



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

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Governor

Division of Community Alternatives
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To: 1915(c) Home and Community Based Services Waiver Provider Agencies and Financial Management Agencies Required to Use Electronic Visit Verification

From: Pam Smith
Director, Division of Community Alternatives

Date: January 30, 2021

Re: New Deadline for Required Use of Electronic Visit Verification

The Department for Medicaid Services (DMS) is notifying providers of a new date when the use of electronic visit verification (EVV) to bill EVV-affected services is required. Providers and financial management agencies (FMA) must begin using EVV **no later than April 1, 2021**. [EVV-affected services](#) provided on or after April 1, 2021, must be billed through Tellus to receive reimbursement.

DMS expects provider agencies and FMAs to have, at minimum, started using EVV to document service visits at this time. If your provider agency or FMA has not started using EVV, DMS strongly recommends you begin as soon as possible. To support provider agencies and FMAs, DMS is monitoring EVV usage and will reach out to identify any barriers to success, additional training needs, or technical issues that need to be resolved.

Until April 1, 2021, provider agencies and FMAs have the option to bill EVV-affected services through the Medicaid Management Information System (MMIS) or through Tellus EVV. DMS encourages providers to begin making the transition to billing through Tellus between now and April 1. This gives provider agencies and FMAs an opportunity to identify any additional areas of training needed and resolve any technical issues or questions before use of Tellus for billing is required.

Providers and FMAs experiencing technical issues with Tellus EVV should reach out to Tellus by completing a support ticket. To do this, go to <https://4tellus.com/> and click the yellow Open Support Ticket button. If you cannot open a support ticket, Tellus can also be contacted at support@4tellus.com, (833) 483-5587, or by using the chat feature at <https://4tellus.com/>.

DMS will host regular question and answer sessions for provider agency and FMA EVV administrators between now and April 1. Details on dates and times for these sessions will be released soon. If a provider agency or FMA encounters recurring issues or questions, please reach out to DMS to discuss whether a one on one help session is appropriate. You can contact DMS through the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov.

There are a number of other resources available for providers/FMAs and for Tellus EVV+ mobile app users, including:

- **Live training** on the Tellus admin console, claims console, and the Tellus EVV+ mobile app. There is also a Tellus EVV+ mobile app training module specifically for Kentucky participant-directed services employees. To register for live training or view a recorded training, visit <https://4tellus.com/training/>.
- **Tellus video tutorials** are available using the **Training** section of the Tellus EVV admin console.
- **User guides** for the Tellus EVV admin console, claims console, and the Tellus EVV+ mobile app are also available using the **Training** section of the Tellus EVV admin console.
- **Registration and onboarding resources, a provider toolkit, and quick reference guides** for the Tellus EVV+ mobile app are available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>. Look for the **EVV resources and information** section and choose **Using Tellus EVV** in the dropdown menu.

If providers or FMAs have questions about EVV policy, please email the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or by calling (844) 784-5614.

If providers or FMAs have questions about this notice, please email MedicaidPublicComment@ky.gov.

Sincerely,



Pam Smith
Director, Division of Community Alternatives