



## **Electronic Visit Verification (EVV) Program Manual**

### **Contact Information:**

**Pennyrile Area Agency on Aging and Independent Living  
300 Hammond Drive  
Hopkinsville, KY 42240  
(270) 886-9484**

# GLOSSARY

What Does This Mean to Me?	3
What is Electronic Visit Verification?	5
How to Install EVV App	8
How to Log into EVV App	10
EVV App Password Help	13
EVV App Main Menu	15
Your Profile on the EVV App	17
Viewing Schedule on EVV App	19
EVV App Training	21
Adding a New Visit in EVV App	23
Completing a Visit in EVV App	25
Using EVV App when Offline	28
Help with EVV App	30
How to Log out of EVV App	32



What Does This Mean to Me?

---

## What Does This Mean to Me?

The Department for Medicaid Services (DMS) is transitioning to electronic visit verification (EVV) for some services offered through Kentucky’s 1915(c) Home and Community Based Services (HCBS) waivers. The federal government requires states to use EVV as part of the 21<sup>st</sup> Century Cures Act to continue receiving critical funding for 1915(c) HCBS waiver programs. A list of services required to use EVV is available at <https://bit.ly/kyevvservices>.

EVV is an electronic system used to confirm a waiver participant receives the services identified on their person-centered service plan. More information about EVV is available on the DMS EVV website at <https://bit.ly/kywaiverEVVinfo>.



### Who Must Use EVV?

Beginning January 1, 2021, paid caregivers must use EVV to document details of the care they provide. Provider agencies must use EVV to bill EVV-affected services.

- **Paid Caregivers** include participant-directed services (PDS) employees hired by a waiver participant to provide nonmedical services.

If a provider agency plans to use Kentucky’s state-sponsored EVV solution, known as Tellus EVV, **PDS employees will need to access the Tellus EVV+ mobile application**. Below are the specifications for devices compatible with Tellus EVV.



### Tellus EVV+: Mobile Device Requirements

Tellus certifies that the Tellus EVV+ mobile app will work on with tablets or smartphones that:

- ✓ Have any Android or iOS operating system version listed in the “Supported Mobile Operating Systems” box below.
- ✓ Have GPS.
- ✓ Have a storage capacity of 50MB or higher. 50MB is equal to .05GB.

Mobile devices do not need Bluetooth, voice support, or minimum memory requirements to work with the Tellus EVV+ mobile app.

Supported Mobile Operating Systems*		For Use With	Who Primarily Uses This?
Apple Devices	iOS version 9 or higher	Tellus EVV+ mobile app	Paid caregivers linked to provider agencies who choose Tellus EVV. **
Android Devices	Android Version Lollipop 5.0 or higher		

\*You can check the version of a device’s operating system by looking under “Settings” on the device.



## What is Electronic Visit Verification?

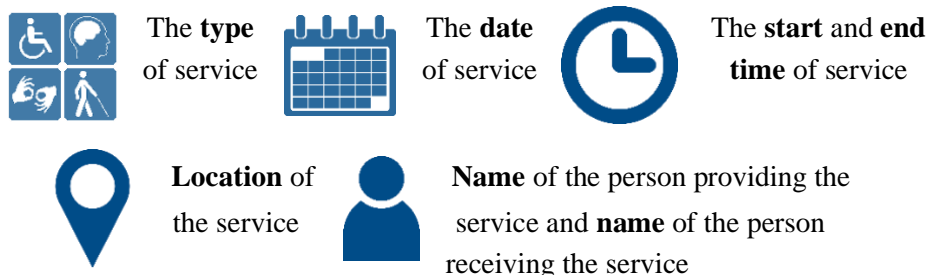
---

## What is Electronic Visit Verification?

Electronic Visit Verification is an electronic system provider use to let Medicaid know they delivered the services you are supposed to receive. It is similar to the paper timesheets you complete and submit now. We call it EVV.

## How does EVV work?

The PDS employee will use an app on a tablet or smartphone to document six pieces of information about some of the services they are providing.



## Does EVV apply to all my services?

Yes, any PDS employee that provides any of the following services under the Participant Directed Services/ Home and Community Based Program (PDS/HCB) are required to use the EVV application to document your time worked.

