

# Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Independent Provider Support Meeting

February 11, 2021

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# State EVV Panelists

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- ▶ 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

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- Meeting Purpose and Guidelines
- Registration
- Claims
- Questions and Answers
- Paper Claims Ending for EVV Service Codes
- Helpful EVV Tools

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# Meeting Purpose and Guidelines

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## Meeting Purpose:

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

## Meeting Guidelines:

- ✓ Please indicate what type of provider you are (PAS, AD, etc.)
- ✓ 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](mailto:dhhs.medicaidfa-evv@Nebraska.gov)

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# Registration

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## One User = One Account

- Do not Share Accounts
- Do not Create Multiple Accounts

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# Claims

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## Work List Status

- ▶ Matched – Claim is “clean” and can be released for payment
- ▶ Unmatched – Claim has issues that must be resolved before releasing them

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# Claims

## Claim Review Status

- ▶ Released – Claim has been released and will be submitted for processing
- ▶ Submitted – Claim has been submitted to NFOCUS
- ▶ Accepted - Preliminary acceptance of the claim for processing
  - If a claim has issues, it stays in an **Accepted** status in the Tellus system
  - The State Claims Processing Unit contacts the provider to assist with resolution
  - At this time, claims that cannot be resolved remain in an Accepted status after a replacement claim is submitted and cannot be archived
- ▶ Paid – Claim has been processed by NFOCUS and released for payment

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# Claims

## Claims processing/payment schedule for “clean claims”

- ▶ Provider can release “matched” claims at any time for processing
  - Remember to release all claims for a single recipient/date of service at the same time to avoid duplicate claim error
  - Submit claims by Monday at 11:59 pm Central Time
- ▶ Claims are submitted to NFOCUS once a week on Tuesday am
- ▶ Received claims are processed by NFOCUS Tuesday pm
  - Claims with issues are not processed until issues are resolved
- ▶ State NFOCUS/payment process takes a few days
- ▶ Provider specific banking process occurs after the State payment process is complete

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# Claims

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## ➤ Demonstration

- ✓ How to release claims from worklist
- ✓ Claims review tab navigation
  - Voids and Adjustments
  - Claims status timeline
- ✓ How to address duplicate claims

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# Questions and Answers

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# Paper Claims Ending for EVV Service Codes

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- Paper claims received with dates of services 01/03/2021 through 01/30/2021 will be **processed**.
- 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.
- Beginning with dates of service 01/31/2021 you **must use the EVV system**.
- Paper billing documents for dates of service 01/31/2021 and after **will not** be mailed.

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

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# Helpful EVV Tools

Visit the Nebraska EVV Website:

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

- Provider Toolkit
- Quick Start Guide
- Step-by-Step Guide to User Upload
- Frequently Asked Questions
- Admin User Guide and Videos
- Claims User Guide
- Adjusting Claims
- Adjusting Duplicate Claims
- Mobile App User Guide and Videos
- Cancelling a Visit in the Tellus Admin Portal
- How to Create Repeat Visits
- Resolving Critical PNOT Errors
- Resetting Your Password

Training resources can also be found in the Tellus Admin Portal under “Training”

Register for Training at <https://4tellus.com/training/>

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# 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](mailto:dhhs.medicaidfa-evv@nebraska.gov)

**Tellus Integration Email:** [integration@4tellus.com](mailto:integration@4tellus.com)

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