

Nebraska EVV Stakeholder Meeting
November 5, 2020

Jenn DeBoer: Hello, good afternoon, everyone, it's a nice winter here in Nebraska, I hope, and everyone is well and welcome again to the November EVV stakeholder meeting. Let's start, Kristy. So next slide, please. Thanks without delay, let's jump into the November's stakeholder meeting. Our agenda for today is

Agenda

- Introduction of the State EVV panelists
- EVV start date revised/Be ready – get trained
- EVV mandated services
- Getting ready: being prepared
- Training webinars
- Tellus system registration: step by step walk through
- Post training
- Post registration training resources
- Last but not least, questions and answers.

Next slide, please. So, I'm quite sure some of you are very familiar with state EVV panelists. Heather Leschinsky, our Chief Administrator. Heather, please say hello.

Heather Leschinsky: I think that other Europe Yeah. I was waiting for my camera to turn on, sorry. So, good afternoon. Thank you for joining us.

Jenn DeBoer: Thank you, Heather. And since Karen Houseman is not here and she sends her regrets. In her place, it's Becky Hoffman. Becky, say hello.

Becky Hoffman: Hi, I'm Becky Hoffman and I'm an AD Waiver Coordinator.

Jenn DeBoer: Thank you, Becky. Vince Rea is the EVV Project Manager. Vince, please say, hello.

Vince Rea: Good afternoon, everyone. Thank you for joining us today.

Jenn DeBoer: Thank you. And we have Jeff Krenke, EVV Project Manager. Jeff?

Jeff Krenke: Good afternoon, and welcome to the meeting.

Jenn DeBoer: Thank you, Jeff. Next, it's, Debbie Flower, our EVV Vender Manager and Personal Assistance Services Program Specialist, Debbie.

Debbie Flower: Good afternoon and welcome.

Jenn DeBoer: Thank you, Debbie. Diane Twehouse, the EVV Certification Lead. Diane?

Diane Twehous: Good afternoon, everybody. This is Diane.

Jenn DeBoer: Thank you, Diane. Leon Merrell is our Training Lead. Leon?

Leon Merrell: Hello, everyone, thanks for joining us.

Jenn DeBoer: Thank you, Leon. Trevor Vargason sends his regards. He unfortunately, is not able to attend. And he's our UAT lead. My name is Jenn DeBoer. I think a lot of you have actually heard me or have met me or even have spoken to me. So, good afternoon and thank you, everyone, for joining. I know that Joe Schnur, the Senior Account Manager for Tellus, is unable to join, and he sends his regrets. Kristy Pyles, the Account Manager for Tellus. Kristy?

Kristy Pyles: Hello everyone, thank you for joining us.

Jenn DeBoer: Last but not least, Lisa Turner, Senior Trainer for Tellus. Lisa?

Kristy Pyles: And Lisa will be joining us in just a few. I'm playing Lisa for the moment. This is Kristy.

Jenn DeBoer: Thanks, and Lisa will be joining us as she actually is in two places at the same time. So she sends her regrets but she will definitely join. Next slide, please. As you have known, we have revised our EVV start date, our go live date. Previously, last month, we said that we will start our EVV or go live and we have actually given you these dates. Let's walk through these dates again as a reminder so that you may look at these dates, document them down carefully and we can walk them through.

Again, Production ready for a third party EVV vendor. And that is, vendor. That is not Tellus, it's November 13, 2020. That means, for all those EVV vendors who are not Tellus will need to be ready by November 13, 2020. Registration date, this date is, you know, you need to register at Tellus to receive your username, and also your temporary password is on December 20, 2020. If you're a DD waiver provider using Therap, it's January 1, 2021 as your start date.

And for the rest of you who are PAS providers, agency providers with third party EVV vendors, agency providers using Tellus, AD waiver providers, independent providers, are all going to start using EVV on January 3, 2021. Next slide, please. We're going to get ready, get trained for EVV.

Since do you know that the dates have been revised? DHHS is encouraging you to continue to be faithful and attended the Tellus EVV training. The training website is attached here 4tellus.com/training. When you click on that, it will lead you to the training site. If you are an independent providers, look out for the Nebraska DHHS independent providers training. Oops. And I apologize, I think there's a system issue.

Kristy Pyles: Yup. We're working on fixing that right now. I do apologize, I must have dropped some kind of connection.

Jenn DeBoer: No problem. So, while Kristy is fixing that, I know that there is nothing on the screen. However, I want to continue to just, you know, talk through with everyone that, since

we're going live, you know, on January, we'll like everyone to continue to support, you know, the training and also to assist, you know, assist DHHS in helping us get trained so that you can get paid at the end of the day. So, I see that, you know, everything is all said, Kristy, can I move on?

Kristy Pyles: Absolutely. My apologies.

Jenn DeBoer: Can you go back to the previous slide, please? I appreciate that. The other one, the one that says training. Thank you. So let's walk through this, and I apologize for the inconvenience. So if you are an agency provider with the third party EVV vendor that includes therapy EVV user, you only need to register for the Claims console training.

So as I've told you before, the independent providers, all you have to do, is to look for the Nebraska DHHS Independent Providers Training. And there are live trainings for you, and also there's trainings that you can watch and listen for the pre-recorded training. Similarly to the Claims Console training, if you're unable to attend the live training, please do listen, you know, to the pre-recorded training.

If you are an agency provider, we'll be using Tellus as your EVV vendor, DHHS recommends that you receive training in this order, Admin Console, mobile app, Claims console. Again, if you're unable to participate in the live training, which in the live training, you're able to ask questions, you know, to the trainer. And if you are unable to attend, you can listen and watch all the pre-recorded training.

Over here at the bottom of the slide, we also discussed the provider toolkit. The provided toolkit can be found on our website for you to download. I also want to interject to inform you that DHHS will also be e-mailing you, the provider toolkit. In case you did not receive the provider toolkit, Please send an email to DHHS EVV mailbox so that, you know, just on the subject line, just tell us, We need the provider toolkit, and it will be sent to you via that.

Next slide, please. So in this slide, a lot of the provider continue to ask about whether they should use EVV. EVV is a mandated services. These 12 service codes are the DD service codes listed here, and, as well as the HCBS Aged and Disabled waiver services. And, last but not least, it's the person, the Personal Assistant Services, service codes. If you bill against any of these service codes, make sure that you attend training. So that you can get EVV.

