



# Electronic Visit Verification Provider Q&A Session

Cabinet for Health and Family Services  
Department for Medicaid Services

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# How Can Providers Get Tellus Support?

If you have a technical issue with the Tellus system, contact Tellus.

## Open a Tellus Support Ticket:

Visit [4tellus.com](http://4tellus.com), click the yellow “Open Support Ticket” button, and fill out the form as completely as possible.

Tellus can still be contacted at (833) 483-5587, at [support@4tellus.com](mailto:support@4tellus.com), and via online chat at [4tellus.com](http://4tellus.com).

If you do not receive a response from Tellus, please contact DMS to let us know the dates, times, and methods used to contact Tellus.

# How Can Providers Get Tellus Support?

If you have a question about how to use the system:

## Review Tellus EVV User Guides

System functions are detailed in the Tellus EVV **Claims User Guide**, **Admin User Guide**, and the **Tellus EVV+ Mobile App User Guide**

Access user guides via the “Training” section of the Tellus Admin Portal to ensure you have most up to date version.

The “Training” section also includes links to video tutorials, recorded and live training, and the Tellus Support Desk.

Quick reference guides on the Tellus EVV+ Mobile App, EVV informational documents, and EVV letters are available at <https://bit.ly/kywaiverEVVinfo>. Look for the “EVV information and resources” dropdown menu and select “Using Tellus EVV”

# Kentucky EVV Policy: Signatures

Who signs at the end of visits?

- The participant and the paid caregiver (DSP or PDS employee)

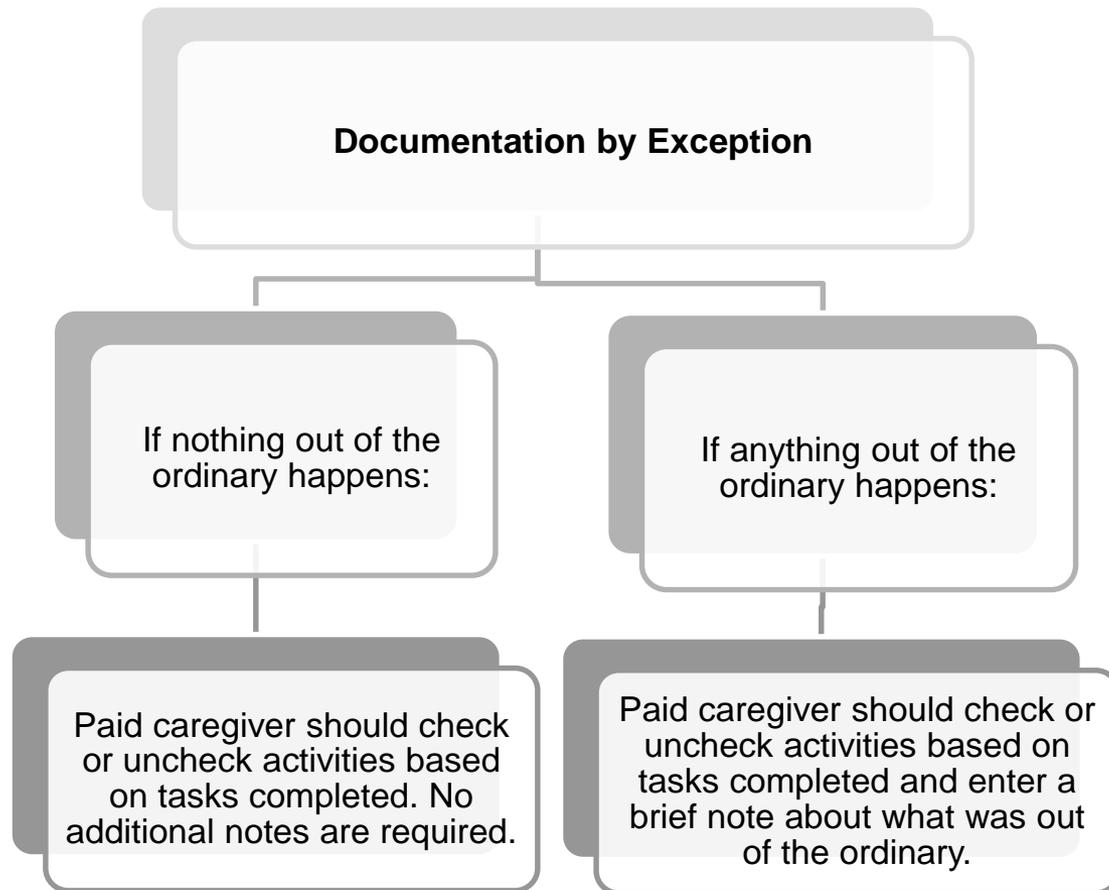
What if the participant can't sign?

