Electronic Visit Verification (EVV) for Medicaid Services

Provider Responsibility:
Submitting True and Accurate Claims - Deeper Dive
(Independent Providers Only)

May 20, 2021

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State EVV Executive Sponsor

▸ Opening Comments

Jeremy Brunssen

Deputy Director of Finance and Program Integrity,
Medicaid & Long-Term Care

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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

➢ Provider Responsibility: Submitting True and Accurate Claims –

    Deeper Dive

➢ Questions and Answers

➢ Helpful EVV Tools and Training Resources

➢ Wrap Up and Closing

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Meeting Purpose and Guidelines

Meeting Purpose:

- ✓ Provide instructions, training, best practices and answers to provider questions.
- ✓ Provide guidance to individual providers regarding ongoing compliance with the EVV program.

Meeting Guidelines:

- ✓ Submit questions regarding today's meeting topic in the question box.
- ✓ Submit adequate details surrounding your question.
- ✓ If we don't get to your question, please send it to the EVV Mailbox at dhhs.medicaidfa-evv@Nebraska.gov

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Electronic Visit Verification: Submitting True and Accurate Claims- Deeper Dive (Independent Providers Only)

Definition of Roll-up

All visits within one day must be released at the same time so Tellus can CONSOLIDATE them into one Claim to DHHS.

Providers can choose a paid claim, copy and paste the ICN number from that paid claim, and copy and paste the ICN number in the Voids and Adjustments tab. You will see that all visits within one day is associated with one ICN number.

As a reminder, you can obtain the ICN number from the Visits tab when you click on the button labeled

Search Visit to Claim Reconciliation

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Voids and Adjustments ⌃

Sidebar Navigation
- Dashboard
- Schedule
- Visits
- Work List
- Claim Review
- Service Authorizations
- Reports
- Users
- Participants
- Provider Agency
- Settings
- Training
- Logout

Payer

Select Payer *

Nebraska DHHS ⊗

ICN#

Add ICN#

T12345678

[Search] [Clear]

Search List ⌃

TRX#	ICN#	Submitted Date	Date Range ↓	Total Billed Amount	Paid Amount	Status	ADJ/VOID Status	ADJ/VOID Date
T123456789	T123456789	2/9/21	2/6/2021-2/7/2021	$199.68	$184.40	PAID	-	-

Adjust   **Void**

Participant Name	Start Date/Time	End Date/Time	System-Assigned Auth No	Manual Override Auth No	Diagnosis Code	Procedure Codes/Mods	Billable Units	Original Amount	Paid Amount	Adjusted Amount
ISAAC JOHN CHRONER	2/6/2021, 01:00 AM	2/6/2021, 09:00 AM	02345671	- ✏	0000169	1691 (H0) ✏	8 ✏	$99.84	$92.20	$99.84 ✏ ⋮
ISAAC JOHN CHRONER	2/6/2021, 05:02 PM	2/7/2021, 01:02 AM	02345671	- ✏	0000169	1691 (H0) ✏	8 ✏	$99.84	$92.20	$99.84 ✏ ⋮
TOTAL AMOUNT								$199.68	$184.40	$199.68

[Adjust] [Cancel]

9

UNITS and TIME

AGED and DISABLED (AD) Waiver program:

Each 15 mins = .25 units

Personal Assistance Services (PAS)