All these service codes, for example, the code 1691, you must use EVV in the future, either on January third. And if you need to continue to get trained because you are not familiar with EVV, please do get trained because we what we want you to get trained and also, get paid. Next slide, please. On this slide, we want you to get ready, so that when you first start to register to get your username and password, we want you to first know that you need either a laptop or a desktop computer. And with these versions that are listed below for you. And if you have smart devices such as a smart phone, an Apple phone, an Android phone, it should contain GPS.

And if you have a tablet there should also contain GPS either an Apple tablet or an Android tablet. We want to also stress that we do protect your privacy and respect your privacy. GPS is only used when you are clocking in and clocking out provider providing services to the Medicaid

participants. We do not turn on the GPS of your phone to track you after you render your services and after you clock out. Your privacy is most important to us.

We respect, and we honor that and we will never use GPS against you. Next slide, please. So these are the software. For GPS, it is required so that we can look at your locations for visits, for checking and checking out. That is all we are documenting. Once you check in, if it's at your Medicaid participant's home, we understand that that is where it is because the GPS will pinpoint that location. And once you checkout and if it is still at the locations of the Medicaid participants home, we will also pinpoint that.

Thereafter we do not turn on anymore because you have already checked out of the talus EVV system. The Wi-Fi data is required. It's required unless user access intranet only mobile network. We also need the file storage so that we can store your data. And also the mobile data is also required unless you are a user who can access Internet via the Wi-Fi Network. These are the criteria that necessitate EVV.

Now, if you think that you would like to purchase a new cell phone or a new tablet, please download this and bring it to your service provider, so that you know to ensure that you are purchasing something you know, accurately, and, you know, you can also use that for EVV. Next slide, please.

Before I move this to Kristy, I want to thank everyone again and for actually attending. The other thing is that, please remind, I wanted to remind everyone that please attend training. And Kristy is actually going to talk you through the training webinars, where to register for training, which to register, and how to register, and she's going to be presenting this to you right now. Kristy?

Kristy Pyles: Thanks, Jenn. So, as Jenn mentioned, we do have these training webinars that are available today. They'd been available for a bit. So some of you may have already gone in and saw those. But we do very much request that you go out and join those trainings so that you can get familiar with the system and get comfortable prior to go live dates. And Lisa is going to show us a great demonstration when she gets on here in just a second on where to take you to register, where you can find some additional training once you are registered.

So we do have several modules that are available for the webinars. And if for whatever reason, you may not be available at the time, those webinars are offered, we do record those and post them to the site. So you'll want to make sure you check out our site and register for some training. Lisa, I think it's your turn to Wow, everybody.

Lisa Turner: Hello, everyone. This is Lisa Turner. I am the Senior Trainer here at Tellus and I am so happy to be able to join Nebraska stakeholder meeting. I wouldn't miss this for the world like this. You know, I was rushing to get to this meeting, so, as Kristy mentioned, I'm going to walk you and talk you through the registration process.

And also, I want to show you that not only do we have training on our systems from end to end, but we also have additional resources that, once you get your username and your password that you will have access to this wealth of information that I'm about to share with all on this call.

So, let's get ready with the first step is registration. I know many are anxious to get this username and password because you're just anxious to start using Tellus EVV and I am excited that you are. But, however, unfortunately, until December 20th does not arrive, you will not be able to get your username and password. So, please, mark it on your calendar, You know, make little post it notes that on December 20th, the website will be open for all providers to begin accessing, or getting their Tellus username, and password.

So let's begin with the first step that you need to take on December 20th. First, you're going to access an Internet browser. And when I say Internet browser, is when you're opening that internet that E or maybe the Google, or maybe you have the Firefox. When you click on that, it is opening an Internet browser. And on the top left, you will enter or type this address that you see here, which is number 4tellus.com/ne-dhhs. Forward slash is the same key that is on your question mark in your keyboard. So it shares the same little key as your question mark.

So let me show you what this website looks like. So once again, I'm going to walk you and talk you through the Internet process. So, I opened an internet browser. And on the top left-hand corner, here, you're going to type that address that I just shared, which is the numeric 4tellus.com/ne-dhhs. And here is the Tellus in Nebraska website, and you have two ways to begin the registration process on 12/20.

Here, what you have the questions that says, how do I register for Tellus EVV? You may click here to register, or if you decide to use this tab right next to the overview, you can click on EVV Registration. So once you click on the EVV Registration, you're going to have three fields that are mandatory for you to complete. Now, the three fields are going to include a Tax ID number, which will be your Social Security number.

The next field will be your Provider ID number, which is the ID number that you use to bill for your services and N-FOCUS. It ranges from 5 to 9 digits long. And lastly, your zip code. So, you're going to enter social ID number that you bill, zip code, and you're going to select that you're not a robot. Once you select, you're not a robot, it's going to activate the Submit button and you just simply click on Submit.

When you select Submit, it's going to take you to another form that I'm going to show you in the PowerPoint presentation, what that form looks like. So, it takes you to this form, and you're going to complete the fields accordingly. You're going to enter your first name, your last name, or it says, Provider Name. And you're going to enter a short name, if applicable.

So, for example, if your name is Robert Smith, and you go by Bob, you can enter Bob. But, you know, I don't recommend, you know, if you have a short name as cupcake or maybe kitty cat. So, you know, that's your option but that is not a short name. Also, make sure that your default time zone is central time, then your address, city, state, and zip code.

Now, here where it says Admin e-mail, it is very important that you enter the e-mail address correctly because this is the e-mail address or the e-mail that you will receive, your username and the temporary password. So you make sure that all the characters are correct. Make sure that if there is a decimal included that is there any underscore it's there, make sure that all characters are allocated accordingly.

Once you verify your e-mail and everything else, accordingly, just click on Submit. When you click on Submit, then you need to go to the e-mail that the e-mail that you input and you will see this, Tellus system e-mail confirmation. It's going to have your username, and it's going to have a temporary password. I highly recommend that all will write down on a piece of paper that username and a temporary password because you will need to introduce that information to the Tellus system to activate your account.

