

CANCELING A VISIT IN THE TELLUS ADMIN PORTAL

Step by Step guide to canceling a visit

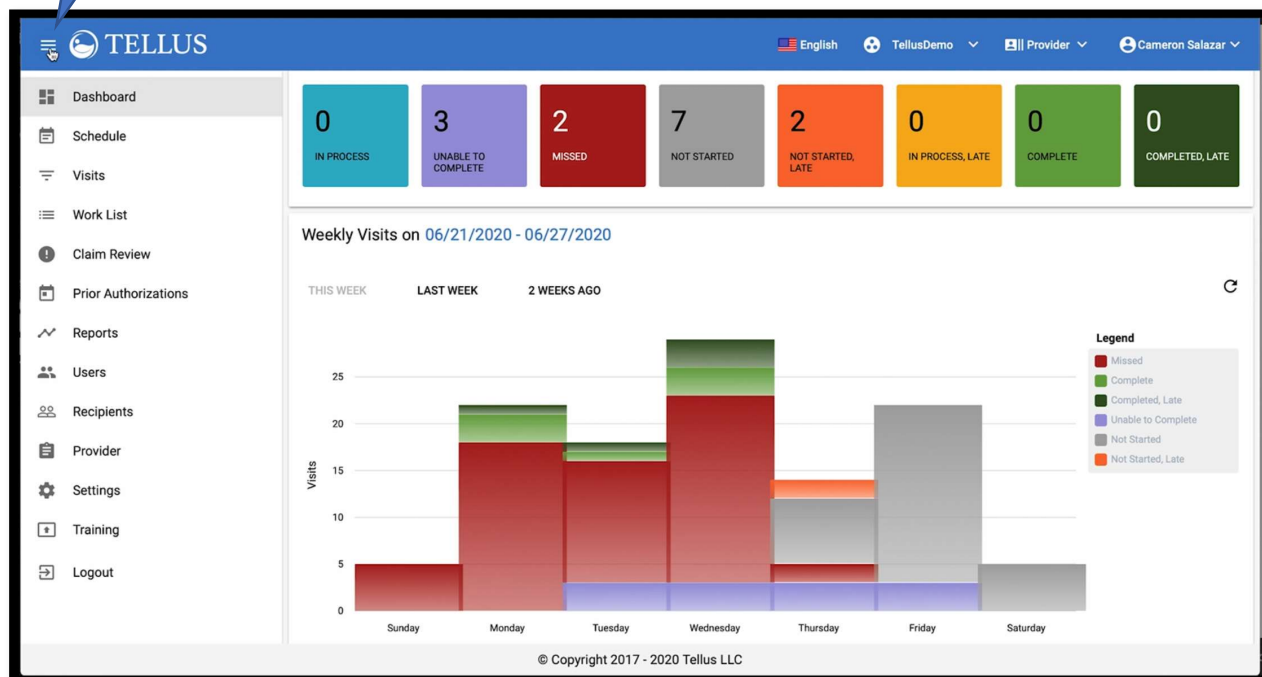
Canceling a Visit in the Admin Portal

NOTE: You can cancel a visit if it has the status Not Started, Late, or Missed. If the visit is scheduled to happen in the future, you will have the option to delete the visit rather than cancel it.

When the visit is canceled, it is NOT REMOVED FROM THE SCHEDULE. The status of the scheduled visit will change to **UNABLE TO COMPLETE. The UNABLE TO COMPLETE REASON will be **CANCELED**.**