Each 15 mins = 1 unit

- If one task is 8 mins, it will round up to 15 mins, therefore it's 1 unit
- If one task is 7 mins, it will round down and it will be 0 unit
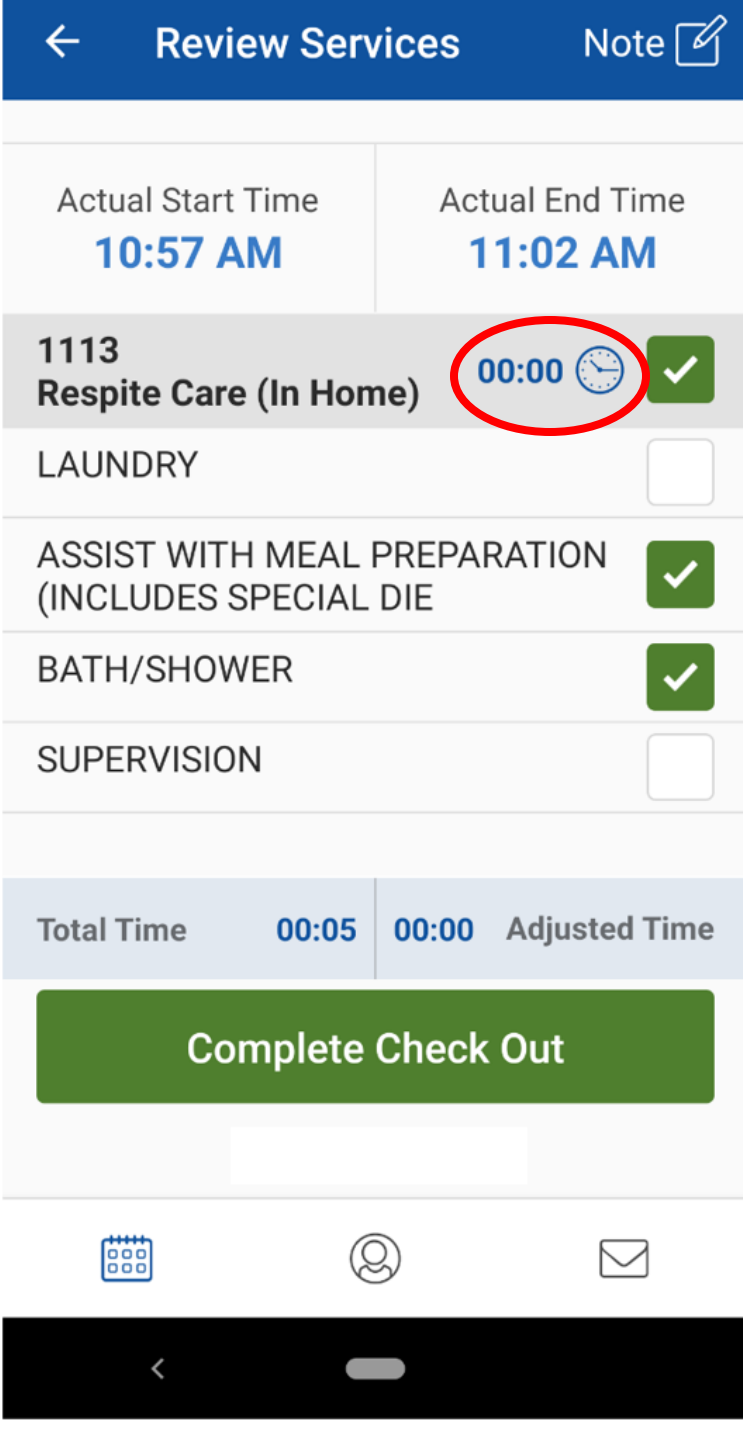
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Definition of Roll-up

Example:

PAS (15 mins = 1Unit)

On May 17, 2021:
8AM to 8:15 AM = 15 mins = 1 Unit (Anything more than 8 mins)
9AM to 9:15 AM = 15 mins = 1 Unit (Anything less than 8 mins)
12 PM to 12:30 PM =30 mins = 2 Units
7 PM to 7:15 PM = 15 mins = 1 Unit

Release claims for the ENTIRE DAY on May 18, 2021
Roll-up of the entire visits for May 17: 15+15+30+15= 5 Units

Definition of Roll-up

Example:

AD waiver (15 mins = 0.25Unit)

On May 17, 2021:
8AM to 9:14AM =1.25Units
1PM to 2 PM = 1 Unit
7PM to 8:30PM= 1.50Unit