Now, another important information regarding the Tellus e-mail. You have 36 hours to activate this e-mail before it expires. If you go into your e-mail and you do not see Tellus in your inbox, please check your spam and, or your junk mail, for this, tell us confirmation email. Now, once you write down your username and your temporary password, now you're going to go back to the internet.

Like I mentioned, the internet browser, and you're not going to type the 4tellus.com homepage address, which is the number four, Tellus dot com. And let me show you briefly what that looks like. So, I'm going back into the internet. I have a new tab open right here on the top. Then, here on the left hand side, simply type the number four Tellus dot com and click Enter. Once you click on enter, this is the Tellus home page.

And here, on the right hand side, you're going to see where it says EVV login. Simply click on EVV Login and you're going to receive this section here, where it's going to, where you're going to enter your username that I suggested for you to write down and you're going to enter your temporary password in the field that says Password.

Now, once you enter your username here, and your pass in your temporary password here, and you click on Log In, the system is going to prompt you to change that password, to a permanent and personal password. It's going to be eight minimum characters. It's going to include upper or lower and a symbol for you to change it. Now, I highly suggest that you write down your new password along with your username, because that's what you're going to be using going forward, not only in the Admin portal, but also in the mobile app.

Now, here is the Admin portal. Now that you enter your username, change your temporary password, you have now activated your EVV account, and you're ready to go. Now, where do you go, you ask? Well, here is the additional training resource that you are going to enjoy when you access the Admin Portal. On the left-hand side, when you log in, you might see your main menu minimized or you're going to see these little icons, and you're probably wondering what those icons mean.

Well simply select the three horizontal lines here that you see next to the word Tellus to maximize the main menu. Now, here in the main menu, you're going to see the description of

training. When you select the training option, you're going to see a little hyperlink in the middle of this open page that says, Go to Training. When you click on Go to Training, it's going to make me enter my account information again. It's going to take you to the page where we're going to have all the good information that you need, concerning training. And this is outside of the regular live webinars that you are currently attending.

I do apologize. I'm trying to enter my password while I'm talking. It's in addition to all the live training and the recorded training that you are all attending or about 10 is additional, like video snippets, user guides from end to end. So you'll see where it says training resources here. When you click on that training portal link, you scroll to the middle of the page where it says Tools for Your Success. And here you have user guides.

You have video tutorials, then other information that we're working on to get this loaded for FAQs and also recorded webinars to move them in this section here. But let's say in video tutorials, you click on this green bar here, this green block, and here you'll have snippets of different pieces of each module. So, for example, the Admin portal, if you want to see a short video of how to schedule a visit in the Admin portal, you simply click on the Admin Console section, scroll to where it says Scheduling, and click on Watch the Video, and this is a five minute video that will show you step by step on how to schedule your visits in the Admin Portal.

That way, you don't no longer have to go to attend an hour plus long training, or sit there and watch a two hour plus long recording. You can click on the video snippet just to watch scheduling. If you need to learn how to bill, meaning how to get paid on those visits, that, on the services that you provide, and you want to learn how to correct any errors of that visit, You can come to the Claims console section, look at resolving on matched visits, and watch an 18 minute video, as an example.

And lastly, for mobile, if you want to learn how to download the app four minute video. How to reset your password in the mobile app, which, we're going to load soon, and it's going to take two minutes. How to Schedule a visit in mobile app and how to complete that visit in mobile app, nine minutes, 12 minutes, very simple and easy. If you want to download and print user guides, keep in mind that the User Guides are very lengthy, because it tells you everything about the different systems. You are more than welcome to print that information, as well. Wow, ladies and gentlemen, this concludes the brief demonstration of your training resources, and also the registration process. So, Jenn, back to you.

Jenn DeBoer: Lisa, thank you so much. And I also wanted to ask you, Lisa, is that I heard that a lot of the providers are sharing e-mail addresses. Is that allowed?

Lisa Turner: Great question, Jenn. Absolutely not. So if there are providers, let's say, that parents that take care of their child and both parents share one e-mail, unfortunately, you cannot share the emails. Each provider must have their own individual email when it comes to the registration process when it comes to setting up your Tellus account and also when it comes to billing and clocking in and clocking out, so everyone has to have their own individual e-mail account.

Jenn DeBoer: I also want to re-iterate that I know that Lisa has done a great job walking us through how to register the quick start of using the admin portal and also a quick start in, you know, getting trained. We will be sending out the provider toolkit and the provider to kid will also have a screen by screen, point by point, step by step, organized way of showing you, and marking it down on the provider toolkit where and how you can actually register at Tellus. If you are lost, don't worry. By the end of this week, we will be sending you all these information please. If you do not receive them, just send us an e-mail and on the subject line state that I do need the provider to kid and it will be sent to you. Next would be the question and answer session. Kristy?

Kristy Pyles: Thanks, Jen. So it looks like we've been answering questions all along, so please go ahead and start entering questions, if they haven't been answered.

Q: But the first one we have, that hasn't been answered, looks like, the question is, how many people per agency can register for the Admin portal?

Kristy Pyles: Lisa, would you like to address that?

Lisa Turner: I'm sorry, Kristy, I do apologize. Can you repeat the question?

Kristy Pyles: Sure. How many people per agency can register for the admin portal?

Lisa Turner: As far as a personnel receiving access to be an administrator or to have access to the admin portal, there's no limit. Just keep in mind that the access that, depending on the access that is given to the personnel, is what they're going to be able to do in this system. So they can, let's just say that an agency has five's administrators that they want to give access to the portal. They can assign five individuals to have admin rights.

Kristy Pyles: Thanks, Lisa.

Heather Leschinsky: Kristy, this is Heather. There was an earlier question that I'd like Jenn to go a little bit more into detail about regarding the provider toolkit. So, the question Jenn, is where on the website is the provider toolkit? I know you talked about it briefly, but if you could just give a little more details about when you, when we plan to, or where we will, where we will post the toolkit when we're ready when it's finalized and approved

No problem the good news is that the provider toolkit good news is, you know, finalized and approved and no, later than tomorrow, you will see that on the provider from the EVV website. And, it's going to be very crystal clear. It's going to say a label very clearly provider toolkit. And you will see that, right, once you log onto the DHHS EVV on page, and it will be there, and you can click on that.