Here is a list of services by waiver that will use EVV.

HCB
Attendant Care
Home and Community Supports
Non-Specialized Respite
Specialized Respite

## General Questions



**Do I need to do anything with EVV?** After each date worked (also known as a scheduled visit), if you are able, your employee will ask you to sign a smartphone or tablet to verify the information they entered is correct. There is a specific spot for client / representative (if applicable) as well as the PDS employee to sign verifying the time the PDS employee worked prior to submitting.

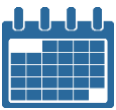


**Will EVV be used to track me?** No. EVV only records the location when the service begins and again when it ends. It does not keep a record of your location at any other time

**Will EVV cause me to lose services?** EVV will help Kentucky Medicaid make sure you are getting all the services you need and that your providers are paid for delivering those services.



**Why is Kentucky Medicaid using EVV?** The federal government requires us to use EVV to improve the quality of the services you receive and to make sure you receive the services your provider agreed to deliver.



**When will my providers start using EVV?** Providers must start using EVV by January 1, 2021, but some providers might start using it sooner.



**What if I have questions?** You can call Kentucky Medicaid at (844) 784-5614 between the hours of 8:00 a.m. and 4:30 p.m. Eastern Monday through Friday or email us anytime at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov).

Kentucky also has an EVV website you can visit for more information at <https://bit.ly/kywaiverEVVinfo>. If you want to receive a paper copy of this information, please call (844) 784-5614 or email [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) and Kentucky Medicaid will be happy send it to you via mail.



# How to Install EVV App



---





## How to Install Tellus EVV+ Mobile App

### To Install the Mobile App:

#### A. Android Devices

- 1) Go to the Google Play store on your Android device. 
- 2) Tap on Search.
- 3) In the search bar, type in: **Tellus EVV+**.
- 4) Download the **Tellus EVV+** app. 
- 5) Tap **Install**.

#### B. Apple iOS

- 1) Go to the Apple App store on your iPhone, iPad or iPod Touch. 
- 2) Tap on Search.
- 3) In the search bar, type in: **Tellus EVV+**.
- 4) Download the **Tellus EVV+** app. 
- 5) Tap **Install**.



# How to Log into EVV App

---



## How to Log into Tellus EVV+ Mobile App

### To log into the mobile app:

- 1) Tap the Tellus EVV+ icon to launch the mobile app.



Enter your **username**. You should have received an email with your username when Pennyrile Area Agency on Aging and Independent Living (Pennyrile AAAIL) uploads your profile into the Tellus EVV system. If you need help with your username, contact your assigned Support Broker at Pennyrile AAAIL (270-886-9484).

**The email looks like this:**



You have been registered to use the Tellus eVV+ mobile app for electronic visit verification as required by the 21st Century Cures Act.

Please follow these easy instructions to become part of the team:

1. Download the Tellus eVV+ Mobile App on your smartphone from [Google Play](#) or the [Apple App Store](#)
2. Login to the Tellus eVV+ app using:

**Username and Temporary Password sent via email**

3. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact [support@4tellus.com](mailto:support@4tellus.com) or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,  
The Tellus Team



2) Enter your **Password**. *Note: The password is hidden by default; tap the “eye” icon if you need to see it.*

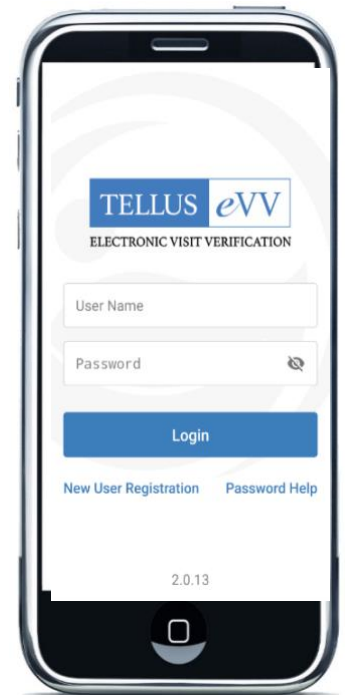
If you forgot your password, simply tap **Password Help** to reset your password or contact your provider agency or PDS EVV administrator who can also reset your password, if necessary. You will receive an email with the subject line “Update Your Account.” It will contain a link that allows you to enter a new password. This link is valid for 36 hours; if you do not change your password within that time, you will need to reset your password again.



