

Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Agency Provider Support Meeting

January 20, 2021

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Agenda

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

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State EVV Panelists

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

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Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide “How To” reminders for day to day EVV functions
- ✓ Provide updates to providers regarding current issues and solutions
- ✓ Provide answers and hands on assistance to specific provider questions and issues

Meeting Guidelines:

- ✓ Submit questions clearly and with as much detail as possible
- ✓ The State team will work with providers one-on-one to answer and resolve issues
- ✓ The State team will provide visual responses when we can
- ✓ If we don't get to your question, please send it to the EVV Mailbox at dhhs.medicaidfa-evv@Nebraska.gov
- ✓ Platform for future meetings

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Provider Support Calls Weekly Meeting Schedule

Agency Provider Support Calls

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

Independent Provider Calls

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

Check your email for an invitation
to upcoming
Provider Support Meetings

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

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



“How To” Reminders

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

Known Issues

➤ Provider Registration

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

➤ Clocking Out for iPhone users

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

➤ Selection of an incorrect service authorization

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

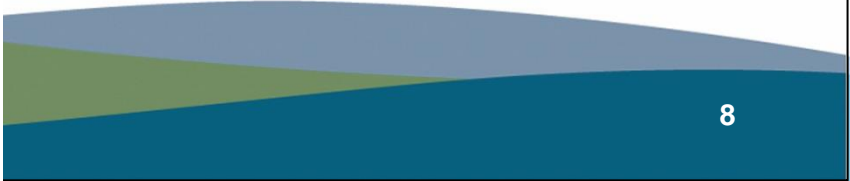


QUESTION AND ANSWER

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LAST DAY TO SUBMIT PAPER CLAIMS

- Claims received with dates of services **on or after 01/03/2021**, will be processed and letters are sent to providers reminding them that they were **required** to start using the Tellus EVV system on **01/03/2021** to get paid for claims with dates of services on or after **01/03/2021**.
- Paper claims with dates of services up to and including **01/30/2021** will still be processed in the normal paper claim process.
- Paper claims with dates of services on or after **01/31/2021** will be **returned** to the provider with a denial letter stating that the claim(s) will not be paid and that the provider must now use EVV solution.

Learn More about EVV and Contact Us

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

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

<https://4tellus.com/>

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

EVV EMAIL: Dhhs.Medicaidfa-evv@Nebraska.gov

Integration Team Email: integrations@4tellus.com

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