definitely have the cellphone belong to the client and then the providers use their unique login. Whether it's login, A, B, or C to clock in and clock out, and then each provider would do their own billing and scheduling within that. So it would, it would be some co-ordination. And I'm not sure of your exact scenario, but you'd have to co-ordinate when those visits are scheduled and things like that.

[Time Check]

Q: Will the training be one-on-one?

A: Tellus is offering Webinar trainings, which accommodates much more than one person. So we do not have one-on-one training scheduled at this time, but if there are particular needs that you have them, we encourage you to reach out. But one-on-one trainings are not being offered by Tellus at this time.

Kristy Pyles: I am visually scrolling through the questions to see if we can find some unique ones that weren't trending on what we answered before. And I apologize for those who have been waiting patiently for your, for your questions. But one of it is that, OK, can I skip? Absolutely.

Q: So there is a question that says, will the authorization codes to be the same for Tellus as they are in Therap or where do we get the authorizations?

A: So, what you're authorized to do with that participant will only be what you can clock in and clock out for, so it should be relatively easy to figure out which ones you should clock in and clock out for that participant. DHHS is going to send that data to Tellus, or Therap. I am not exactly sure for the DD side.

Q: So that our agency schedule 60 days out, so do we have to change daily visits?

A: No, you can do recurring visits.

Q: Here's one some, as an in home provider, I understand I need to clock in and clock out. What does that mean? I will be needing to clock in and out throughout the day. Some of my tasks are early in the morning or late in the evening. So I'd be clocking in and out multiple times in one day.

Kristy Pyles: Debbie, are you able to jump on an answer that one? That sounds like it's in your alley. Kathy, would you like to respond?

Kathy Scheele: Yes, but that was specifically for PAS. I didn't hear the very first part turn. It's, well, I'm assuming it is it says as an in home provider, I understand that I need to clock in and out what does that mean? I will need to be clocking in and out throughout the day. Some of my tasks are early in the morning and summer late in the evening. So I will be clocking in multiple times in one day.

From what I can tell, what that question, I would say that might be exactly what has to be done. Yeah. They're actually doing the task in the morning, and then they are doing another task, later in the day.

Q: There's another question here that talks about the participant limitations. I'm not going to read them, because they're detailed, but it says, I type the reason into the EVV system, and at the end of the visit, every visit, will it be flagged because there's no signature is how I'm reading this? This question came in at 805.

X: So they're concerned about a slower payment process. It depends on what service you're providing, and on how we answer this question. You're welcome to e-mail the EVV mailbox. I know, for the PAS program, there is a, an additional signature required. So please send that question to the mailbox so that we can figure out how to answer it, depending on what service you do.

Q: And it sounds like there was another question about that. There will be a process on how to have a guardian that's assigned to sign on billing's to sign on your behalf.

A: You can still do the clock in, clock out, as, as you normally do, that there will be a, a paper form on, that will be sent off on that client's behalf for the person that signs for them to backup the information as needed per regulations.

Kristy Pyles: I think we're at time.

Jenn DeBoer: Yes, we're at time, thank you. So, Lisa, would you please change the slide, please? Thank you. It was such wonderful questions, everyone. And we are grateful that you are participating and joining the stakeholder meeting. So before we wrap up this meeting, I want to thank you all for your participation. And if you're interested in learning more about the EVV program, the links are provided in the slide deck and as you can see, you have the e-mail.

And also, if you are a third party vendor, the third party integration e-mail is also there. The EVV website has up to date information, so please check in from time to time for new information, and at an upcoming events. Better yet, please subscribe with us to receive all EVV updates as well. As a reminder, this is a monthly stakeholder meeting.

We look forward to your participation each month. So, for the October teaser and this slide, it's actually encouraged by, you know, a colleague of mine, Vince Rea, who said, I think we need to give them a teaser. And as you can see, October, the fall, the pumpkins and the pumpkin spice as I'll know you have heard about the admin console. You have heard about the mobile app as well as to claim console training and in the October teaser.

What we're trying to bring to you in October is really to tie all these together and to tell a whole story of how an independent provider or an agency provider, it's able to use an admin console to the mobile app, to the claims console. But I don't want to reveal too much. However, you will be able to know the entire story of how this is going to work in October. So, remember, October seventh and October eighth, same time, same place.

We hope to see you soon. So, thank you again for joining us in the EVV Stakeholder meeting. Be safe, stay warm, and the meeting is now adjourned. Goodnight.