Electronic Visit Verification (EVV) Town Hall

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

September 2, 2020

MEMS

Agenda

❖ Go-Live

❖ Training Dates

❖ Project Milestones Review and Third Party Vendor Update

❖ Open Discussion

What is "Go-Live"?

❖"Go-Live" means the Tellus EVV system is operational and traditional agencies and financial management agencies (FMAs) **can** begin using the EVV system to document and bill EVV-affected services.

❖Go-Live for EVV in Kentucky is **November 17, 2020.**

❖DMS encourages traditional agencies and FMAs to choose a small number of paid caregivers and participants to use EVV with during the go-live period.

- This will allow traditional agencies and FMAs to get familiarized with the system, get questions answered and resolve issues **before the mandatory deadline** to use EVV of **January 1, 2021.**

Go-Live Prep – Participant and Families

Participant and Family Readiness Checklist

September 2020:

- ❑ Visit DMS EVV website and review meeting recordings
- ❑ Visit DMS EVV website and review FAQs
- ❑ Subscribe to DMS email updates
- ❑ Talk with your provider agency (for traditional services) and/or FMA (for PDS) to find out which EVV system it plans to use
- ❑ For PDS, discuss what EVV is with your employees
  - ❑ Figure what device(s) your employee(s) will use to access the Tellus EVV+ mobile app, if your FMA is using Tellus.

October 2020:

- ❑ For PDS, ask your employee(s) if they have attended training

November 2020:

- ❑ Begin to use EVV with your paid caregiver(s)

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Go-Live Prep - September

Provider Readiness Checklist

Things to continue doing or start doing now:

- ☐ Visit DMS EVV website and review meeting recordings
- ☐ Visit DMS EVV website and review FAQs
- ☐ Subscribe to DMS email updates
- ☐ Discuss EVV with employees
- ☐ Talk to your participants about EVV
- ☐ Begin to gather email addresses for all employees

September 2020:
- ☐ Look for emails on training (check spam and junk folders)
- ☐ If using a third-party EVV system:
    - ☐ Stay in communication with vendor regarding integrations
    - ☐ Ensure third-party completes testing

Go-Live Prep - October

Provider Readiness Checklist

October 2020 – Using Tellus System:

- ❑ Determine who will be the train the trainer or EVV subject matter expert
  - ❑ Determine which staff should attend each training module (Tellus EVV+ mobile app, administrative portal, and claims portal
  - ❑ Develop process on how to train paid caregivers and additional administrative staff
  - ❑ Ensure staff participate in training
  - ❑ Develop a communication process for staff when they have system and training questions

- ❑ Register to use the Tellus EVV system – registration opens October 30, 2020
  - ❑ Confirm ability to log into Tellus administrative portal

Go-Live Prep - October

Provider Readiness Checklist ✓

October 2020 – Using Third Party Vendor:

❑ Register to use the Tellus EVV claims portal - registration opens October 30, 2020
❑ Talk to your vendor to ensure they have completed integration and testing
❑ Download the necessary vendor-specific software and/or apps for EVV
❑ Receive and test login credentials for accessing the vendor-specific software
❑ Make a plan to attend Tellus EVV claims portal training
❑ Register for and complete third-party vendor training if needed
❑ Ensure your vendor processes the Tellus response file and provides you with the response file.

Go-Live Prep - November

Provider Readiness Checklist

November 2020 and beyond:

❑ If using Tellus EVV, have:
  ❑ Employees download the Tellus EVV+ mobile app
  ❑ Employees register for and test login credentials for the Tellus EVV+ mobile app

Other tasks for all provider agencies

❑ Download Tellus and third-party user guides (if applicable)
❑ Review training videos as needed
❑ Ask questions
❑ Begin using EVV

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Tellus EVV Training

Training Dates – Tellus EVV+ Mobile App

Date	Time
10/6/2020	1:00pm – 2:00pm EST
10/13/2020	11:00am – 12:00pm EST
10/20/2020	3:00pm – 4:00pm EST
10/27/2020	2:00pm – 3:00pm EST
11/10/2020	TBD
11/17/2020	TBD
11/24/2020	TBD

The webinars will be recorded and available for viewing after the live session. You can attend once or as many times as you want.

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Training Dates – Tellus EVV Administrative Portal

Date	Time
10/7/2020	11:30am – 1:00pm EST
10/14/2020	9:30am – 11:00am EST
10/21/2020	10:30am – 12:00pm EST
10/28/2020	11:30am – 1:00pm EST
11/4/2020	TBD
11/18/2020	TBD
11/25/2020	TBD

The webinars will be recorded and available for viewing after the live session. You can attend once or as many times as you want.

Training Dates – Tellus EVV Claims Portal*

Date	Time
10/8/2020	1:00pm – 2:30pm EST
10/15/2020	3:00pm – 4:30pm EST
10/22/2020	10:00am – 11:30am EST
10/29/2020	1:00pm – 2:30pm EST
11/5/2020	TBD
11/12/2020	TBD
11/19/2020	TBD

The webinars will be recorded and available for viewing after the live session. You can attend once or as many times as you want.

*Reminder if using a third-party vendor – your agency will need to register for EVV claims portal training

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Training Dates – Tellus EVV for PDS Employees

Date	Time
10/6/2020	TBD
10/13/2020	TBD
10/20/2020	TBD
10/27/2020	TBD
11/10/2020	TBD
11/17/2020	TBD
11/24/2020	TBD

The webinars will be recorded and available for viewing after the live session. You can attend once or as many times as you want.

Who Needs to be Trained?

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

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EVV Timeline and Project Updates

EVV Milestone Dates

Activity	Date
EVV project start date	04/07/2020
Deadline to notify Tellus of third-party	08/31/2020
Live webinar trainings begin Third-party vendor testing must be complete	10/1/2020
Providers begin registering with Tellus	10/30/2020
Third-party vendors must be in full production	11/1/2020
Pilot group begins using Tellus EVV system	11/9/2020
All providers can begin using Tellus EVV system	11/17/2020
All providers **must** begin using EVV to receive payment for EVV-affected services	01/01/2021

Third-Party Vendors

Vendor	Initial	Contracting	Testing – commitment Date	Pilot – Provider Identified	Production
Ankota	X	X	25-Sep		
Bluestep Systems	X	X	12-Sep		
CellTrak Technologies	X	X	10-Sep		
ClearCare	X	X	31-Aug		
Continulink/Complia	X	X	7-Sep		
Delta Health Tech	X	X	15-Sep		
Mains'l	X	X	21-Aug	X	
Maxim	X	X	31-Aug		
Oasis Technologies	X	X	24-Aug		
Savii Care	X	X	4-Sep		
Therap	X	X	18-Sep		

Open Discussion

❖ Next Town Hall Meeting

- Friday, September 18, 2020
  10 a.m. – noon Eastern

- Open Discussion

❖ Feedback and Questions

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:

https://www.congress.gov/bill/114th-congress/house-bill/34/text

DMS Questions:

1915cwaiverhelpdesk@ky.gov

Thank you!

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