Again, just for your convenience, if you would like to receive that, and instead of going to the, what's going to our website and download that, we are more than happy to mail that to you. So by tomorrow, you'll be able to see this big slash that says EVV. And you will also be able to say, if you will see this on this on this website and it will say, EVV provider toolkit. It will be

very clear to you and you can actually click on it and you can download that. And I want, like I said again, if you would rather that I send that to you, I'm very happy to actually send that to you.

Kristy Pyles: Thanks, Jen. Thank you. So, we have another question that you might be perfect answer for.

Q: Do you have a timeframe for when we'll send that information as an early adopter?

Jenn DeBoer: Yep. We will be sending that out, you know, as of tomorrow.

Kristy Pyles: Thanks, Jenn.

Jenn DeBoer: Yeah, welcome.

Heather Leschinsky: Jenn, This is Heather. Is there any other information, though, that you'll be sending out, specifically, to early adopters regarding the dates in which they will register and start using the system?

Jenn DeBoer: We will be, as for early adopters in, and I want to just set some preference here and also preface that, I understand that not many people know, but early adopters are selected, you know, because we want them to really test out the system. And one of which that, you know, even if you're not an early adopters, there's some pertinent information that we would like to also inform you.

For example, if you have changed your correspondence information, such as your e-mail or your telephone numbers, we're asking you to go back to Maximus, where you actually can login and change your profile. So that you know all these information that needs to be updated must be updated at Maximus first. And then, all the information will then be shared and downloaded to tell us. And so if you want everything to be accurate, especially during registration, please go to Maximus, where you actually have your profiles and take a look and double-check that all the profiles are accurate. And most importantly is, you know, if your e-mail address continues saying Maximus, as I've been seeing a lot of you know Maximus e-mails coming through, please update them, so that you can have your own e-mail address.

So these are some of the stuff that, you know, we will be sending out to you and giving you even the website on that e-mail for early adopters. Don't fret for the. For the folks that will actually be moving forward and going live either on January 1 or January 3. We will also be sending all these information out to you in preparation for all these. As I'm telling you, for December, we will continue to remind you and walk you through again and remind you where to go update all your information and as well as, you know, to encourage you to continue to get trained prior to you going live. I hope that helps. Thank you.

Kristy Pyles: Thanks, Jen.

Q: So the next question is, and I believe this is piggybacking off the e-mail conversation. Can they have the same phone number, since we have one smart phone, or are there any restrictions, the sharing a phone number amongst providers?

Lisa Turner: Kristy, I'll take that one. So just like the e-mail address, providers must have their also unique number. They can't have the same telephone number. So it has to be, you know, different e-mail for each provider, and a different cell phone, or telephone number for each provider, because all that is tied to the individual providers profile Tellus account.

Kristy Pyles: Thanks, Lisa. And I believe this is also going off one of the answers you provided earlier.

Q: Are they all admins or users under the main admin account for those who may add more than one user to their portal.

Lisa Turner: In the Admin portal, there's going to be at least maybe four roles in the Admin portal. And when I say role, I mean, what is the function or the need for that individual to have access to the admin portal. So if the primary administrators assigns the role, you need to specifically decide, okay, if user one is going to be an admin or is this person going to be a biller. User one is just going to be a monitor to just monitor data in the admin portal, you give them monitor, rights. So it all depends on their function and what they're going to be doing in the admin portal that you assign the roll of their function.

Kristy Pyles: Thanks, Lisa. So, the next question we have, I believe this is going to be at DHHS.

Q: We have been informed by other agency providers that they are allowed to continue using paper billing instead of EVV due to language barriers. To be granted this special treatment, the agency must have written request from DHHS. Is this true?

Heather Leschinsky: This is Heather. I can go ahead and take it. We do not have a special treatment regarding language for EVV. So if you provide any of the services that were listed earlier, you are required to use EVV.

Kristy Pyles: Thanks, Heather.

Q: The next question, Will RDs get a list of the early adopters so we know who they should be doing paper billings versus EV, and when the adopters would start.

Kristy Pyles: Jenn, do you have that information?

Jenn DeBoer: Can you, can you repeat that question? And also, Lisa, do you mind actually, going to the EVV Mandated Service Program Service codes, please?

Lisa Turner: Sure.

Jenn DeBoer: Thank you very much. And Kristy, are you giving me the question, again?

Q: Sure. So it says, will are these get a list of the early adopters? So they know if they should be doing paper billing versus EV and when will the early adopters start?

Jenn DeBoer: Yes, we will be sending that out, too, to your supervisor, and it will also be sent out, yes.

Kristy Pyles: Are we ready for the next question?

Jenn DeBoer: I also wanted to repeat what Heather just said regarding, if you are a, someone who speaks English as a second language, or other than, you know, a second language. I want to stress that, the reason why we've been asking everyone to attend training and if you have the EVV mandated services, whether or not, you know, you are, you know, limited English speaker is that you still are mandated to use EVV, at no point, that we're saying that you can use paper billing.

We have been asking all our providers to attend training because we want our providers to get paid and, in order to get paid, you have to use EVV. And, at some point, the billing paper building is going to stop. So, we want to continue encouraging providers to utilize all these training that we have on the Tellus website. The other thing that I know that we may have, you know, forgotten, is that, if you are a Spanish speaker, you can go to the Tellus website and you can actually listen to the prerecorded training that is actually in Spanish, as well.

Especially if you're an independent provider. I think we give that to the independent providers, because we, we have heard you that, you know, you wanted, you know, a spent, you know, someone who speaks Spanish to actually walk you through. So please inform us if you think that you need assistance in language other than Spanish. And we can discuss this further, but I think that we have heard a lot of you speaking. And at no point, I just want to stress that, you know, paper is still allowed and continue.

So please do go training, and if you can bring your own translator or called the language line, you can actually utilize them to actually walk you through all these prerecorded training sessions as well. Thank you.

Kristy Pyles: Thanks, Jenn.

Q: The next question is, can an agency volunteer to be part of the early adopters?

Jenn DeBoer: Absolutely. An agency can most definitely volunteer with the exception that, if you are a DD Waiver Provider, using Therap. And I have sent out an e-mail to request for some volunteers. And they also have sent me, and if you would like, please send either myself, or if you don't know my email, no problem. Send an e-mail to the EVV mail box, and, you know, just said that. Hi, Jenn, I would like to actually volunteer, and you know, I will actually get in touch with you. Thank you very much.