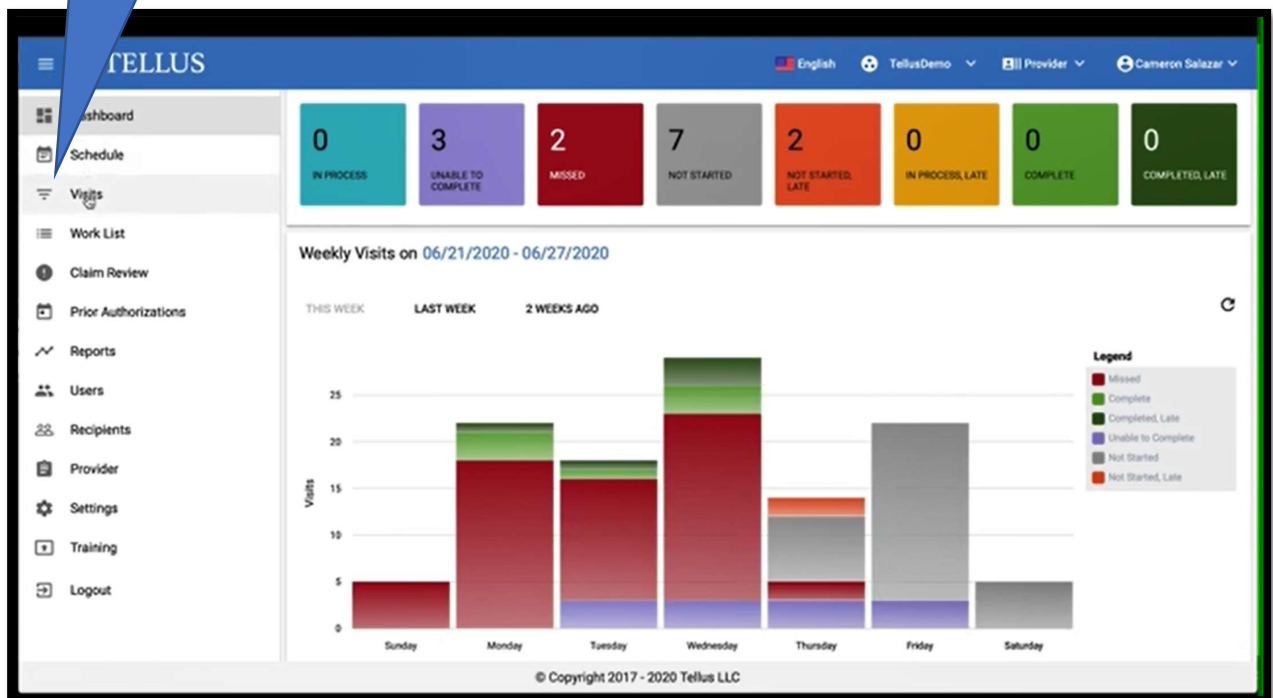
Step 1: Locate and click the Menu icon.

MENU ICON



Step 2: Locate the Visits tab (REMEMBER: You can ONLY cancel a visit if it has the status “Not Started, Late, or Missed”). Click the Visits tab.

Click here: Visits



Step 3: Locate the three dots on the right of the visit you want to cancel. Click those three dots.

For example: If you wish to cancel a visit (Medicaid participant: Fernando Durand), locate the three dots on the right of the schedule you are to visit.

Remember the criteria: You can only cancel a visit if the status is Not started | Late | Missed!

Three dots

Fernando Durand

Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail	Payer	Visit to Claim Status	Actions
1	0848609331	Tara Husband	fernando durand	S5125	2/12/16, 11:05 AM	2/12/21, 11:05 AM			Not Started, Late		AETN	-	⋮
2	4180381259	Monitoring Us...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	-	NONE	-	⋮
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150 S9123	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	-	NONE	-	⋮
4	795175197	Chris Pernica...	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Unable To Complete	OTHR	AETN	-	⋮
5	3442994270	CHRIS PRATA...	Pedro Gonzalez	S9123	12/11/18, 9:00 AM	12/11/18, 10:00 AM	12/11/18, 12:30 PM	12/11/18, 12:30 PM	Unable To Complete	RCAN	AETN	-	⋮

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Step 4: Once you click on those three dots, you will see an image such as this on the page. Click **Cancel Visit**.

