



EVV Frequently Asked Questions



What is happening? Simply Healthcare is implementing a Visit Verification (EVV) system. Tellus eVV is a technology that is starting December 1, 2017. All Medicaid Managed Care personal and home health care services, must be submitted through the Tellus eVV system.

When is it happening? Simply Healthcare plans to implement the Tellus eVV system effective December 1, 2017. As of that date, services must be submitted through the Tellus eVV system.

Why is it happening? The 21st Century Cures Act requires all states that receive federal Medicaid reimbursement for home health and personal care services use EVV to be eligible for reimbursement.

Where is it happening? At this time, this applies to services delivered in the state of Florida. If you have operations outside of Florida, changes to those programs will be communicated when appropriate.

Who does it affect? This applies to any home and community-based service providers who deliver home health and personal care services to Simply Healthcare members.

Is there a cost to use the EVV service? In an effort to provide our providers with a low-to-no-cost solution, Simply is absorbing the administrative and transactional costs of visits for providers.

How is this different from AHCA? This implementation is very similar to the AHCA EVV system. The only difference is that Simply is a multi-payer version of the Tellus eVV solution. For a short time, providers will continue using the existing AHCA EVV application. All providers are migrated to the multi-payer solution.

What app do I need? You will be able to download the Tellus eVV mobile app from either the Apple App Store or the Google Play Store, depending on your device. The Administrator Console and the Claims Console are available on the app.

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continued

Do I have to use the Tellus eVV App? Yes. Simply is covering the collection and transactional costs associated with using the Tellus eVV App.

Will this work without a smartphone? Yes. Tellus eVV offers an Interactive Voice Response option for visit verification.

How do I get started? In the coming weeks, you will receive additional communication about the next steps.

If I have questions who do I contact? If you have questions about the Tellus eVV solution, contact the Tellus support desk Monday through Friday, 8:00 a.m. to 5:00 p.m. Eastern at **833-4Tellus** or **support@4tellus.com**. Questions about coverage, authorizations or claims should be directed to Simply Healthcare at (877) 915-0551.

Will training be available? Yes. Tellus will provide training. In the coming weeks, you will receive additional communication about training.



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