If you are very enthusiastic about volunteering, we grateful and we really look forward to working with you for the early adopters.

Kristy Pyles: Perfect, thank you, Jenn. That does look like that, is the last question we have in the box. I lied.

Q: So, we just had a question that came in. It says: My second language is English, I did use training. I'm not good at the computer at all. Can I use paper still if I couldn't learn EVV?

Kristy Pyles: I believe this was addressed earlier. CMS doesn't allow for exemptions from the Cures Act. So, Heather, or DHHS, if you want to fill in anymore, hand it over to you.

Heather Leschinsky: Like Kristy said, we do not have the ability to exempt people from using EVV. This is a federal law that we are required to implement. And so, in order for you to get paid to provide services, you will need to be can using EVV January one if you're a DD Waiver provider, or January 3 if you're an AD waiver or PAS provider. And that includes all independent and agency providers, of the services listed on the screen. And I think Jen said this, but on the Tellus Web site, there are recorded trainings so you can watch those over and over again, to help you become better at learning the system.

Kristy Pyles: Thanks, Heather. So it looks like we have one more question.

Q: If we have three providers, one is an agency and two are independent who happen to be sisters providing care for their mother, how will either the monitor hours so they don't go over a combined total of hours? They don't want to have set hours due to living out of town.

Kristy Pyles: Who wants to try to unpack that one? That seems like there may be a couple of questions in there.

Heather Leschinsky: Becky or Debbie, if you could answer that. I mean, I'm guessing this is AD Waiver or PAS.

X: It is AD waiver, she just clarified okay, thanks.

Becky Hoffman: Okay, this is Becky and I will attempt to answer. The best thing to do would be to authorize the amount of hours that you believe provider will be using. And then, through monitoring the usage, you could always add more hours. If the one person was authorized for 10 hours, another person authorized for 20 hours, and the 10 person, our person, 10 hour person actually has more hours than the other person. Then you could authorize more hours for them would be the best way to do it. But, essentially, the service coordinator is just kind of have to monitor usage in N-FOCUS.

Kristy Pyles: Thank you.

Q: We have someone asking for a link for the claims console webinar?

Lisa Turner: I'll send that through. I'll send it to all on the questions box where you are going to get the training for the claims?

Heather Leschinsky: And also, there's one for the mobile app?

Lisa Turner: Yes, all will be included on our website, mobile and claims and admin if they need to.

Jenn DeBoer: Or if you want to, you can send these questions to the EVV mailbox. We do actually respond and direct everyone to the training, where the claims consoles are, the Admin Console, and we even send the registration website including those about registration websites. We also include, if you're unable to register to the live training, we actually even include the trainings where you can actually listen to the prerecorded training. So, if you wish, just send an e-mail to the EVV mail box and someone will get back to you and, most likely, myself will do that.

Kristy Pyles: Thanks, Jen.

Q: The next question is, which address should I put an EVV, my client, or my address?

Kristy Pyles: Lisa, would you like to take that away?

Lisa Turner: It would be the address that maximum has on file for you. And it's also the address that you use. I believe, I don't know of Heather can correct me the address that you use also to bill.

Heather Leschinsky: Right, so I think if the question is related to the registration process, that's correct. When you're using EVV and you actually clocking in, the GPS, will actually track the address for your clients.

Kristy Pyles: Thanks, Heather.

Q: The next question is, is there any different registration between agency providers and caregivers or independent providers? Are all caregivers going to use their agency providers, payer provider ID?

Kristy Pyles: Lisa?

Lisa Turner: I'm sorry, Kristy, was that the question on registration?

Kristy Pyles: Um, it looks that way. Is there a different registration between agency providers and independent providers, and are all caregivers, or agency, I'm sorry, independent providers going to use their agency, providers, payer provider ID, all right.

Lisa Turner: So, for agencies, you will have one person in your agency, let's say, maybe the owner, or maybe the business manager, they can register their agency, that tax ID number of the agency, that provider ID number for the agency, etc. And whoever registers the agency, it is considered the primary administrator of that agency. Then that person will now add other users, like other caregivers, you know, providers, office staff, and start loading them into the Tellus system. And when they add those users, meaning providers and office staff, then the system will generate their username and a temporary password in the email. Independent providers, you will individually register yourself and putting your own email and your own telephone number into the registration field.

Q: There's a question that just popped up regarding the app and how do we get the IVR pin number.

Lisa Turner: All right, so if you downloaded the mobile app, please do not register in that section. It's going to create a duplication of accounts and it's going to require some customer service at Tellus Intervention. So for registration, please wait until December 20th. Just start your registration process of how I showed, all on the call, how to get your username and temporary password.

Heather Leschinsky: You can download the app today, but we are asking that you don't register yet.

Kristy Pyles: Thanks, everyone. So, the next -

Debbie Flower: Just a second, this is Deb Flower. I want to speak to that one question that came in from [Inaudible] looks like that one's a PAS provider and so, probably, I'm assuming they live in the same household. Just wanted to encourage her to stay on any some possibly part of the answer may be on that as well. The question was, client will be at her address and some days at my address. Lisa, I do think you did address there and hoping you did address that we can go ahead and into multiple locations and addresses, correct?

Lisa Turner: Correct, yes, that, yes, that is correct. For Independent providers, since they are their own administrator, meaning that they're also going to be using the Admin portal, they can add additional addresses in where the care, I know sometimes varies in different location if that happens, and they can schedule the visit as to where that service is going to take place, whether it's at a different relative's house or the neighbor's house, or something like that, so they can add additional addresses all covered in admin training.

Heather Leschinsky: And then on this slide, your number one admin console, that is the training that you will take to answer all of the questions about adding addresses and scheduling visits and those sorts of things.

Kristy Pyles: Thanks, everyone.

Q: The next more of a statement is EVV actually tracks a longitude and latitude, and they've noticed a discrepancy in the address that comes up for their clients.

Kristy Pyles: Lisa, can you address that?

Lisa Turner: Sure. So one of the things that the admin portal has is the address location our system, our platform, is tied to Google Maps. So you have to enter and make sure that you enter the address that Google Map has on the database. If Google Maps does not recognize that address, you will not be able to include that address onto the recipient or the participant record.