### 3) Tap **Login**.

Unlock the app by using the security feature your device is set up for: fingerprint ID, touch ID, face ID, or the four-digit passcode you set when you logged into the Tellus EVV+ mobile app for the first time.

You will remain logged in until you log out of the app; however, the app will lock any time your device goes to sleep or any time you navigate to a different app. Again, to unlock the Tellus EVV+ mobile app, use the security feature your device is set up for: fingerprint ID, touch ID, face ID, or the four-digit passcode you set when you logged into the Tellus EVV+ mobile app for the first time.





# EVV App Password Help

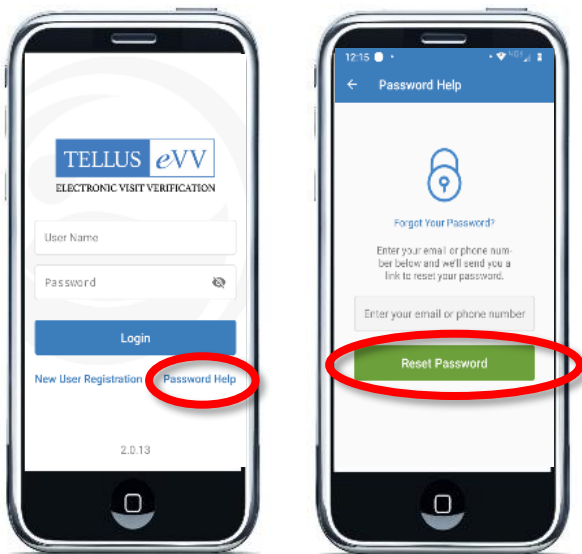
---

## Password Help on the Tellus EVV+ Mobile App

### Forgotten Password

If you forget your password, you can reset it from the Tellus EVV+ mobile app logon screen:

- 1) Tap **Password Help**.
- 2) Enter your email address or phone number.
- 3) Tap **Reset Password**.

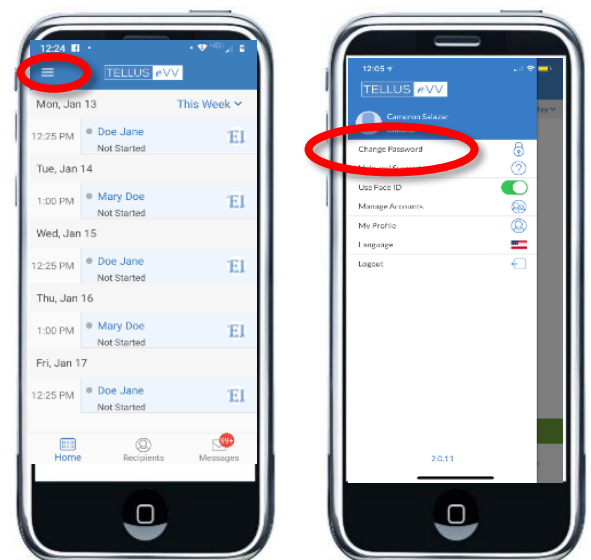


You will receive an email with the subject line “Update Your Account.” It will contain a link that allows you to enter a new password. This link is valid for 36 hours; if you do not change your password within that time, you will need to reset your password again.

### Changing Your Password

- 1) Tap the **Main Menu** icon in the upper left-hand corner of the screen.
- 2) Tap **Change Password**.
- 3) When the **Change Password** screen appears, enter your **Old Password**, your **New Password** and then retype your new password in the **Confirm Password** field. All entries are hidden by default. Tap the “eye” icon on any of these fields, to see your entry.
- 4) Tap **Change Password**.

Your password is successfully updated.





