



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

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To: All 1915(c) Home and Community Based Services Waiver Stakeholders

From: Pam Smith
Director, Division of Community Alternatives

Re: Electronic Visit Verification Update

Date: March 16, 2021

The Department for Medicaid Services (DMS) and the Office of Application and Technology Services (OATS) want to share an important update regarding [electronic visit verification \(EVV\)](#) with all 1915(c) Home and Community Based Services (HCBS) waiver stakeholders.

Kentucky is concerned about the impact of the EVV system on waiver providers and participants due to identified performance issues with function, efficiency, reliability, and intermittent slowness in both Tellus EVV+ Mobile App and Provider Portal. As a result, DMS has decided to **pause the required use of Tellus EVV** to capture the six data elements required by the [21st Century Cures Act](#).

Additionally, providers will not be required to use Tellus EVV for billing beginning April 1, 2021, as previously planned.

EVV Contingency Plan

If your provider agency or financial management agency (FMA) is using Tellus EVV to capture visit data:

- You can choose to continue using the Tellus EVV+ mobile app to capture service visit information with the population currently using it.
- You can choose to reduce the population currently using the Tellus EVV+ mobile app.
- You can revert to your pre-EVV method of documenting service visit information.
- Bill all [EVV services](#) through the Medicaid Management Information System (MMIS) regardless of how you choose to capture visit information.

If your provider agency or FMA is using a third-party vendor to capture visit data:

- Continue using your third-party vendor's method of capturing visit data and submitting the visit information to Tellus.
- Bill all [EVV services](#) through the Medicaid Management Information System (MMIS).

Next Steps

Kentucky is committed to ensuring that implementation of the federal EVV requirement does not disrupt participant services and the providers' ability to render those services. DMS and Tellus have been working around the clock to prepare Tellus EVV for provider use and to address concerns about the system's impact on stakeholders. These efforts will continue. DMS plans to meet with providers this week to discuss Kentucky's EVV get well plan and answer questions. Meeting dates and times will be shared as soon as possible.

We want to thank all waiver providers for their good faith effort to use EVV and for providing feedback that has been critical to system development and enhancement. We appreciate your continued support as we work to successfully implement this federal requirement in Kentucky.

Sincerely,



Pam Smith
Director, Division of Community Alternatives