



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

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To: 1915(c) Home and Community Based Services Waiver Provider Agencies and Financial Management Agencies Required to Use Electronic Visit Verification

From: Pam Smith
Director, Division of Community Alternatives

Date: December 22, 2020

Re: January 1, 2021 Deadline to Use Electronic Visit Verification

The Department for Medicaid Services (DMS) is notifying providers and financial management agencies of an important update to the requirement to use electronic visit verification (EVV).

DMS is delaying the January 1, 2021, deadline to use EVV. Because we are currently in a public health emergency, we want to make sure the system is operating at maximum performance before widespread use to assure a smooth transition for all EVV-affected providers. During this delay period, Tellus will also onboard additional customer support staff to make sure all providers have quick access to help with any system issues.

What Does This Mean for Providers?

The Tellus EVV system remains live and will be available throughout the delay. No new date for requiring the use of EVV has been set at this time. **DMS will give providers no less than 60 days' notice** when a new mandatory date for using the system is determined.

- If your provider agency or financial management agency (FMA) has started using EVV:
 - DMS encourages you to continue using the system to schedule and document service visits. This will help us ensure the system is functioning properly before the mandatory date is determined and will reduce the risk of service interruption or payment delays.
 - You can choose to continue using EVV with any pilot groups you may have created or continue to onboard additional users.
 - You can choose to bill through Tellus or the Medicaid Management Information System (MMIS).

- If your provider agency or FMA has not started using EVV:
 - DMS recommends you register and begin using the system as soon as possible. Onboarding early will help your provider agency or FMA become familiar with the system and gives you time to get questions answered and work out any issues you encounter with DMS and/or Tellus before use becomes mandatory.
 - Onboarding resources, including Tellus user guides, quick reference guides, and registration information are available at <https://bit.ly/kywaiverEVVinfo>.

If you have questions about this delay, please contact DMS at MedicaidPublicComment@ky.gov or (502) 564-7540.

Sincerely,



Pam Smith
Director, Division of Community Alternatives