So, keep in mind that also, when you load that address to the recipient record, that, on the mobile app, that the settings allow the Tellus app to use the location of the device. So that it can capture the start location. And the end location, according to the address uploaded in the system.

Heather Leschinsky: And Lisa, even for the GPS it does go within a certain radius, correct? Like isn't it half a mile? So if you're if you're picking up your location within half a mile of that address, then that's still is count, is that the right word to use?

Lisa Turner: Yes, yes. So, we, I believe it's half a mile that the variance will allow anything over a half a mile. Let us say you don't want to say that but let's say captures like five mile variance, then yeah, it will capture the location of where they clocked in from the schedule location.

Kristy Pyles: Thank you.

Q: So the next question is: Should a primary administrator leave the agency at some point, will there be a way to change who the primary administrator is?

Lisa Turner: Great question. So if the primary administrator no longer works for the agency, any other administrator that is still there can on link that primary administrator from the Tellus account. So they don't have access to Tellus anymore. So any other administrator, that's why it's always good to assign secondary and third administrator. So in case that primary leaves, we have some backup to remove that primary.

Kristy Pyles: Thanks, Lisa. The next has several questions and one. So I'm going to read one at a time. Lisa, this is probably coming your way.

Q: So, after registering will show the IVR Pin?

Lisa Turner: No, there is no IVR question or field to complete in the registration process. The IVR option only appears in the mobile app, if you're trying to register that way. But, through the actual process that I walked you through, there is no mentioning of IVR. That's part one right Kristi?

Q: Yeah and where would they get their IVR plan once they've registered?

Lisa Turner: OK, so, provide yep.

Heather Leschinsky: There's a process the provider will have to go through to request IVR, if they are unable to use the mobile app and it'll be the circumstances in which IVR is approved, will be spelled out in a provider bulletin that will be issued over the next coming weeks. So, IVR is not the primary option for everyone. The Mobile App is the primary option, and IVR is only secondary under certain circumstances and must be approved by the state before using IVR.

Kristy Pyles: Thanks, Heather.

Q: And the next part of the question is, after registering, will it show the Medicaid treating party ID.

Jenn DeBoer: I assume the registering is registering to get the username and password correct.

Kristy Pyles: That's the way I'm reading it.

Lisa Turner: Yes. The subjects that they're asking is because they're accessing the new user registration on the mobile app. So, as Heather from Nebraska and Lisa from Tellus, have mentioned, please, download the app, but do not use the new user registration. That is not a process that applies to Nebraska.

When you go through the registration process, as I showed you, the only steps that you need to take is those three fields. The next form is complete the address, and enter your email and submit. That's it! There is no ID number, no IVR pin number nothing. So, once again, please, do not complete the new user registration on the mobile app.

Kristy Pyles: Thank you.

Q: So the next question is, how will you be the work for vacations?

Kristy Pyles: Becky, do you want to address that for AD waiver?

Becky Hoffman: Sure. You can, if you are, if the provider is going with the client on a vacation, then they can schedule the visit to occur at alternate address. Does that answer the entire question?

Lisa Turner: So let me piggyback from Becky's response. So, if you know the location, that you're going to be staying, for example, you're staying at a Marriott in Atlanta, Georgia, as an example. Great vacation spot, right? If you know the address of that hotel, just enter - for independent providers, just enter that Marriott hotel address to the admin portal. You'll have it available in the mobile app. So when you're providing the care at the location, and I use an example as Marriott Hotel, you clock, and you schedule your visit there, clock in and clock out when you're done.

Heather Leschinsky: And Debbie, would, is there any, anything else you wanted to add to that related to the Personal Assistance Service Pass?

Debbie Flower: Yes. Because I know this provider, it is a PAS provider. Yeah, there's going to be some additional things as well. Because while you're on vacation, personal care still happen. Absolutely. You'll have your clock in and clock out that there will be some personal care you won't be doing while you'll be on vacation. So there may be some meals that you won't be doing. You you'll be in a hotel, so you won't be doing some chores and some cleaning and some things. So as I've talked to many folks about, this also applies to paper billing, as well as EVV.

So the same thing applies if they're already doing on paper before vacation. So there's no different. So, but the location that there'll be entering in, which Lisa already addressed, with just different, if they can go ahead and look at the hotel, go ahead and enter it. Otherwise, it's the same thing that they've been doing for years on your vacations with paper billing. Just don't go ahead and bill for things you don't do while you're on vacation.

Lisa Turner: I don't cook when I'm on vacation. I'm on vacation, when, exactly, I just eat.

Debbie Flower: So yeah, there'll be some tasks that they won't select.

Kristy Pyles: Thank you.

Q: So the next question is, if I drive the client to take their walk, and it's further than one mile away from the client's address will the GPS show a faulty visit?

Heather Leschinsky: So Lisa, I'm going to ask you to answer this question, and I'm going to ask you to answer this question in relationship to when GPS is actually tracking the visit. So, I know the answer, but I don't know, Lisa, if you want to answer in relationship to GPS is not tracking the entire visit, the entire time you're your taking your provider providing the care?

Lisa Turner: So, Heather, just, you know, I'm just going to make a joke on you, right, you know, you just answered that question, right? I think you just want to hear me talk. That's all because I came late, you want to just go ahead and punish me, no problem, alright. So here's the scenario. So if you're going to take a walk with your participant, I'm going to guess that you've already clocked in when you arrived, so when you arrive at your participant's home, I'm quite sure that you're going to take care of some service just before that walk.

So you clock in at the home. And you take care of the services or the tasks and then before the walk. And then when it's time for the walk. You know, take your participant and go walking. You don't, you can leave your phone behind if you want, but, you know, if you are expecting an emergency call, then you can take your phone and just walk with your participant.

Please keep in mind that the clocking in and clocking out process will not track any in-between movements once you clock in. The EVV system only captures your start location as to where you were when you clocked in and where you were when you clocked out. But any in-between movements from start to end GPS is not going to be tracking you. They're not going to be following you and the satellite is definitely not going to show a spotlight on you. So, always keep in mind that it's only where you are where you end, when you clock in and out. Heather, you got that one. Are you going to join me on that?

Heather Leschinsky: I always add the other question that we've had often is, do I have to keep the app open during my entire visit? And the answer to that is, no.