- A family member, legal guardian, or legal representative can sign on their behalf

What if no one is present to sign for the participant?

- The paid caregiver should select "No Signature Gathered" and check the reason for no signature.

# Kentucky EVV Policy: Service Notes



Detailed information is available at <https://bit.ly/kyevv servicenotes>.

# Known Tellus EVV Issues

Question	Answer
SCL Personal Assistance has the same code as MPW Personal Care (T1019). How do providers bill for these services?	Providers can bill these services through Tellus and the MMIS will pay the correct rate.
How can providers fix denied claims?	DMS is working with Tellus on guidance for providers.
Updated remittance information is not showing up in Tellus.	Tellus is working to fix this issue.
Why doesn't the Tellus system support prior authorizations with monetary amounts?	Tellus is working to fix this issue.

# DMS to Research with Tellus

## Question

Is Tellus batching visits? If so, how does Tellus batch visits?

Does the “Re-Generate Claims” option work for Kentucky users?

Is there a way for traditional provider agencies prevent paid caregivers from scheduling visits via the app?

# System Enhancements

Question or Suggestion	Answer
Reports could be improved by including calculated units for each visit and reflecting changes made in the worklist.	DMS thanks you for your suggestions and will look into these possible updates.
Allow admins to limit the available menu of modifiers and codes for app users	DMS will look into possible solutions to this issue.
Make checkboxes unchecked when app users schedule their visits	DMS will look into including this in a future system enhancement.
Is there a way for PDS employees to set or modify their own recurring schedule?	Not at this time. DMS is looking into adding an online dashboard for app users, which would allow them to do this.

# System Enhancements

Question or Suggestion	Answer
Can case managers have access to Tellus?	Not at this time, however, DMS intends to create a case manager role in a future enhancement.
When will FMAs be able to enter a PDS employee's individual reimbursement rate in Tellus?	March is the current target time.
Will paid caregivers (in particular PDS employees) be able to add service addresses in Tellus?	DMS does not intend to change this system functionality at this time. PDS employees need to work with their administrator to add addresses.
Can the app prompt users to enter a note before ending a visit?	Entering a note when ending a visit is not required.

# Specific System Functionality Questions

Question	Applicable Resource
How do providers archive visits?	Please see page 50 of the Tellus EVV Claims User Guide
How do providers create reports?	Please see page 187 of the Tellus EVV Admin User Guide
How do providers find a list of paid claims?	Please see page 64 of the Tellus EVV Claims User Guide
How do providers void claims and re-bill?	Please see page 71 of the Tellus EVV Claims User Guide

# Additional Questions

## Question

How do providers get corrected claims to match?

How should providers schedule multiple visits to a participant on the same date of service?

A paid caregivers app locked up and they couldn't not document visits. How should this be handled?

Who corrects visits when a paid caregiver makes an error or encounters an issue the prevents them from documenting the visit via the app?

Should each participant's PDS Representative be matching visits and ensuring the PDS employee worked the appropriate hours?

What should a provider agency do if the participant's address isn't showing up on the map or if the app doesn't recognize a paid caregiver is at the correct address?

# Additional Questions

## Question

How do provider agencies know if a GPS is messed up vs. if a paid caregiver is being dishonest about their location?

Do PDS employees who use EVV also need to keep paper timesheets?

How will providers be monitored for this period between Tellus EVV go-live and when use of Tellus EVV is required: through Tellus data or timesheets?

Will it reflect poorly on the provider agency if a visit regularly starts late?

When an EVV-affected service is provided via telehealth, which address should be used as the starting and ending location?

# EVV Resources

- **Tellus EVV User Guides**
  - Use the “Training” section of the Tellus Admin Portal to access updated versions.
- **Tellus Quick Reference Guides, informational documents, and letters**
  - Visit <https://bit.ly/kywaiverEVVinfo> and chose “Using Tellus EVV” from the “EVV Information and Resources” dropdown menu for a full list.
- **For EVV Policy Questions**
  - Contact the 1915(c) Waiver Help Desk at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov)
- **For EVV Technical Issues**
  - Open a support ticket at [4tellus.com](https://4tellus.com)
  - Call (833) 483-5587, email [support@4tellus.com](mailto:support@4tellus.com), or chat with Tellus at [4tellus.com](https://4tellus.com).