

# Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV Independent Provider Support Meeting

February 18, 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
- Claims
- Questions and Answers
- Paper vs. Electronic
- 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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# Claims

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## Work List Status Indicator

- ▶ Matched – Claim is “clean” and can be released for payment
- ▶ Unmatched – Claim has issues that must be resolved before releasing them
- ▶ New – Denotes that a revised claim is in progress

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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 such as Share of Cost or Parental Portion, it will stay in the Accepted status in the Tellus system
- ▶ Rejected – DHHS is unable to process claim
  - If a claim has other claims processing type issues the claim will remain in a Rejected status in the Tellus system until issues are resolved
  - New status utilized beginning 2/18/21

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# Claims

## Claim Review Status

### ▶ Resolving Claims in a Rejected Status

- The State Claims Processing Unit will contact the provider to assist with resolution
- Providers may call the NFOCUS Billing Unit at [402-471-0667](tel:402-471-0667) to inquire
- Leagues and AAA should contact their Service Coordinator
- Claims that cannot be resolved should be archived after a replacement claim is submitted

### ▶ 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

- ✓ New worklist feature – Status of “New”
- ✓ Adjusting time in the Mobile App
  - How to find the video tutorial
- ✓ Service tasks selection review screen
- ✓ How to cancel a visit in the Admin Portal
- ✓ How to create a recurring visit in the Admin Portal

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# Questions and Answers

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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>

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

**DHHS EVV Email:** [dhhs.medicaidfa-evv@nebraska.gov](mailto:dhhs.medicaidfa-evv@nebraska.gov)

**DD Billing Email:** [dhhs.ddbillingdocs@nebraska.gov](mailto:dhhs.ddbillingdocs@nebraska.gov)

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

**Tellus Customer Support Center:** (833) 483-5587

**NFOCUS Billing Unit:** (402) 471-0667

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# Paper vs. Electronic

## ✓ Claims

- 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.

## ✓ Service Authorizations, EOPs and SNAs

- All still issued on paper

\*\*\*\*\* 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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