

Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Agency Provider Support Meeting

January 27, 2021

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State EVV Panelists

- ▶ EVV Executive Sponsor
- ▶ Provider Relations
- ▶ Developmental Disability Waiver Program
- ▶ Personal Assistance Services Program
- ▶ Aged and Disabled Waiver Services Program
- ▶ NFOCUS
- ▶ Resource Development
- ▶ Claims Processing
- ▶ Electronic Visit Verification Project Team

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Agenda

- Meeting purpose and guidelines
- Clocking Out/Scheduling
- Service Authorization
- Releasing Claims
- Third Party Provider Support
- Paper Claims Ending

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Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide updates to providers regarding current issues and solutions
- ✓ Provide answers and hands on assistance to specific provider questions and issues

Meeting Guidelines:

- ✓ Submit questions clearly in the question box and with as much detail as possible
- ✓ If we don't get to your question, please send it to the EVV Mailbox at dhhs.medicaidfa-evv@Nebraska.gov

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Clocking Out



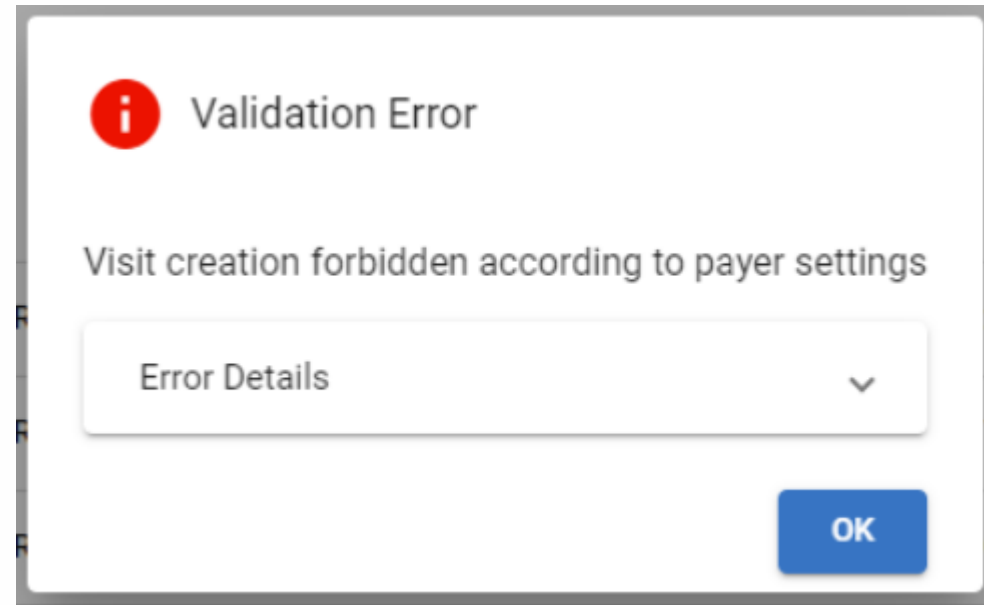
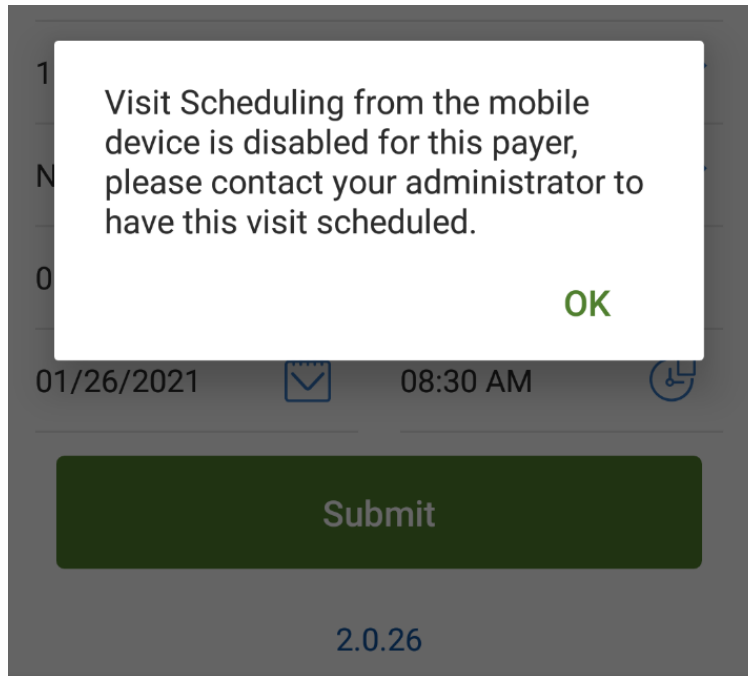
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Clocking Out