# EVV App Main Menu

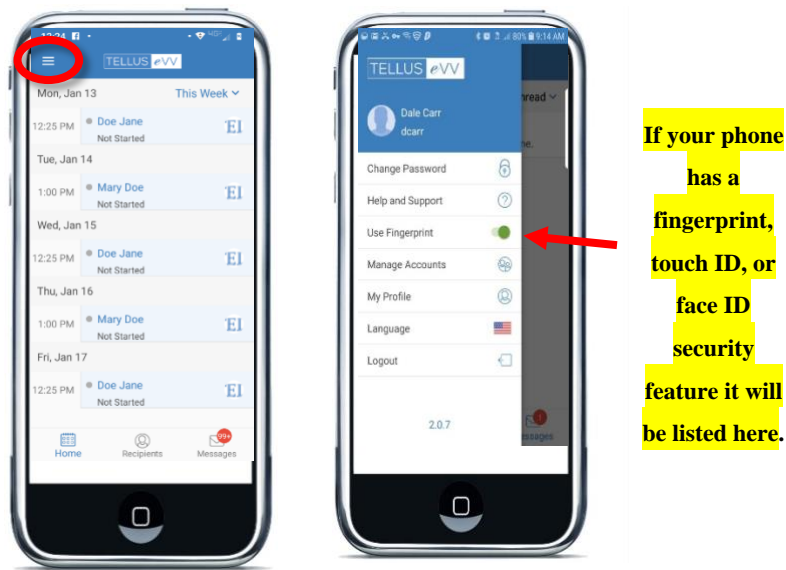
---



## Tellus EVV+ App Main Menu Features

### Accessing the Main Menu

The **Main Menu** icon is located in the upper left-hand corner of the mobile app screen. Tap the icon to display the full menu.



You can access the features listed below from the **Main Menu**.

- 1) **Change Password**
- 2) **Help and Support:** This option provides access to Tellus EVV+ mobile app support.
- 3) **Use Fingerprint, Use Touch ID, or Use Face ID:** You can only use your fingerprint or face to unlock the app **if your phone has those features**. If your phone does not have those features or you do not wish to use them, you should leave this featured turned off by making sure the toggle is to the left and unlock the app using the four-digit security code you selected when you logged into the Tellus EVV+ mobile app the first time.
- 4) **Manage Accounts:** This is where you can view invitations from agencies that you have accepted. These are your active accounts.
- 5) **Manage Profile:** This is where you can change your name, address, and other personal information.
- 6) **Change Language:** This allows you to select the language that you want to see in the mobile app.
- 7) **Logout:** This logs you out of the app





# Your Profile on EVV App

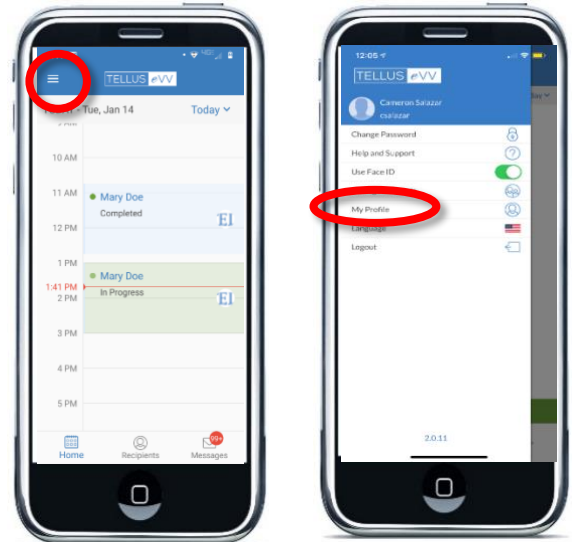
---



## Managing Your Profile

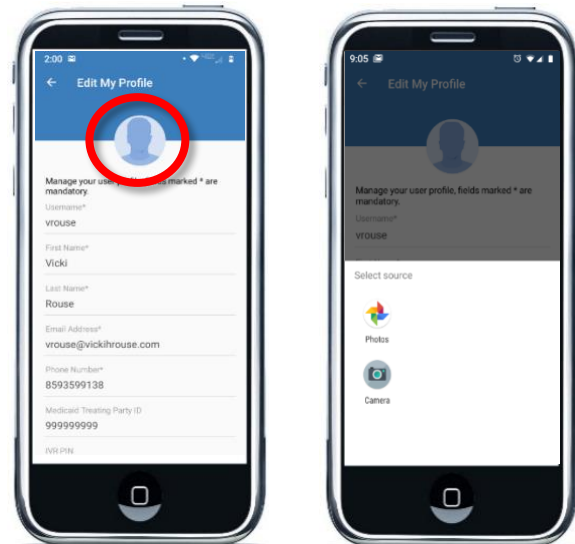
You can complete your profile in the Tellus EVV+ mobile app using the following steps. You can change your profile information at any time using the same steps.

