



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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Governor

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Eric C. Friedlander
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Commissioner

To: 1915(c) Home and Community Based Services Provider Agencies and Financial Management Agencies required to use Electronic Visit Verification

From: Pam Smith
Director, Division of Community Alternatives

Date: September 15, 2020

Re: Tellus EVV Training

Beginning November 17, 2020, providers of [certain services offered through Kentucky's 1915\(c\) Home and Community Based Services \(HCBS\) waivers](#) can begin using electronic visit verification (EVV). As an impacted provider agency or financial management agency (FMA), the Kentucky Department for Medicaid Services and Tellus want to help you prepare for training.

Tellus offers three types of training:

1. Live, instructor-led webinars
2. On-demand video modules
3. Downloadable user guides

Each of these training options includes detailed information on the Tellus EVV system's core functionalities. Kentucky-specific aspects of the system, such as policy and business rules, will not be covered. If you have policy or business rule questions about EVV, please review the EVV Frequently Asked Questions available at <https://bit.ly/kyevvFAQ> or contact DMS by emailing MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov, or by calling (844) 784-5614.

The live, instructor-led webinars begin October 6, 2020. To sign-up for training sessions or view previously recorded training sessions, visit 4tellus.com/training. Provider agencies and FMAs will receive access to the on-demand video modules and user guides when they register with Tellus. Registration opens October 30, 2020.

Training should be completed before the EVV soft go-live date of November 17, 2020. Details on training are attached to this letter. Training will remain available throughout the life of the program.

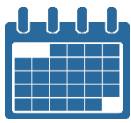
We look forward to working with you on a successful EVV program.

Sincerely,

A handwritten signature in blue ink that reads "Pam Smith". The signature is written in a cursive, flowing style.

Pam Smith
Director, Division of Community Alternatives

What Does This Mean to Me? Electronic Visit Verification Tellus EVV Training Information September 2020



Beginning January 1, 2021, paid caregivers must use electronic visit verification (EVV) to document details when providing certain services offered through Kentucky's 1915(c) Home and Community Based Services (HCBS) waivers. **Provider agencies** must use EVV to bill EVV-affected services.

- **Paid Caregivers** include direct service providers (DSP) who work for traditional provider agencies or participant-directed services (PDS) employees hired by a waiver participant to provide non-medical services.
- **Provider agencies** include traditional provider agencies and financial management agencies (FMAs). FMAs bill services on behalf of waiver participants who use PDS and make sure PDS employees are paid for the services they deliver.

Need more information about EVV? Learn the basics by visiting the DMS EVV website at <https://bit.ly/kywaiverEVVinfo> or reading through Kentucky's EVV FAQ available at <https://bit.ly/kyevvFAQ>.

Preparing for Go-Live



The Tellus EVV system soft go-live in Kentucky is **November 17, 2020**. On this date, provider agencies can begin using the Tellus EVV system to document visits and bill claims. The soft go-live period is an opportunity for provider agencies to become familiar with the system, get questions answered, and resolve issues before the **January 1, 2021 deadline** to use EVV.

DMS recommends provider agencies choose a small number of paid caregivers to use EVV with during this soft go-live period.

Who Needs Training on Tellus EVV?

One of the keys to preparing for Tellus EVV go-live is to complete training. Tellus EVV will offer live, instructor-led training on the four modules below.

Module	Module should be completed by...
Tellus EVV+ Mobile App*	DSPs and PDS employees whose provider agency is using Tellus EVV
Tellus EVV Supplemental Training for PDS Employees	PDS employees whose provider agency is using Tellus EVV
Tellus EVV Administrative Portal*	EVV administrator(s) at provider agencies using Tellus EVV
Tellus EVV Claims Portal*	EVV administrator(s) at all provider agencies

**Module includes detailed information on the Tellus EVV system's core functionalities. Kentucky-specific aspects of the system, such as policy and business rules, will not be covered.*



Make a Training Plan

DMS encourages provider agencies to start making a training plan. Provider agencies should designate at least one EVV subject matter expert (SME) at their location who can answer questions from agency users about the EVV system. The SME(s) can also train agency users or the provider agency can have staff sign-up for and attend Tellus training modules as applicable.

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Training Modules, Dates, and Times

Tellus EVV+ Mobile App	Tellus EVV Supplemental PDS Training*	Tellus EVV Administrative Portal	Tellus EVV Claims Portal
10/6/20 1-2 p.m. Eastern Noon - 1 p.m. Central	10/13/20 2 – 3 p.m. Eastern 1 – 2 p.m. Central	10/7/20 11:30 a.m. – 1 p.m. Eastern 10:30 a.m. – noon Central	10/8/20 1 – 2:30 p.m. Eastern Noon – 1:30 p.m. Central
10/13/20 11 a.m. – noon Eastern 10 – 11 a.m. Central	10/20/20 4 – 5 p.m. Eastern 3 – 4 p.m. Central	10/14/20 9:30 – 11 a.m. Eastern 8:30 – 10 a.m. Central	10/15/20 3 – 4:30 p.m. Eastern 2 – 3:30 p.m. Central
10/20/20 3 – 4 p.m. Eastern 2 - 3 p.m. Central	10/27/20 10:30 – 11:30 a.m. Eastern 9:30 – 10:30 a.m. Central	10/21/20 10:30 a.m. – noon Eastern 9:30 – 11 a.m. Central	10/22/20 10 – 11:30 a.m. Eastern 9 – 10:30 a.m. Central
10/27/20 2 – 3 p.m. Eastern 1 – 2 p.m. Central	11/10/20 3:30 - 4:30 p.m. Eastern 2:30 – 3:30 p.m. Central	10/28/20 11:30 a.m. – 1 p.m. Eastern 10:30 a.m. – noon Central	10/29/20 1 – 2:30 p.m. Eastern Noon – 1:30 p.m. Central
11/10/20 Time: TBD	11/17/20 1 – 2 p.m. Eastern Noon – 1 p.m. Central	11/4/20 Time: TBD	11/5/20 Time: TBD
11/17/20 Time: TBD	11/24/20 3 – 4 p.m. Eastern 2 – 3 p.m. Central	11/18/20 Time: TBD	11/12/20 Time: TBD
11/24/20 Time: TBD	---	11/25/20 Time: TBD	11/19/20 Time: TBD

*Sign-up for this module is not yet available. DMS will issue a notification when sign-ups open.

To sign up for training sessions or view previously recorded training sessions, visit 4tellus.com/training. Provider agencies will gain access to the on-demand video modules and downloadable user guides after registering with Tellus. Provider agency registration opens on October 30, 2020.

Additional Resources



Provider agencies and paid caregivers can begin familiarizing themselves with Tellus EVV via the series of informational town halls DMS began holding in July. A schedule of upcoming town halls and recordings of past town halls are available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>.

Contact Information



If you have questions, contact DMS by emailing MedicaidPublicComment@ky.gov or 1915cWaiverHelpDesk@ky.gov or by calling (844) 784-5614.