

Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV All Provider Support Meeting

March 11, 2021

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

State EVV Panelists

- ▶ 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

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Agenda

- Meeting Purpose and Guidelines
- Claims Reminders
- Known Issues
- “How To” System Demonstrations
- Questions and Answers
- Helpful EVV Tools and Training Resources

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide updates, helpful tips and demonstrations regarding frequently asked questions
- ✓ Provide answers and hands on assistance to specific provider questions and issues

Meeting Guidelines:

- ✓ Please indicate if you are an Agency or Independent (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



Claims Reminders

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 beginning on 2/18/21

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Claims Reminders

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

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Claims Reminders

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

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Known Issues

- Overnight visits - duplicate claims
- Multiple rates
- Agency providers Unit x Rate

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

“How To” System Demonstrations

- Rejected claims resolution
- Accessing authorizations to view units
- Restoring depleted units from archived claims

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Questions and Answers

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

EVV Websites and Email Address

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

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

Tellus Registration, Sign in and Support Tickets: 4tellus.com

Tellus Training Website: 4tellus.com

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

DD Billing Email: dhhs.ddbillingdocs@nebraska.gov

Tellus Integration Email: evvintegrations@ntst.com

Tellus Customer Support Center: (833) 483-5587

NFOCUS Billing Unit: (402) 471-0667

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Helpful EVV Tools and Training Resources

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
- **Step-by-Step Guide to Resubmitting Unprocessed Claims in Rejected Status**

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

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

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Extension of Weekly Provider Support Meeting

All Provider Support Meetings (Thursdays)	
Date	Time
March 4, 2021	1:00 pm – 2:30 pm CT
March 11 2021	1:00 pm – 2:30 pm CT
March 18, 2021	1:00 pm – 2:30 pm CT
March 25, 2021	1:00 pm – 2:30 pm CT

Watch your email for registration link 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>

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.