Electronic Visit Verification (EVV) for Medicaid Services

Provider Meeting – Rejected Claims

April 15, 2021



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State EVV Panelists

- Provider Relations
- Developmental Disability Waiver Program
- Personal Assistance Services
- Aged and Disabled Waiver Services Program
- NFOCUS
- Resource Development
- Claims Processing
- Electronic Visit Verification Project Team



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Agenda

Meeting Purpose and Guidelines

- Resolving Rejected Claims
- Questions and Answers
- >Helpful EVV Tools and Training Resources
- >Upcoming Provider Meetings



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Meeting Purpose and Guidelines

Meeting Purpose:

- Provide instructions, training and best practices to providers on a specific topic of interest.
- ✓ Provide answers to questions relevant to the current meeting topic.
 Meeting Guidelines:
- \checkmark Please indicate if you are an Agency or Independent provider (PAS, AD).
- \checkmark Submit questions regarding the current meeting topic in the question box.
- \checkmark Questions regarding the current meeting topic will be addressed.
- \checkmark Questions regarding other topics may not be addressed.
- ✓ If we don't get to your question, please send it to the EVV Mailbox at <u>dhhs.medicaidfa-evv@Nebraska.gov</u>

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Electronic Visit Verification: Rejected Claims – How to adjust them so you get paid





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	Service start Date	Service End date	Time	Unit	Amount	Claim Status	Formular	ICN number
	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4	\$48	PAID	\$48/4=\$12 1unit = \$12	T1234567891
	1/29/2021	1/29/2021	7:55 AM to 9:55 AM	2	\$24	REJECTED	If 1 Unit = \$12, then 2 unit = \$24	None since it's not paid
How to fix unprocessed claims in rejected status: Look for the <u>Paid</u> claim on the same day with the ICN number. Note the ICN number down. Under Voids and Adjustments subtab, Select the payer and then type in the ICN number and add the unit and amount that have been rejected to the <u>PAID</u> claim.	1/29/2021	1/29/2021	4:30 PM to 8:30 PM	4+2 = 6	\$48+\$24=\$72	ADJUSTED and RELEASED	DHHS will rec \$48 amount has	s been paid, the Il need to be paid s submitted oviders will be



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Scenario: Provider submitted claims for 1/29/2021 and encountered **REJECTED** status within Tellus.

Some claims for 1/29/2021 have been paid, however, there are other visits submitted that were unable to be processed by DHHS.

Helping People Live Better Lives.