The screenshot displays the TELLUS software interface. At the top, the header includes the TELLUS logo, language settings (English), user information (TellusDemo, Provider, Cameron Salazar), and a search icon. The left sidebar contains navigation options for Visits, Select Payer, Search Recipient Name/ID, Search User, and Search Visits. The main content area shows a 'Visit' modal window with the following details:

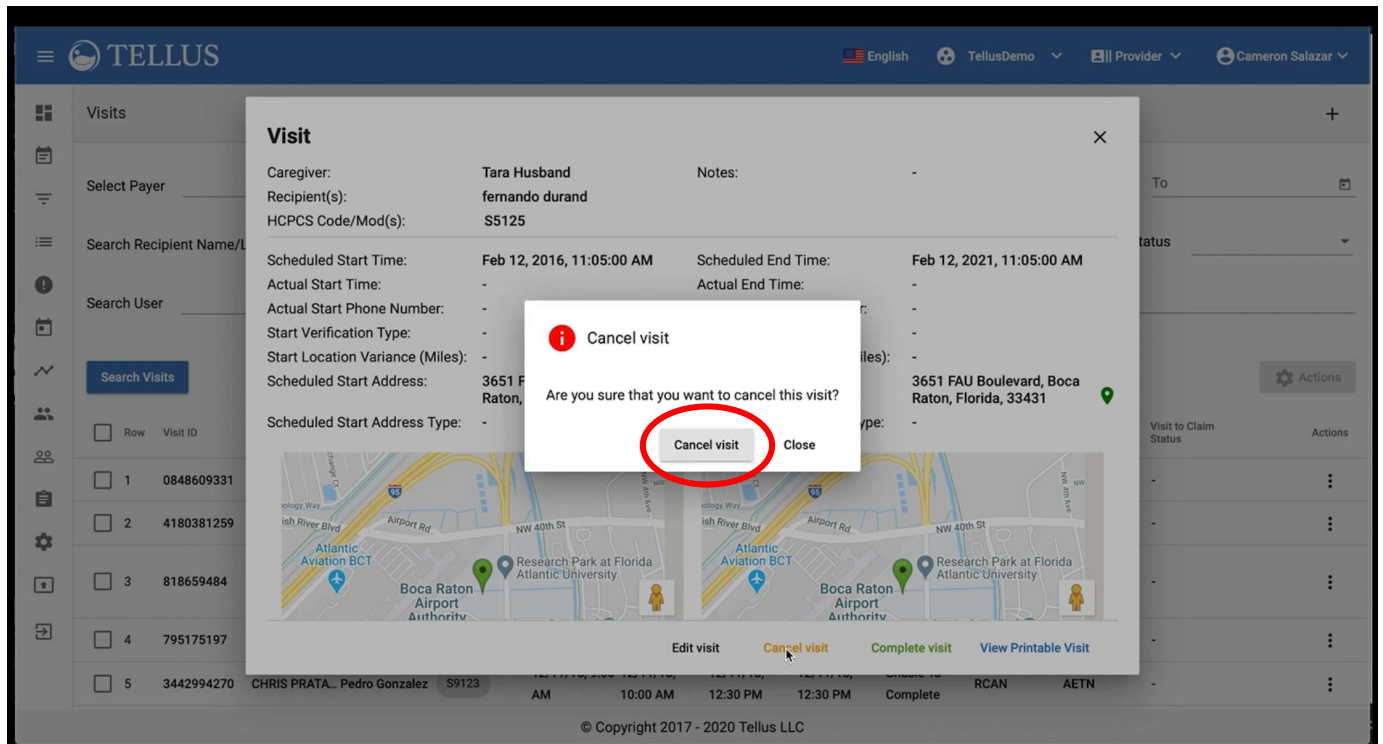
Field	Value	Field	Value
Caregiver:	Tara Husband	Notes:	-
Recipient(s):	fernando durand		
HCPCS Code/Mod(s):	S5125		
Scheduled Start Time:	Feb 12, 2016, 11:05:00 AM	Scheduled End Time:	Feb 12, 2021, 11:05:00 AM
Actual Start Time:	-	Actual End Time:	-
Actual Start Phone Number:	-	Actual End Phone Number:	-
Start Verification Type:	-	End Verification Type:	-
Start Location Variance (Miles):	-	End Location Variance (Miles):	-
Scheduled Start Address:	3651 FAU Boulevard, Boca Raton, Florida, 33431	Scheduled End Address:	3651 FAU Boulevard, Boca Raton, Florida, 33431
Scheduled Start Address Type:	-	Scheduled End Address Type:	-

Below the text fields are two maps showing the location at 3651 FAU Boulevard, Boca Raton, Florida. The modal's action bar at the bottom includes buttons for 'Edit visit', 'Cancel visit', 'Complete visit', and 'View Printable Visit'. A yellow callout bubble with the text 'Click here to Cancel Visit' points to the 'Cancel visit' button.