Release claims for the entire day on May 18, 2021
Roll-up for the entire visit for the May 17:
1.25+1+1.50=3.75units = 3 hours and 45 mins

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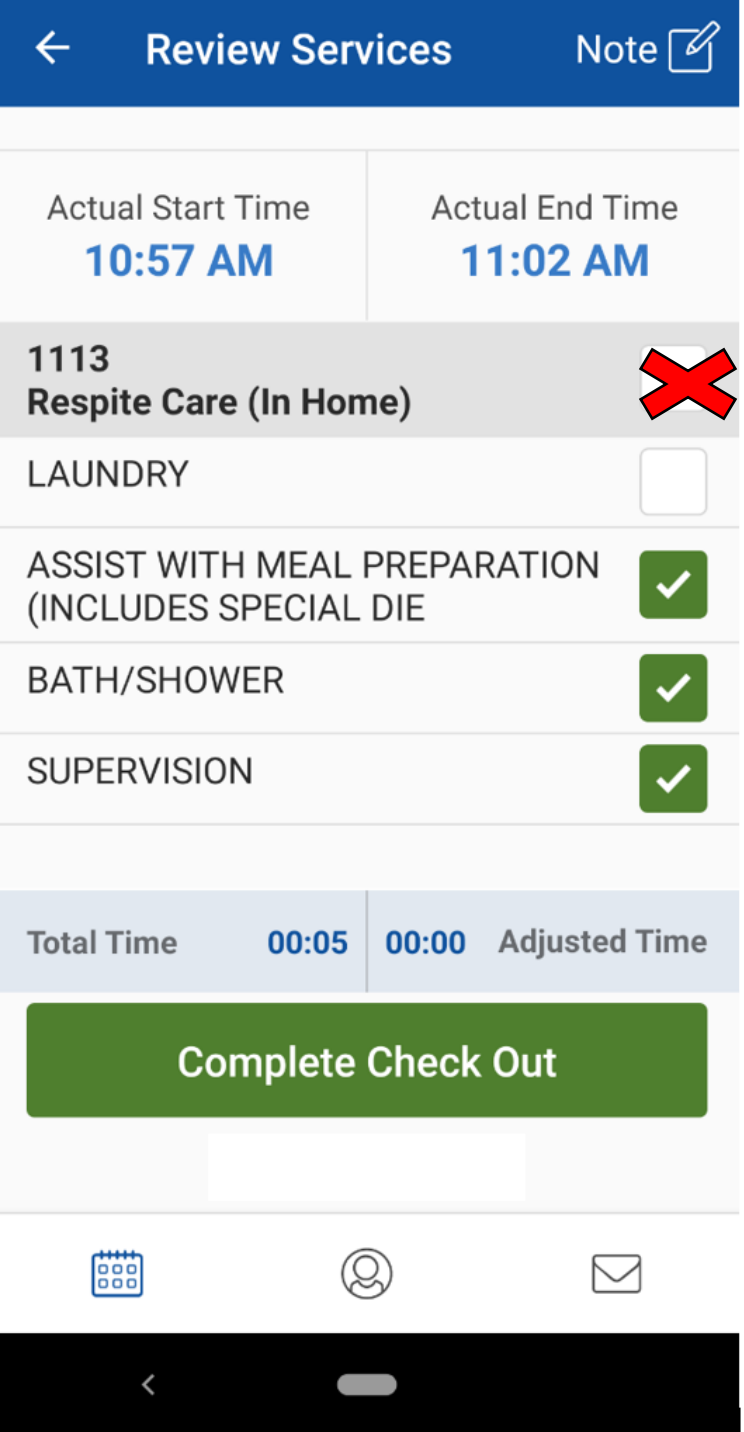Good Life. Great Mission.
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Using your Mobile app

✓ Do not deselect the box beside the program and service code

Left screen:

