Electronic Visit Verification (EVV)  
Waiver Participant Informational Session

Kentucky Cabinet for Health and Family Services (CHFS)  
Department of Medicaid Services (DMS)  
August 24, 2020
Agenda

- Overview of EVV
- Services Included
- Benefits of EVV
- Current vs. New Time Sheets
- Look at Tellus EVV
- Frequently Asked Questions
- Questions and Answer Session
What is EVV and Why Use It?

- Electronic Visit Verification (EVV) is an electronic system providers use to let Medicaid know they delivered the services you are supposed to receive. We call it EVV.

- Providers will use an app on a tablet or smartphone to document their visit

- Use of EVV is required by the 21st Century Cures Act for services where you receive help with ADLs and IADLs
What is EVV and Why Use It?

- Provider agencies in Kentucky can use Tellus EVV or choose their own system.
- The agency you submit timesheets to today will decide if you will use Tellus or another EVV application.
- Check with the agency to see what EVV system they plan to use.
What Does EVV Document?

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Date of Service</th>
<th>Time Service Begins and Ends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of Service</td>
<td>Individual Receiving Service</td>
<td>Individual Providing Service</td>
</tr>
</tbody>
</table>
What EVV Does Not Do

- EVV will not:
  - Track you or your caregivers/family members providing your care.
  - Gather data from the smart device it is installed on.
  - Be used to find ways to reduce the services you receive.
  - Limit your services within the community.
**Waiver / Services Included**

The following services are required to use EVV:

<table>
<thead>
<tr>
<th>Acquired Brain Injury</th>
<th>Support for Community Living</th>
</tr>
</thead>
<tbody>
<tr>
<td>Companion (Traditional and PDS)</td>
<td>Personal Assistance (Traditional and PDS)</td>
</tr>
<tr>
<td>Personal Care (Traditional and PDS)</td>
<td>Respite* (Traditional and PDS)</td>
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<tr>
<td>Respite* (Traditional and PDS)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Acquired Brain Injury Long Term Care</th>
<th>Michelle P. Waiver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Living Supports (Traditional and PDS)</td>
<td>Attendant Care (Traditional and PDS)</td>
</tr>
<tr>
<td>Respite* (Traditional and PDS)</td>
<td>Community Living Supports (Traditional and PDS)</td>
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<table>
<thead>
<tr>
<th></th>
<th>Home and Community Based</th>
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<tbody>
<tr>
<td></td>
<td>Attendant Care</td>
</tr>
<tr>
<td></td>
<td>Home and Community Supports</td>
</tr>
<tr>
<td></td>
<td>Non-Specialized Respite* (Traditional and PDS)</td>
</tr>
<tr>
<td></td>
<td>Specialized Respite</td>
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</tbody>
</table>

*EVV applies to Respite providing in-home or in the community.
Benefits of EVV

**Waiver Participants**
- Better health outcomes
- Better assurance of receiving services
- Ownership of care
- Flexibility for appointments and services

**Participant Directed Services (PDS)**

**Employees**
- More efficient timesheet processing
- Ensures timesheet accuracy
- Decreases timesheet errors
- Makes documentation easier

**Providers**
- Paperless billing
- Better insight into direct service provider activity
- Enhances documentation
- HIPAA compliant messaging
- More efficient billing
Introduction to Tellus
Tellus EVV Mobile Application

- Works on mobile devices, which are smartphones and tablets
- Download from Google Play or Apple Store
- Offline mode allows visits to be completed when cell data or Wi-Fi is not available
- Location snapshot is captured at start of visit and again at end of a visit. Location information is not captured outside these times.
Mobile Application

Calendar

Check In

Start Visit

Cannot Start Visit

73x490
831x13
556x29
11
11
Mobile Application

Check Off

- Service S5150
  - Uns skilled respite care /15m
    - cleaning ✓
    - cooking ✓

All Services Complete, End Visit

Check Out

- Service S5150
  - Service Unskilled respite care /15m
    - cleaning ✓
    - cooking ✓

Recipient
- Signature: Connie Recipient
- Caregiver

Confirm

- Visit complete and successfully verified.
- Connie Recipient
- Completed
Mobile Verification

Signer confirms that the above services were rendered on Tuesday, April 16, 2019 from 3:38 PM - 3:39 PM EDT.

Recipient

Caregiver

Clear Signatures

Complete Visit
Frequently Asked Questions

- How will waiver participants who have disabilities that prevent them from using a smartphone or tablet use the Tellus EVV App?
  - Waiver participants only use the Tellus EVV application to capture a signature confirming their services were provided according to what the service provider reports. If a participant is unable to sign, their legal representative can sign on their behalf or the reason the participant cannot sign will be captured or noted.
Frequently Asked Questions

- Will you know everywhere I went with my provider?
  - EVV does not track an individual’s movements. EVV will record a snapshot of the location where a provider starts a visit and again where it ends, as required by the 21st Century Cures Act. Your provider is already required to document where they provide your services.

- Will the way my PDS employees get paid be different?
  - No.

- How will Tellus know what services a waiver participant is authorized to receive?
  - This information is imported in the system.
## EVV Milestone Dates

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>EVV Project Start Date</td>
<td>04/06/2020</td>
</tr>
<tr>
<td>Provider Training Begins</td>
<td>10/1/2020</td>
</tr>
<tr>
<td>All Providers Must Submit Claims Through Tellus EVV Portal</td>
<td>01/01/2021</td>
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EVV Resources

DMS EVV Webpage:
https://chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx

Tellus Website:
https://4tellus.com/

Tellus Integrations Email:
Integrations@4tellus.com

21 Century Cures Act:
Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)
Department of Medicaid Services (DMS)
Tellus