Lisa Turner: That is correct. And good point, Heather, that you mentioned that. So, you can lock your phone, meaning you know how you lock it so that you don't have to dial everybody on

your contact list. You can lock it, or, you know, put it away, etc. I don't - and here's my recommendation. Now, I'm not here to tell you what to do.

I'm just here recommending something, I do not recommend you turning off your phone. And the reason being that if that is the only phone that someone can get in contact with you and there is an emergency and your phone is off, how are you going to get that call or the text? So, I do recommend either locking your phone, the app will still be running in the background. If you would like to keep it on a charger, you can do so, you know, preserve a little bit more of your battery.

And also, keep in mind that the mobile app uses minimal data and minimal battery life, the only time that the battery drains a lot. If your multi functioning on your phone, like you're calling, you're emailing, you're texting, you're streaming, all that stuff will drain your battery. So always keep in mind, suggestion don't turn off your phone, but if you do, don't say, I told you so, that's it for me.

Q: The next question is, for AD waiver, does the client have to be with the provider for the purpose of running errands?

Heather Leschinsky: Becky, can you take that one?

Becky Hoffman: Okay, yes, it depends on how the services are set up. So I think it's just on a case by case basis. If you have to go to the laundromat because and the client doesn't leave, then that would be fine if the client wants to go grocery shopping with the provider that is fine as well. It just depends on the situation.

Heather Leschinsky: I think the important thing is that you're clocking in at the start of your visit and you're doing the tasks that you've been authorized to do. And then you're clocking out at the end of your visit. And so, if there's additional questions for AD waiver you have regarding how you're administering those tasks for, I'm assuming for Chore, please talk to your Services coordinator to ensure that the services you're providing, the tasks that you're authorized for, and how you're administering, those are reflecting a safe plan of services and supports for our participants.

So, you, the, I think the important thing is, is that you would want to be with the client in their home, if that's where you're starting your visit. That's where you would clock in.

Kristy Pyles: Thank you.

Q: The next question is: is a computer required or can a phone do it all?

Kristy Pyles: Lisa, would you like to take that?

Lisa Turner: Sure. So you have two options. You have the admin and this is Independent Provider. You have your computer to access the Admin portal and in the Admin portal is where you can either schedule, highly recommend you bill and you're able to do other functions in the

Admin portal, like add additional addresses, etc. The mobile app is what is required for you to clock in and clock out. Always keep in mind, if you have a tablet, you can also use a tablet to clock in and clock out.

But I highly recommend that you use a PC or a laptop to do all the administrative work like billing and adding addresses and all that stuff on a PC or laptop because it has more details that you would need to see in a bigger picture.

Heather Leschinsky: And Jenn, do you want to speak about the computer kiosks that are being offered if an independent provider does not have a computer?

Jenn DeBoer: Yeah. I was just about to chime in. Thank you, Heather. So we do have in preparation for, you know, the go live and also registration, which is on December 20, and as well as, you know, to first, you know, go into your admin portal to schedule your first visit. If you do not have a computer at home, you can actually go to the kiosks to actually schedule your first visits.

And if you do not know where the kiosks are, no problem. We will send those to you as the dates are getting closer, we will be sending you out a lot of things. A lot of emails will be coming through to you, and one of the things that I would ask of you is to look carefully at your email. And, as well as what Lisa said, is, Please go into your junk mail or your spam folders to see whether or not these are things that needs to be updated and move them into, you know, your folder. So, take a look at your junk folder as things will be getting closer and expect that we sent out in the middle of November.

Heather Leschinsky: So you can go to a public library and use their computers with Wi-Fi, if you don't have a computer. And then also, what Jenn was talking about is in our local offices will be giving you addresses as to where you can go use a computer at a local office and we just call those kiosks.

Jenn DeBoer: Thanks, Heather.

Q: So the next question is, who should I call? If I had a problem with clocking in and out, which phone number, I'm sure I will.

Heather Leschinsky: Debbie, do you want to take that for personal assistant service? Or do we just say, eat, call Tellus?

Debbie Flower: Okay, let me see, I got lost in questions.

Heather Leschinsky: Who do I call if I had a problem with clocking in and out? Well OK, that's a really good question because we have several different numbers that you can call into. All right now your best bet if you are a PAS provider we do advise you to go ahead and call your resource developer. That's your first point of contact always. There's there's also contact numbers for

Lisa Turner: Let me help you out my Debbie, let me help you out.

Debbie Flower: If I can just say Tellus that backup. But, okay, go ahead.

Lisa Turner: So Nebraska and Tellus are partners in EVV and also helping all providers, you know, with this process. So, Debbie mentioned, contact your RD. And if your RD is not available, you had to leave a message, then please feel free to contact Tellus customer support and they'll also will be help us help you as well. Debbie, did I help you? Did I help?

Debbie Flower: No and that was great, too, because the other point of contact to, as well as for PAS, I am always available for assistance for my PAS folks. Yes. I always am. So they can contact me too.

Q: So, the next question is, if they call the RD, then we need access to the EVV system, we'll be getting this.

Heather Leschinsky: And so, Kristy, I can address this. So, we will be having, and Becky and Debbie, if you want to add anything to this at all, but we will be having a session specific to resource development. And I believe it's November 17 and so there are some specific things and a specific Q and A session that will be dedicated to our resource development staff.

Q: Can I have clock in and out on separate devices for each client or do they all have to be on one device?

Lisa Turner: I can take that one. So, I wanted to simplify your life. So if you have one device and you have one client or multiple clients, please use one device to clock in and clock out. If in case your device, your battery died or shut down for whatever reason and you have another device as a backup, you can log back into the Tellus mobile app on your second device and you will see that visit that you have clocked in still in progress.

When you're done, just simply open or tap on that in progress visit and then you clock out. Always keep in mind that you always want to use one device, you know, you don't want to keep using multiple devices, unless you have to for emergency.

Kristy Pyles: Thank you. And the last question is, again, please, the requirements for the computer or laptop, and those are being displayed on the screen as we speak. That is the last question I see in the chat box.

Jenn DeBoer: Can you repeat that again, because I can't see the question?

Kristy Pyles: Sure, they were asking for the requirements for the computer or laptop and Lisa is displaying it on the screen.