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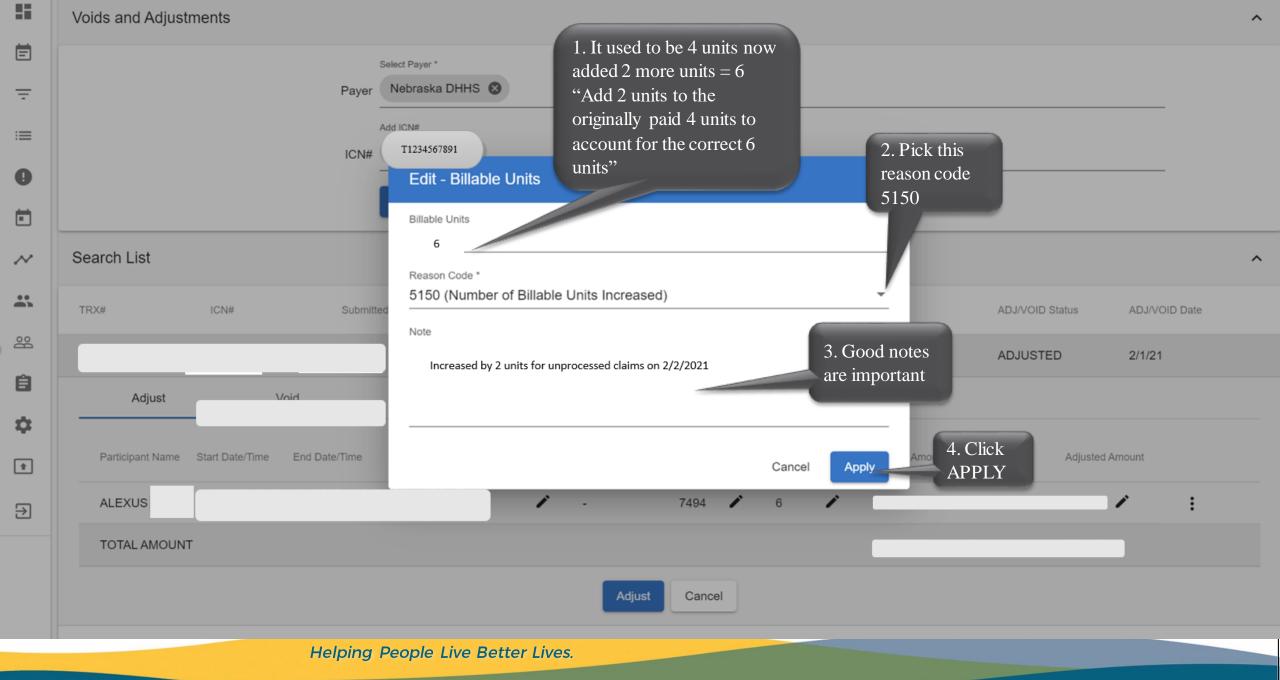
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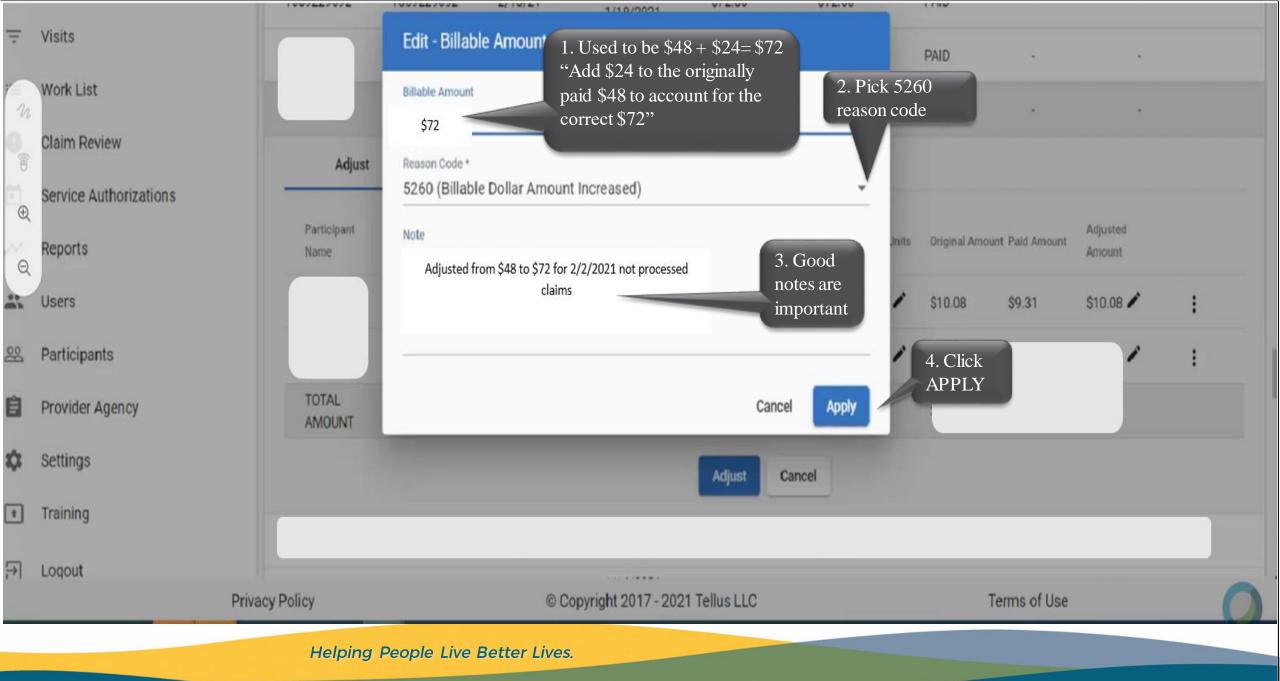
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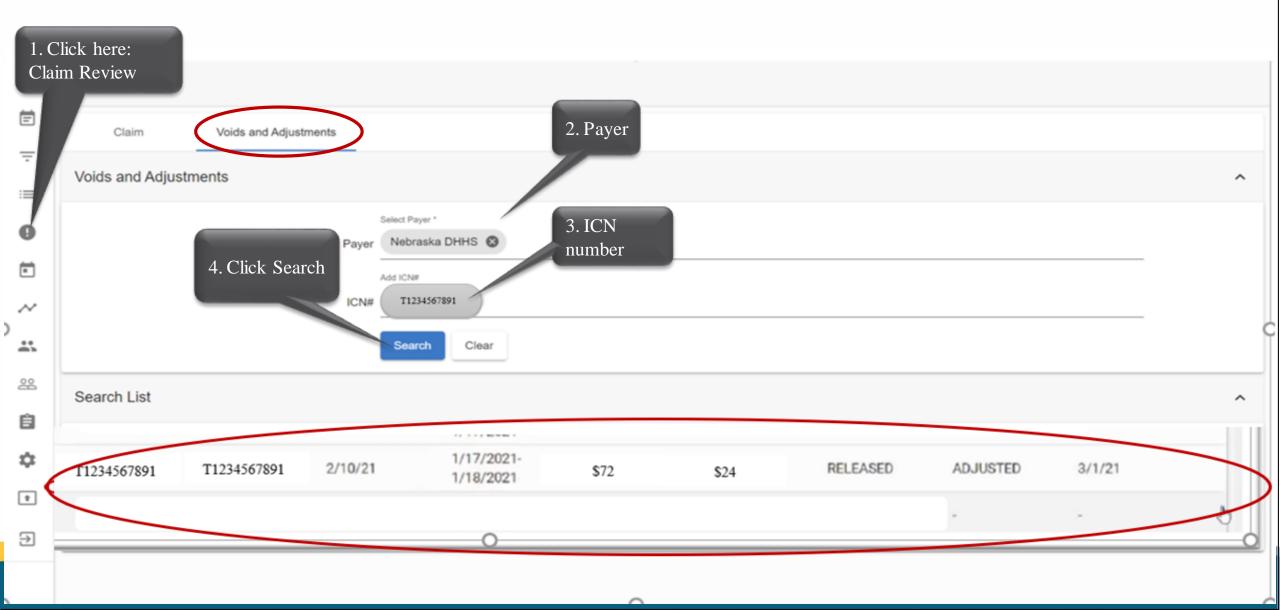