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Step 5: Once you click **CANCEL VISIT, a message will be displayed to ask, “Are you sure that you want to cancel this visit?”**

If you are certain you wish to cancel the visit, click the Cancel Visit button.

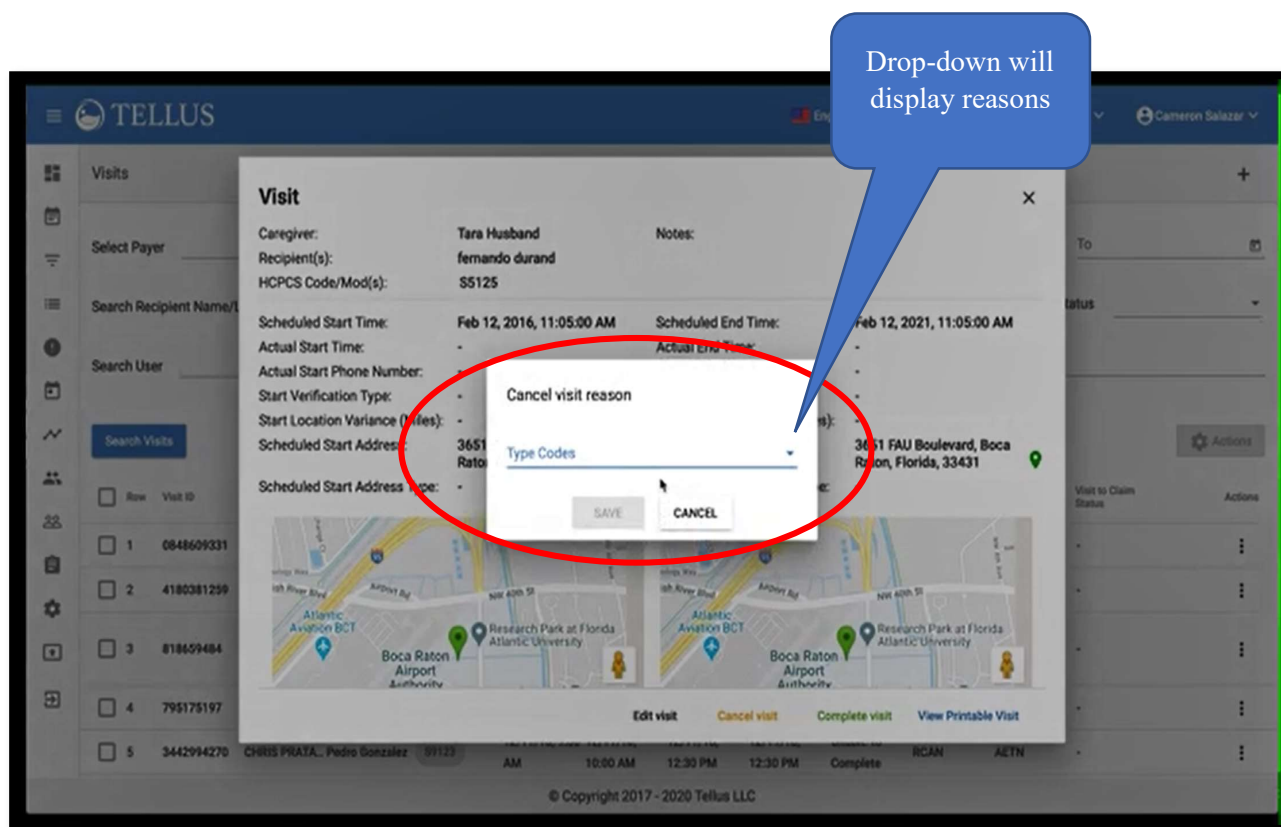


The screenshot displays the TELLUS web application interface. A modal window titled "Visit" is open, showing details for a visit to Tara Husband (recipient: fernando durand) at 3651 FAU Boulevard, Boca Raton, Florida, 33431. The visit is scheduled for Feb 12, 2016, from 11:05:00 AM to 11:05:00 AM. A confirmation dialog box is overlaid on the modal, asking "Are you sure that you want to cancel this visit?". The "Cancel visit" button in the dialog is circled in red. Below the dialog, a map shows the location. At the bottom of the modal, there are buttons for "Edit visit", "Cancel visit", "Complete visit", and "View Printable Visit". The background shows a list of visits with columns for Row, Visit ID, and Visit Name.