Jenn DeBoer: Perfect. So let's just walk this through again. It's laptop or desktop computer. And you can see here the PC, Windows OS 32 or 64 bit version 7 or higher. Mac or Apple, Mac OS version 10 or higher. And if you have a smart device, always remember that that smart device

must have GPS. Apple Phone, iOS version 9 or higher Android phone, Android version Lollipop which is 5.0 or higher. And that goes with if you have a Samsung, you have an LG, you have a Pixel.

You need to actually have a lollipop 5.0 or higher. Goes for our tablet, with GPS, Apple tablet, iOS version 9 or higher Android tablet, as well. If you can't, if you do not register, or document this or write this down, don't fret. This is actually going to be posted. And what we do usually is that we even translate this into Spanish version as well and we'll also transcribe them too, so you will actually receive this and it's actually posted on the EVV website each month.

And this also has been discussed last month. If you can't wait, no problem. Go to the EVV website. Look at October stakeholder meeting, and it's also in there and you can also download them. And so that in the future, if you need to purchase a desktop or a laptop or you want to purchase a new smart device or tablet, just for yourself and also for, for work, you know, you can bring this along to your providers or you know, to your nearby Wal-Mart or anywhere the sells computer and you can show this, you know, to them so that you know you can meet your needs. I hope that helps.

Kristy Pyles: Thank you.

Q: The next question is: As an agency with a third party vendor, will I have to make billing adjustments through our third party vendor, or will it need to be made through Tellus?

Heather Leschinsky: Lisa, do you want to answer that? Or I will. This is Heather. All claims data this is out there.

Lisa Turner: Is this for Therap or just other EVV other than Therap?

Heather Leschinsky: I think it's third party vendor, so I don't know if it really matters because I believe, regardless of the third party vendor being used, all claims are submitted through Tellus. So all claims are adjusted through, Tellus, if that's not correct. Please let me know.

Lisa Turner: Yeah, there are just it in the vendors for Clear Care.

Jenn DeBoer: Claims are adjudicated in Tellus. So, that's why, for all third party, you have to actually use, Tellus, you know, to actually get your claims go, you have to actually go into the claims console and which is why we actually encourage everyone to attend the Claims console, especially the third party, you know, the agency providers with third party vendors.

Kristy Pyles: Thank you.

Q: So, the next question is: How many in progress late can we get away with? For example, the daughter comes home from day program, but doesn't get here at the same time, every day.

Debbie Flower: This is Deb, and I may have Lisa answer this one for me, because the schedule is already set up, are going to be set up and I understand that. That's what I asked you to go

ahead and do. But Lisa, so I'm not sure for them for her to release her billings, I don't think this should be any different than what you would do like for her normal paper, billings, but when she goes to EVV for Tellus, this shouldn't risks character in any way, just because she's got a schedule, whether or not her daughter comes home late. She should be able to go about it. Just regular. And then there shouldn't be any penalties on late, right?

Lisa Turner: Correct. So let me, let me clarify that piece right there.

Debbie Flower: So thank you.

Lisa Turner: Anything for you Debbie. So you know so if you schedule and I'm just using that as an example, if you schedule a visit for 9:00 in the morning and please keep in mind this is just the example. You schedule a 9:00 in the morning visit. You have a two hour window. What I mean by two hour window, meaning that you can clock in two hours prior to 9:00AM, which is your scheduled times. You can clock and anytime between 7:00 in the morning and 9:00 AM anytime, because that's your two hour window from your scheduled 9:00 AM.

Same thing applies with starting late. You have a two hour window from your schedule 9:00 AM. So you have anywhere between 9:00 AM to 11:00 AM to clock in and clock out. So let us say, your daughter comes home from the day program, you program a visit and 9:00 AM and she shows up at a quarter over quarter, 11, 10:45 when she arrives clock in 10:45. Boom, you're done. And then just clock out when you're done with your services. And you're good to go.

Heather Leschinsky: And but please remember that you're clocking in clocking out in your billing related to that is related to the time you clock in and clock out. So if you were scheduled to begin at 10:00 and you don't clock in until 10:20, then you won't get paid as though you clocked in at 10:00 in the morning.

Lisa Turner: That's correct. Everything is going to be paid based on your clock in and clock out and I always like to make a reference is, like, when you had a job back in the days, when you had to go into the Business Building and you clocked in either Kronos or paper or thumb print or something. The time that you've entered your time card, that's when you started. And that's what you're going to get paid, and when you're done. That's the hours that you worked, and you got paid for.

Debbie Flower: Thank you so much. And hey, Donna, if you want to go ahead and just give me a call like a little later, I so appreciate talking to you to.

Lisa Turner: Donna's my friend to, I've talked to.

Heather Leschinsky: Lisa we are at five minutes. So, Kristy, if you want to just read the Sorry. We missed, but how do we know? Well, I'll just read it. And then someone can answer the question.

Q: How do we know if our EMR qualifies as a third party vendor? Is there a list of those that have been already approved?

Jenn DeBoer: I can, I can answer that. For the third party vendors, you know, I do have the list, and if you would like to actually send those, send your EVV vendor to me, please feel free. But remember that we are not the one to approve whether or not, you know your vendor is, you know, can actually be EVV. It has to meet the six criteria necessary for EVV, which is the mandates. So, I will go into that in detail with you, when you send me the email.

Heather Leschinsky: And, also, your third party vendor will have to work directly with, Tellus to do integration with their system.

Jenn DeBoer: That's right. Thank you.

Heather Leschinsky: So, Jenn, since we only have three minutes left, do you want to go ahead and go to the next slide?

Jenn DeBoer: And thank you very much. So, if there are no more questions, and I'm just waiting and looking to see whether are there any more questions with this? And a sense that we have no more questions. And if we do miss any questions, please feel free to send us an email through the email box, which you can see over here.

And we're happy to respond to you. And our response time is pretty quick. So, please send us or send us the email, and we will respond to you. Pretty much 24 hours. In order for you to view the DHHS, EVV the website or the Tellus website and also the Tellus training website. Please remember to update the version of your Chrome, your Edge, Safari, or Firefox for better viewing experience.

And for that, we want to continue to thank you for your support in attending the stakeholder meeting. And remember, the registration date is December 20, 2020. Please do not attempt to register right now, because if you do, what will happen is that you will get an error message. And for now, we want to thank you very much for attending today's stakeholder meeting. The meeting is now adjourned. Good evening. Thank you.