

# Electronic Visit Verification (EVV) Town Hall

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

September 18, 2020



# Agenda

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- ❖ Review of Available Resources
  - ❖ Upcoming & Suggested Resources
- ❖ Town Hall Review
- ❖ Preparing for EVV Go-Live – September Activities
  - ❖ Provider Agencies and FMAs
  - ❖ PDS Employers
- ❖ Training Schedule
- ❖ Frequently Asked Questions and Open Discussion

# Review of Available Resources

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# Review of Available Resources

All EVV resources are available at <https://bit.ly/kywaiverEVVinfo>.

EVV FAQs

Training Information

Go-Live Checklists for Provider Agencies & PDS Employers

Tellus EVV+ Mobile App Device Requirements

What Does This Mean to Me? EVV for Participants

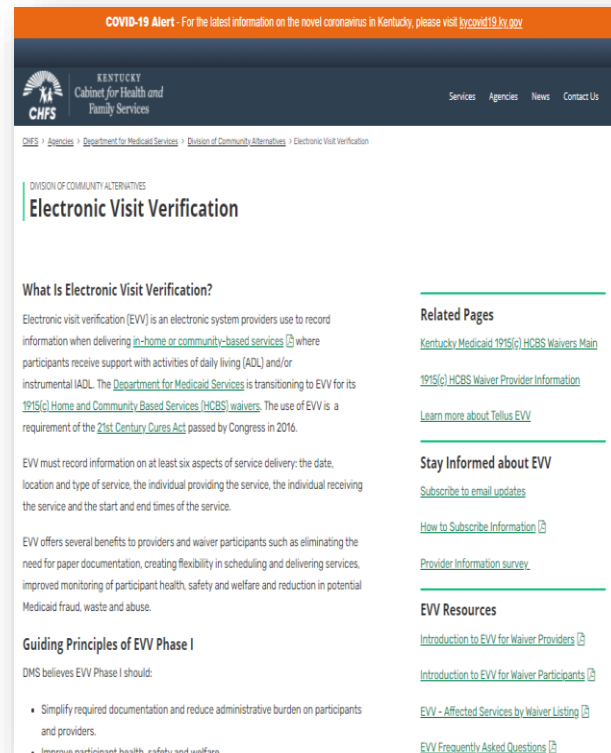
21<sup>st</sup> Century Cures Act Information

**And much more...**

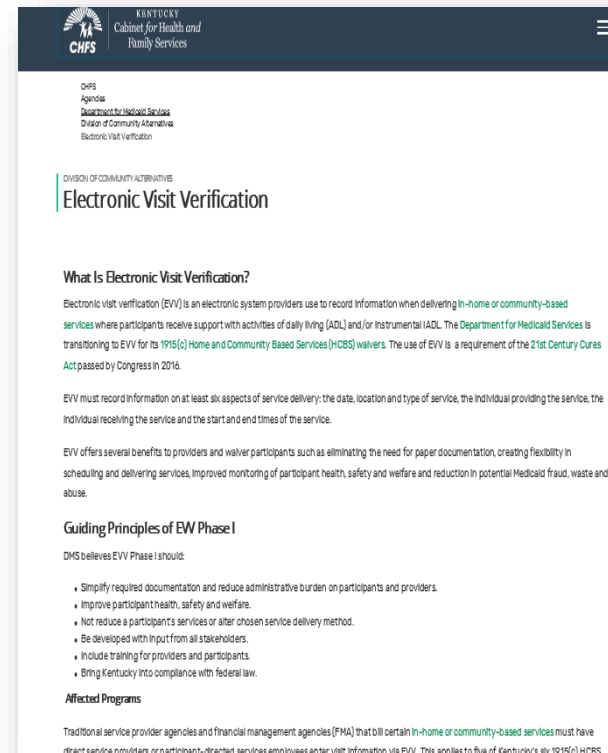
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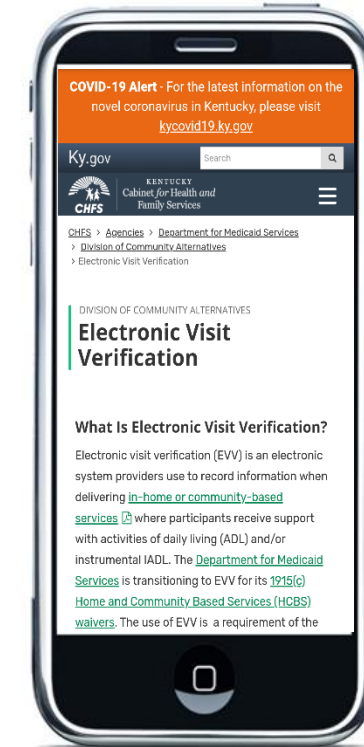
## Google Chrome/Microsoft Edge



## Internet Explorer



## Mobile Browser



# Review of Available Resources

All EVV resources are available at <https://bit.ly/kywaiverEVVinfo>.

- ❖ Upcoming Resources
  - ❖ FAQ Update
  - ❖ Who to Call
  - ❖ PDS User Guides for Tellus EVV+ Mobile App



**What EVV resources would you like to see? Let DMS know!**

Drop us a line in the chat or email us at  
[MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov).