Row	Visit ID	Visit Name
1	0848609331	
2	4180381259	
3	818659484	
4	795175197	
5	3442994270	CHRIS PRATA... Pedro Gonzalez S9123

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Step 6: After you click the Cancel Visit button, the screen will ask you for a reason why you are canceling the visit.



Step 7: Click the drop-down menu and you will see various types of reasons why you need to cancel a visit. Select the one which is most appropriate to you.

You can scroll to see more reasons why you cancel the visit!

The screenshot displays the TELLUS software interface. A modal window titled "Visit" is open, showing details for a visit. The "Cancel visit reason" dropdown menu is open, listing the following options:

- Cancel visit reason
- PAIS Service Authorization Issue
- PCAN Provider Cancellation
- PERR Scheduling Error due to Provider
- PNOS Provider No-Show
- RCAN Enrollee Cancellation
- REFC Recipient Refused Care - Coronavirus

The background shows a list of visits with columns for Row, Visit ID, Caregiver, Recipient(s), HCPSC Code/Mod(s), Scheduled Start Time, Actual Start Time, Start Verification Type, Start Location Variance (Miles), Scheduled Start Address, and Scheduled Start Address Type. The bottom of the screen shows a copyright notice: © Copyright 2017 - 2020 Tellus LLC.

Step 8: Once you selected a reason, click the SAVE icon and it will successfully save your reason.

The screenshot displays the TELLUS software interface. The main window shows a 'Visit' form with the following details:

- Caregiver: Tara Husband
- Recipient(s): fernando durand
- HCPCS Code/Mod(s): S5125
- Scheduled Start Time: Feb 12, 2018, 11:05:00 AM
- Actual Start Time: -
- Actual Start Phone Number: -
- Start Verification Type: -
- Start Location Variance (Miles): -
- Scheduled Start Address: 3651 Raton
- Scheduled Start Address Type: -
- Notes: -
- Scheduled End Time: Feb 12, 2021, 11:05:00 AM
- Actual End Time: -
- Address: 3651 FAU Boulevard, Boca Raton, Florida, 33431

A 'Cancel visit reason' dialog box is open, showing a dropdown menu with 'OTHR Other' selected. Below the dropdown are two buttons: 'SAVE' and 'CANCEL'. A red circle highlights the 'SAVE' button, and a blue callout bubble points to it with the text 'Click here to save!'.

The background shows a list of visits with columns for Row, Visit ID, Caregiver, Recipient, Scheduled Start Time, Actual Start Time, Status, and Actions. The bottom of the screen displays the copyright information: © Copyright 2017 - 2020 Tellus LLC.

Step 9: Remember, the visit you canceled will NOT be removed from the schedule! But you will see that you have successfully canceled your visit!

TELLUS English TellusDemo Provider Cameron Salazar

Visits

Select Payer Search Scheduled Date Range From To

Search Recipient Name/Last Name Search Visit Status Visit to Claim Status

Search User Search Visit ID

Search Visits

Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status	Visit to Claim Status
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2	4180381259	Monitoring Us...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	-	NONE
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150 S9123	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	-	NONE
4	795175197	Chris Pernica...	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Unable To Complete	OTHR	AETN
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Visit for 02/12/2016 11:05 AM canceled!

TELLUS TellusDemo

Visits

Select Payer Search Scheduled Date Range From To

Search Recipient Name/Last Name Search Visit Status Visit to Claim Status

Search User Search Visit ID

Search Visits Actions

Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status	Visit to Claim Status	Actions
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Even though it is canceled, you can still see it in your schedule. It will NOT be removed

It shows, "Unable to Complete" after you cancel the visit.

THE END!