

Electronic Visit Verification (EVV) for Medicaid Services

Nebraska EVV October Stakeholder Meeting

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EVV START DATE REVISED

Please see below for DHHS revised schedule of events:

- Production Ready for third-party EVV vendors: **11/13/2020**
- Registration date: **12/20/2020**
- Start date for DD waiver providers using Therap: **01/01/2021**
- EVV launch date: **01/03/2021**
- Start Date for Agency Providers with third-party EVV vendors: **01/03/2021**

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BE READY- GET TRAINED for EVV

DHHS encourages YOU to attend the Tellus EVV Training!

- ▶ Please visit <https://4tellus.com/training/>

For Independent Providers, please attend the “NEBRASKA DHHS INDEPENDENT PROVIDERS” training.

- ▶ If you are unable to participate in the ‘live’ training, you can register to listen and watch the prerecorded training.

If you are an Agency Provider with third party EVV vendor, including Therap EVV user, you only need to register for the “Claim Console” training.

- ▶ If you are unable to participate in the ‘live’ training, you can register to listen and watch the prerecorded training.

If you are an Agency Provider who will be using Tellus as your EVV vendor, DHHS recommends that you receive training in this order:

- (1) Admin Console
- (2) Mobile App
- (3) Claim Console

If you are unable to participate in the ‘live’ training, you can register to listen and watch all prerecorded trainings.

Agenda

- Introduction of the State EVV panelists
- EVV Mandated Services
- Getting Ready: Being Prepared
- Third Party EVV vendor update
- Registration: Steps to Register
- Training Content
- Training Delivery
- DEMOS
- Q and A

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Introduction of the State EVV Panelists

- ▶ Heather Leschinsky – Chief Administrator
- ▶ Karen Houseman – DHHS Program Manager II for Medicaid and Long-Term Care
- ▶ Vince Rea – EVV Project Manager
- ▶ Jeff Krenke – EVV Project Manager
- ▶ Debbie Flower – EVV Vendor Manager and Personal Assistant Service Specialist
- ▶ Diane Twehous – EVV Certification Lead
- ▶ Leon Merrell – Training Lead
- ▶ Trevor Vargason – UAT Lead
- ▶ Jenn DeBoer – EVV Communications Lead
- ▶ Joe Schnur – Senior Account Manager for Tellus
- ▶ Kristy Pyles – Account Manager for Tellus
- ▶ Lisa Turner – Senior Trainer for Tellus

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EVV Mandated Services

HCBS Developmental Disabilities Waivers Services (CDD and DDAD)		
Service	Service Code	Provider Type
Independent Living	2639	Agency and Independent
Supported Family Living	7494	Agency and Independent
Medical In-Home Habilitation	9220	Agency
Behavioral In-Home Habilitation	1796	Agency
Respite	2656	Agency
Respite (In-Home)	8148	Independent
Homemaker	9393	Independent
Homemaker	9769	Agency
HCBS Aged & Disabled Waiver Services		
Service	Service Code	Provider Type
Chore	1691	Agency or Independent
Respite Care – In Home	1113	Agency or Independent
Disability Related Child Care – In Home	2500	Agency or Independent
Medicaid Personal Assistance Services		
Service	Service Code	Provider Type
Personal Assistance	4475	Agency or Independent

Getting Ready: Being Prepared

INDEPENDENT PROVIDERS:

* LAPTOP or DESKTOP **Computer**

- PC (Windows OS (32 or 64 bit) Version 7 higher)
- MAC or Apple (Mac OS Version X (10) or higher)

* SMART DEVICE:

• SMART PHONE with GPS

Apple phone: (iOS Version 9 or higher)

Android phone: (Android Version Lollipop (5.0) or higher)

(Samsung, LG, Pixel, etc.)

OR

• TABLET with GPS

Apple tablet: (iOS Version 9 or higher)

Android tablet: (Android Version Lollipop (5.0) or higher) (Samsung, LG, Pixel, etc.)

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Getting Ready: Being Prepared cont.

ACCESS	REQUIRED/OPTIONAL	REASON
Location Services (GPS)	Required	For location of visit check-in/check-out.
WiFi Data	Required (unless user accesses internet only via mobile network)	For internet access
File Storage	Required	To store your data.
Mobile Data	Required (unless user accesses internet only via WiFi network)	For internet access

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Billing Provider Steps to Register

Step 1: Tellus opens registration website.