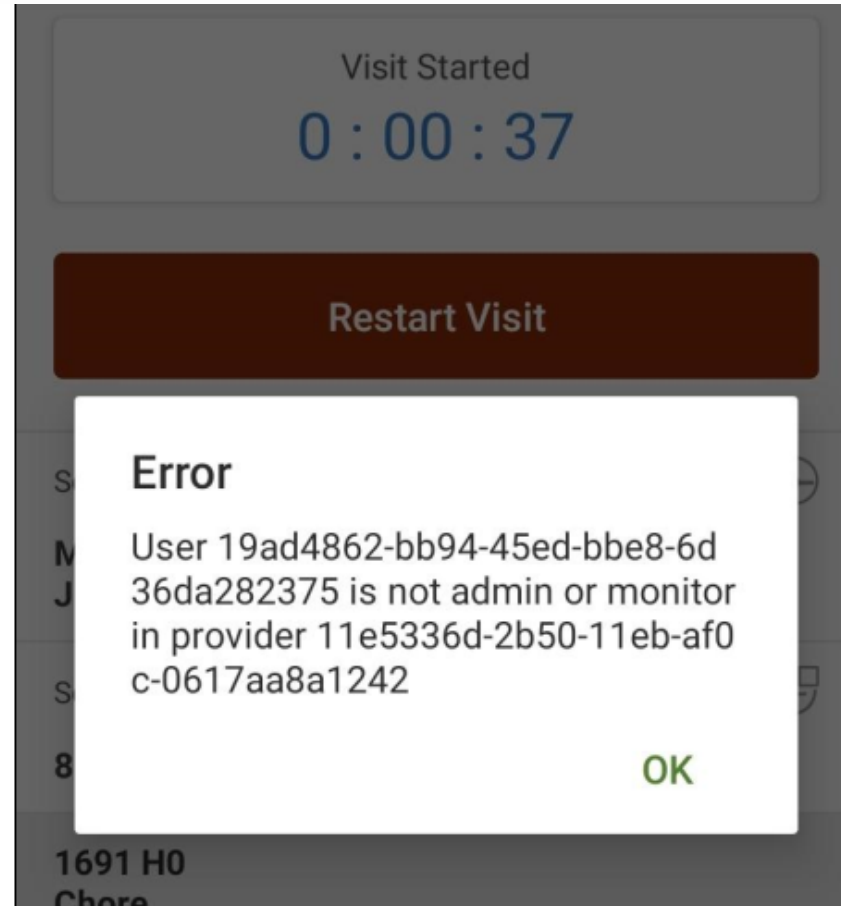
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Scheduling on the App



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Clocking Out/Scheduling

- Demonstration – how to resolve
- Clocking Out Questions and Answers

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Service Authorizations

- Linking the wrong authorization
- Authorization not found

Provider ID

Edits & Errors

Type	Item	Error Code	Reason/ErrorReason/Code Description	ChangeModified On	Modified By	Notes
CRITICAL	Service Authorization: Not Found	PNOT 9002	-	1/4/21, 2:17 PM	Calculate Engine	Provider: [REDACTED] has no PA# for Recipient: [REDACTED] for Date of service:01/04/2021, 1691 H0

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Service Authorizations

- Demonstration – how to resolve
- Service Authorization Questions and Answers

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Releasing Claims

➤ Unmatched Claims Error

Recipient Last Name	Recipient First Name	Medicaid ID	Visit ID	Status	Procedure Codes/Mods	Diagnosis Code	Service Date and Time	Authorization Number
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	UNMATCHED	1691 (H0)	0000169	1/25/21, 8:00 AM	[REDACTED]

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Releasing Claims

- Demonstration of Resolution
- Releasing Claims Questions and Answers

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Third Party Vendor Support

- If you are using one of these vendors and not the Tellus system, you must contact them for

Visit level issues (clocking in/out, scheduling, etc.)

- ✓ AxisCare
- ✓ ClearCare Online
- ✓ Complia
- ✓ eRSP/Kaleida
- ✓ Medsys
- ✓ MITC Software
- ✓ Therap

- Claims level issues go to Tellus (critical errors in the portal/worklist)

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Paper Claims Ending

- 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.
- Paper claims with dates of services up to and including **01/30/2021** will still be processed thru 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.

***** Does not apply to DD Waiver providers *****

Provider Support Calls Weekly Meeting Schedule

Agency Provider Support Meetings (Wednesdays)		Independent Provider Support Meetings (Thursdays)	
Date	Time	Date	Time
January 20, 2021	1:00 pm CT	January 21, 2021	1:00 pm CT
January 27, 2021	1:00 pm CT	January 28, 2021	1:00 pm CT
February 3, 2021	1:00 pm CT	February 4, 2021	1:00 pm CT
February 10, 2021	1:00 pm CT	February 11, 2021	1:00 pm CT
February 17, 2021	1:00 pm CT	February 18, 2021	1:00 pm CT
February 24, 2021	1:00 pm CT	February 25, 2021	1:00 pm CT

Watch your email for invitations to upcoming Provider Support Meetings

Visit the EVV Website to listen to a previously recorded meeting or to sign up for future meetings.

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

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EVV Websites and Email Address

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

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

Tellus Registration, Sign in and Support Tickets: <https://4tellus.com>

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

DHHS EVV Email: dhhs.medicaidfa-evv@nebraska.gov

Tellus Integration Email: integration@4tellus.com

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