← Review Services | Note ✎

Actual Start Time
10:57 AM

Actual End Time
11:02 AM

1113
Respite Care (In Home) ❌

LAUNDRY ☐

ASSIST WITH MEAL PREPARATION (INCLUDES SPECIAL DIE ✅

BATH/SHOWER ✅

SUPERVISION ✅

Total Time **00:05** | **00:00** Adjusted Time

Complete Check Out

Right screen:

← Review Services | Note ✎

Actual Start Time
10:57 AM

Actual End Time
11:02 AM

1113
Respite Care (In Home) (00:00 🕐) ✅

LAUNDRY ☐

ASSIST WITH MEAL PREPARATION (INCLUDES SPECIAL DIE ✅

BATH/SHOWER ✅

SUPERVISION ☐

Total Time **00:05** | **00:00** Adjusted Time

Complete Check Out

Using your Mobile app

- ✓ Do not deselect the box beside the program and service code
- ✓ If you did, MAKE SURE you adjust the time back to what is SHOULD have been.
- ✓ Warning message:
  Error
  Please adjust your time spent on each
  service so that they sum to the total visit time
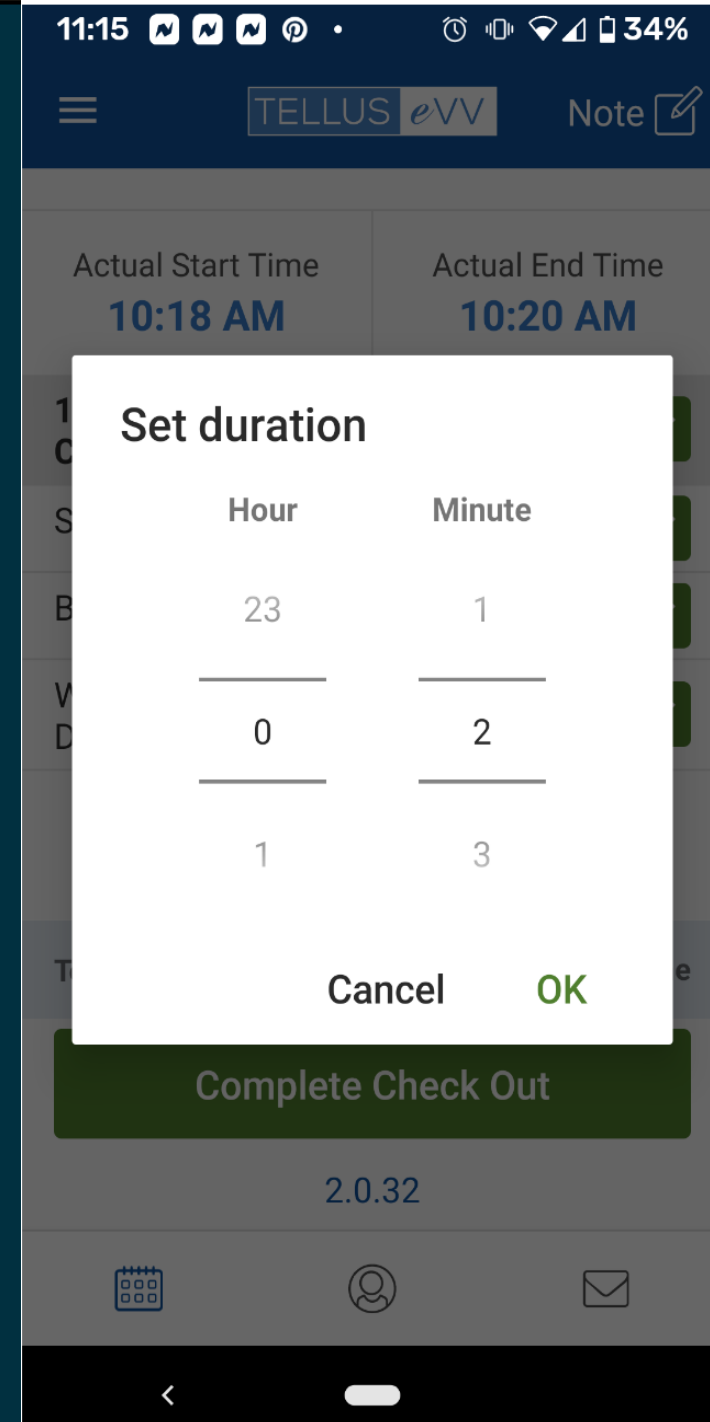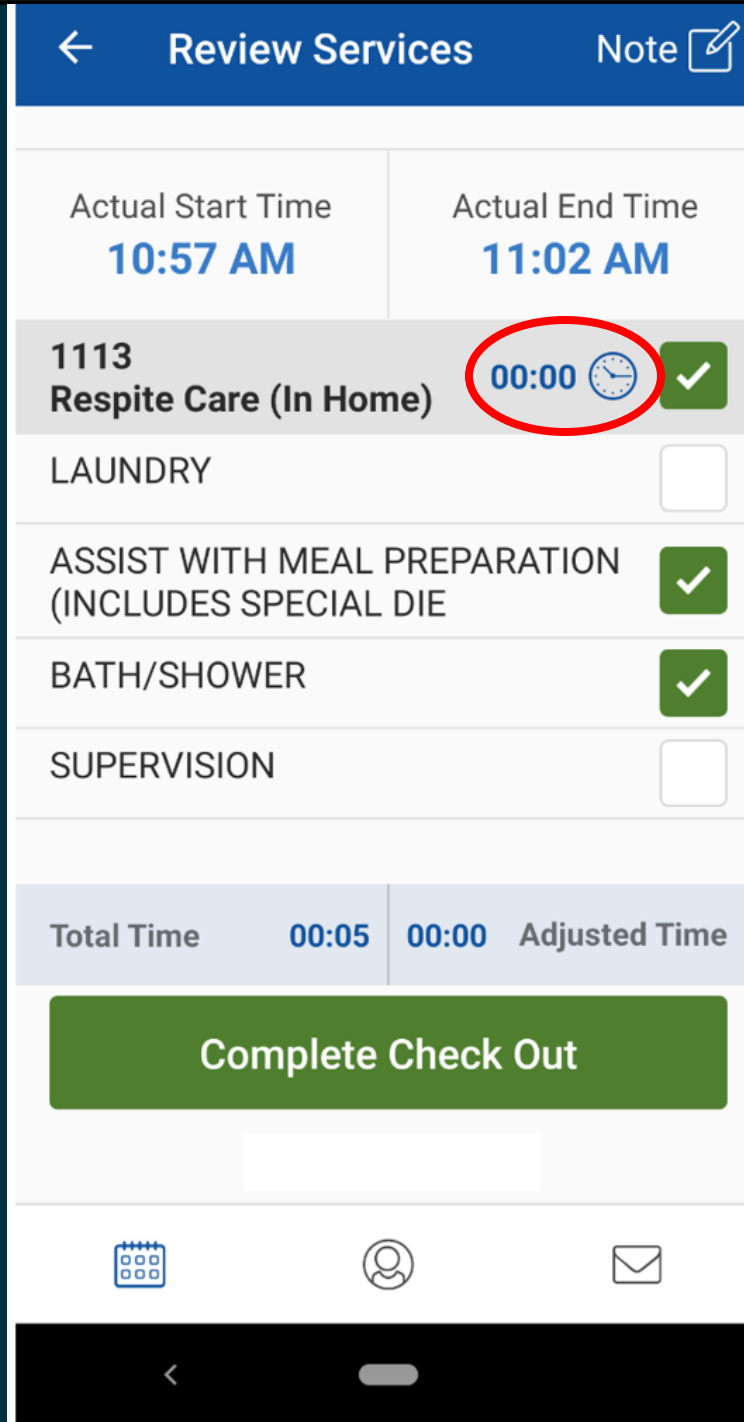
Using your Mobile app and deselecting your task(s)

- ✓ Uncheck the task or tasks you did not complete or perform for that day

- ✓ NEVER deselect the entire task list and then reselect the ones you have completed.