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Finally, after you have adjusted your claims, you can review your adjusted claims in the *Voids and Adjustment* sub-tab in the **Claim Review** tab.



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: <u>dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx</u> Tellus Registration, Sign in and Support Tickets: <u>4tellus.com</u> Tellus Training Website: <u>4tellus.com</u> DHHS EVV Email: <u>dhhs.medicaidfa-evv@nebraska.gov</u> **DD Billing Email:** <u>dhhs.ddbillingdocs@nebraska.gov</u> Tellus Integration Email: evvintegrations@ntst.com NEBRASKA **Tellus Customer Support Center: (833) 483-5587** Good Life. Great Mission. **NFOCUS Billing Unit: (402) 471-0667** DEPT. OF HEALTH AND HUMAN SERVICES

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"

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

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Weekly Provider Meetings

Provider Meetings (Thursdays)

Date	Time	Торіс		
April 15, 2021	1:00 pm – 2:30 pm CT	Rejected Claims		
April 22, 2021	1:00 pm – 2:30 pm CT	TBD		
April 29, 2021	1:00 pm – 2:30 pm CT	TBD		

Watch your email for registration link to upcoming Provider Support Meetings

Visit the EVV Website to listen to a recording of this meeting or to sign up for future meetings.

http://dhhs.ne.gov/Pages/Electr onic-Visit-Verification.aspx

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