Step 2: Billing providers enter provider identification (ID) on the registration website.

Step 3: The Tellus system compares the ID the billing provider enters during registration to the information DHHS provides to Tellus.

Step 4: If the information matches, the registration will be approved and an auto-generated email will be sent with temporary log-in credentials.

➡ *You're Done!*

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Billing Provider Registration Process

Provider Tax ID # *

Payer Provider ID # *

Zip # *

I'm not a robot  reCAPTCHA
Privacy - Terms

- Billing provider enters state assigned ID.
- Tellus compares the entered ID to the ID provided by DHHS.

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Billing Provider Registration Process

Provider Name GeorgiesNDHHPProvider

Provider Short Name Georgies

Active

Default Time Zone

Address Line 1 1671 Woodbridge Lakes Circle

Address Line 2

City West Palm Beach

State Nebraska

Zip # 33406

*Admin Email Add Admin Email *

Submit Back

- Billing provider enters information
- Tellus system sends email to Admin
- Admin logs into the Tellus Admin Portal and changes temporary password
- Check your spam folder for email

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Billing Agency Provider Staff

- For Provider Agencies, the administrator who registers will be the agency administrator with permissions to add additional staff and set permissions.
 - * Permissions can include: Administrator, Biller, Agency Provider, etc.
- Provider Agency Administrator will be provided with a template to upload their staff in the Tellus Admin Portal.
 - * When the staff are loaded, the Tellus system sends an email **to staff** with instructions to log into the Tellus Admin Portal and/or Mobile App to change the temporary password. The temporary password expires after **36** hours.

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Training Content

Admin Console	Video Length
Getting Started	25 min.
Set Up	25 min.
Scheduling	5 min.
Visit Tracking	7 min.
Manual Complete Visit	7 min.
Reporting	7 min.

Mobile	Video Length
Getting Started	25 min.
Downloading the App	25 min.
Scheduling	5 min.
Completing Visits	7 min.
Resetting Password	7 min.

Claims	Video Length
Getting Started	14 min.
Worklist	4 min.
Resolving Unmatched	18 min.
Remediating Rejected Claims	10 min.
Adjustments/Voids	12 min.

Extra Topics	Video Length
Rate Override	8 min.

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Training Delivery



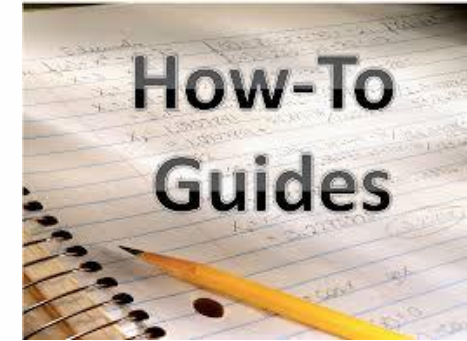
Available Now

- Live Webinars
 - Mobile
 - Admin Console
 - Claims
 - Extra Topics
- Registration Website



Available Oct. 25, 2020

- Videos On Demand
 - Mobile
 - Admin Console
 - Claims
 - Extra Topics
- Training Website



Available Oct. 25, 2020

- User Guides On Demand
 - Mobile
 - Admin Console
 - Claims
- Training Website



Tellus Training Portal DEMO

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Mobile App DEMO

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Tellus Portal DEMO

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QUESTION AND ANSWER

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Learn More about EVV and Contact Us

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

<https://4tellus.com/>

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

EVV EMAIL: Dhhs.Medicaidfa-evv@Nebraska.gov

Integration Team Email: integrations@4tellus.com

Stakeholder Meeting Engagement Calendar

Event	Date	Time
EVV Stakeholder Meeting	October 14 th , 2020	7 PM to 8:30 PM CST
EVV Stakeholder Meeting	October 15 th , 2020	2 PM to 3:30 PM CST
EVV Stakeholder Meeting	November 4 th , 2020	7 PM to 8:30 PM CST
EVV Stakeholder Meeting	November 5 th , 2020	2 PM to 3:30 PM CST
EVV Stakeholder Meeting	December 2 nd , 2020	7 PM to 8:30 PM CST
EVV Stakeholder Meeting	December 3 rd , 2020	2 PM to 3:30 PM CST



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