If you do so, on your worklist, you will see that your billable amount and billable unit are both $0 and 0!
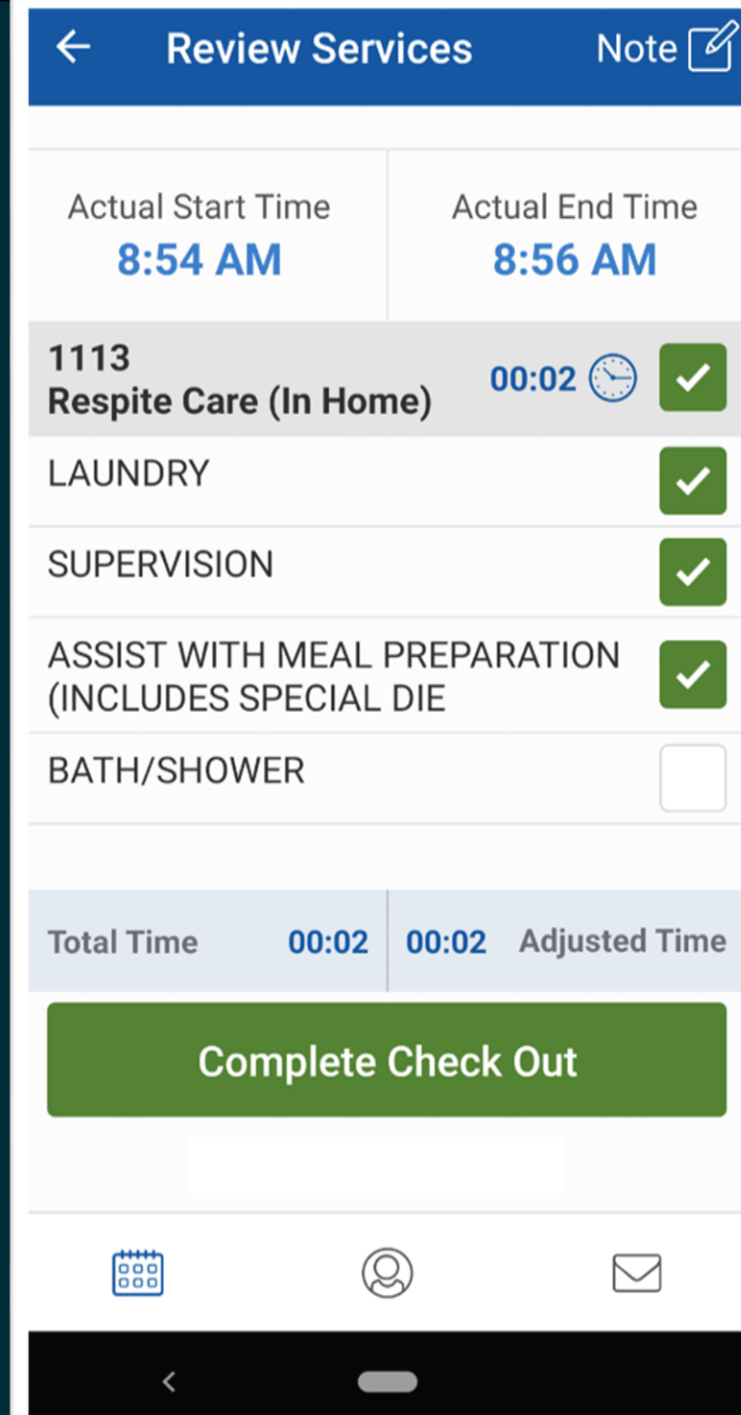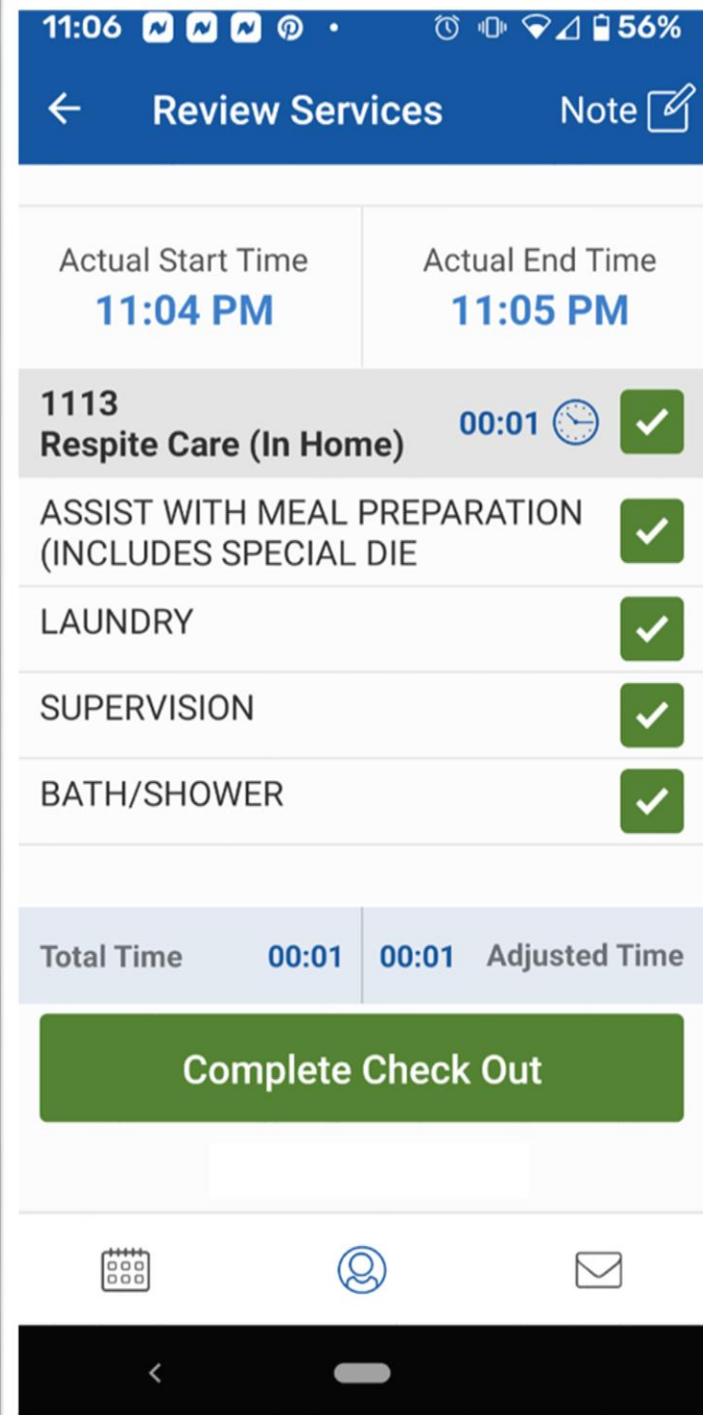
Questions and Answers

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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: 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

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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/

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Weekly Provider Meetings

Provider Meetings (Thursdays)		
Date	**Time**	**Topic**
April 15, 2021	1:00 pm – 2:30 pm CT	Rejected Claims
April 22, 2021	1:00 pm – 2:30 pm CT	Best Practices
May 6, 2021	1:00 pm – 2:30 pm CT	Provider Responsibility: Submitting True and Accurate claims
May 13, 2021	1:00 pm – 2:30 pm CT	Agency Providers Final Meeting
May 20, 2021	1:00 pm – 2:30 pm CT	Independent Providers Final Meeting

Visit the EVV Website for access to past meeting materials or to listen to meeting recordings.

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

dhhs.medicaidfa-evv@nebraska.gov

The EVV Mailbox will remain open.

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Thank You !

Thank you for your continued support of the Nebraska EVV Program.

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