# Town Hall Review

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# Town Hall Review

Town Hall	Topic*
1	Tellus EVV+ Mobile App Overview
2	Tellus EVV Billing and Claims
3	Tellus EVV Registration and Training
4	Preparing for Tellus EVV Go-Live
5	Tellus EVV Question and Answer Session

\*All recordings available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>. Today's recording will be available by end of day on September 23.

Town Hall #6: Final Go-Live Preparations – **October 14, 2020**  
**10 a.m. – noon Eastern/9 – 11 a.m. Central**  
Zoom info at <https://bit.ly/kywaiverEVVinfo>



# Preparing for EVV Go-Live – Sept. Activities

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# 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**.

# Preparing for Go-Live: Provider Agencies & FMAs

## For all provider agencies:

- ❖ Keep an eye out for training-related notifications from DMS
  - check email junk and spam folders
    - ❖ Training information and Go-Live checklists sent on September 15.
- ❖ For provider agencies **using a third-party**
  - ❖ Stay in communication with third-party vendor regarding integrations
  - ❖ Ensure third-party vendor completes testing

# Preparing for Go-Live: PDS Employers

## For all PDS Employers

- ❖ Talk to your FMA to find out which EVV system it plans to use
  - ❖ Your FMA is the agency where your employees turn in their timesheets now.
- ❖ Learn the basics of EVV
- ❖ Make sure you are signed up for DMS email updates.
- ❖ Discuss EVV with your PDS employees so they know about it.

# Preparing for Go-Live: PDS Employers

## **If your FMA is using Tellus EVV:**

- ❖ Make a plan for how your PDS employees will use the Tellus EVV+ mobile app.
  - ❖ Will they use it on their own smartphone or tablet? Or will they use it on your smartphone or tablet?

## **If your FMA is using a different EVV system:**

- ❖ Talk to your FMA to find out how PDS employees will enter information into the EVV system and if they will need a device.

# Tellus EVV Training

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# Who Needs to be Trained?

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

**Register for training at [4tellus.com/training](https://4tellus.com/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.



# 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 claimsportal training

# Training Dates – Tellus EVV for PDS Employees

Date	Time
10/13/2020	2pm – 3pm EST
10/20/2020	4pm – 5pm EST
10/27/2020	10:30am – 11:30am EST
11/10/2020	3:30pm - 4:30pm EST
11/17/2020	1pm – 2pm EST
11/24/2020	3pm – 4pm EST

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

# Frequently Asked Questions

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Current EVV FAQ Available at <https://bit.ly/kyevvFAQ>.

- ❖ **Q4: Why is DMS requiring the use of EVV? Is this a state law?**
  - ❖ The use of EVV is required by the 21<sup>st</sup> Century Cures Act signed into federal law on December 16, 2016.
  
- ❖ **Q16: Does the Tellus EVV+ mobile app track users?**
  - ❖ No. The Tellus EVV+ mobile app captures a snapshot of the user's location at the start of the service and again at the end as required by federal law.
  
- ❖ **Q22: How do DSPs and PDS employees use the Tellus EVV+ mobile app in situations where a waiver participant does not have WiFi and/or lives in an area without a cellular data signal?**
  - ❖ The Tellus EVV+ mobile app can be used in "offline" mode.
  
- ❖ **Q23: Is there an alternative to logging visits in the Tellus EVV+ mobile app? There are waiver participants and PDS employees who do not have a smartphone or tablet.**
  - ❖ The Tellus EVV+ mobile app is the primary method of recording visits. The Tellus EVV system can accept visit data using interactive voice response (IVR), which allows users to log visits using a landline telephone.

# Frequently Asked Questions

**Current EVV FAQ Available at <https://bit.ly/kyevvFAQ>.**

- ❖ **Q26: How will waiver participants who have disabilities that prevent them from using a smartphone or tablet use the Tellus EVV app?**
  - ❖ A legal representative can sign or the employee can enter a reason no signature could be obtained.
  
- ❖ **Q27: If the participant, guardian/parent, and/or legal representative is not available to sign the Tellus EVV+ mobile app at the end of a visit, can they go back and sign off on the visit later?**
  - ❖ No. If no one is available to sign, the employee can enter a reason no signature could be obtained.
  
- ❖ **Q40: If a DSP or PDS employee starts a service at a participant's home, goes out into the community, then ends the service at the participant's home, do they need to log everywhere they went in the community with the participant using the Tellus EVV+ mobile app?**
  - ❖ No. Employees only need to log where they are when the visit starts and again when it ends.
  
- ❖ **Q42: What happens if a DSP or PDS employee forgets to start or end a visit?**
  - ❖ The employee should contact their provider agency or FMA to fix the error.
  
- ❖ **Q46: Do visits have to be entered into the Tellus EVV+ mobile app at the time they occur?**
  - ❖ Yes.

# EVV Resources

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DMS EVV Webpage:

<https://bit.ly/kywaiverEVVinfo>

21 Century Cures Act:

<http://bit.ly/2016curesinfo>

Tellus Website:

<https://4tellus.com/>

EVV Questions:

<https://bit.ly/kyevvFAQ>

Register for Training:

[4tellus.com/training](https://4tellus.com/training)

[MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov)

[1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov)

# Open Discussion

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Next Town Hall Meeting

Town Hall #6: Final Go-Live Preparations

**October 14, 2020**

**10 a.m. – noon Eastern/9 – 11 a.m. Central**

Zoom info at <https://bit.ly/kywaiverEVVinfo>

**Now - what questions do you have for DMS?**





# Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

Tellus