- 1) Tap the **Main Menu** icon in the upper left-hand corner of the page.
- 2) Tap **My Profile** to open the **My Profile** page.



You can edit the following information (you will need to scroll down to see all fields and to see the **Save** button). **Note:** Fields with \* are required.

- 1) Username\*
- 2) First Name\*
- 3) Last Name\*
- 4) Email Address\*
- 5) Phone Number\*
- 6) Medicaid Treating Party ID
- 7) IVR PIN
- 8) Caregiver Type
- 9) Date of Birth
- 10) SSN Last 4\*
- 11) Address Line 1 & 2, City, State and Zip Code



**To add a photo:** Tap the image area and either take a new picture or select from your existing photos. When you are done updating your profile, scroll to the bottom of the page and hit the green “Save” button.



# Viewing Schedule on EVV App

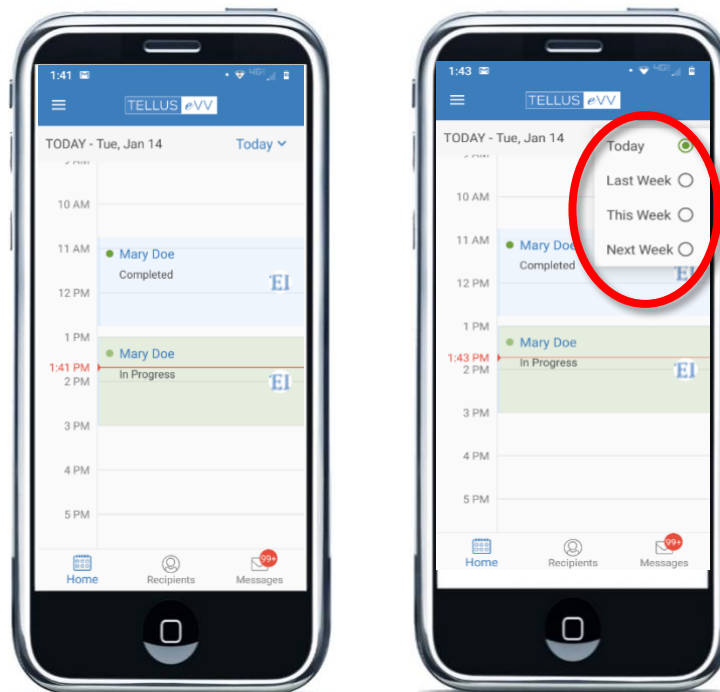
---



## Viewing the Schedule on the Tellus EVV+ Mobile App

### Changing the Time Period View on the Home Page

When you open the Tellus EVV+ mobile app, it opens to the home page where you will see your schedule. The default schedule view is 'Today.' Tap the time period drop-down list in the upper right corner to choose another time period: **Last Week**, **This Week**, or **Next Week**.



The **Home** page now displays the schedule for the time period you selected.

Visits are color coded with a dot to the left of each scheduled visit. The color of the dot indicates the **Status** of the scheduled visit:

- **Green:** visit successfully completed.
- **Red:** visit was not completed.
- **Yellow:** paid caregiver is late for the scheduled visit.
- **Gray:** scheduled visit has not been started.



# EVV App Training

---

## EVV App Training

1. Go to <https://4tellus.com/training/>
2. Scroll down to “Start to Finish with the Mobile App”

Start to Finish with the Mobile App

**Tellus EVV Mobile App**

**Who:** Caregivers using the Tellus EVV Mobile App

**What:** Learn how to use the Mobile App to check in, check off, and check out

[Click Here to Register >](#)

[View Recorded Training Session >](#)

3. Click on “View Recorded Training Session”
4. Enter First Name, Last Name and Email Address and click Register

View this recording

\*Required field

First Name\*

Last Name\*

Email Address\*

By clicking this button, you submit your information to the webinar organizer, who will use it to communicate with you regarding this event and their other services.

5. View training video on using the EVV Mobile App



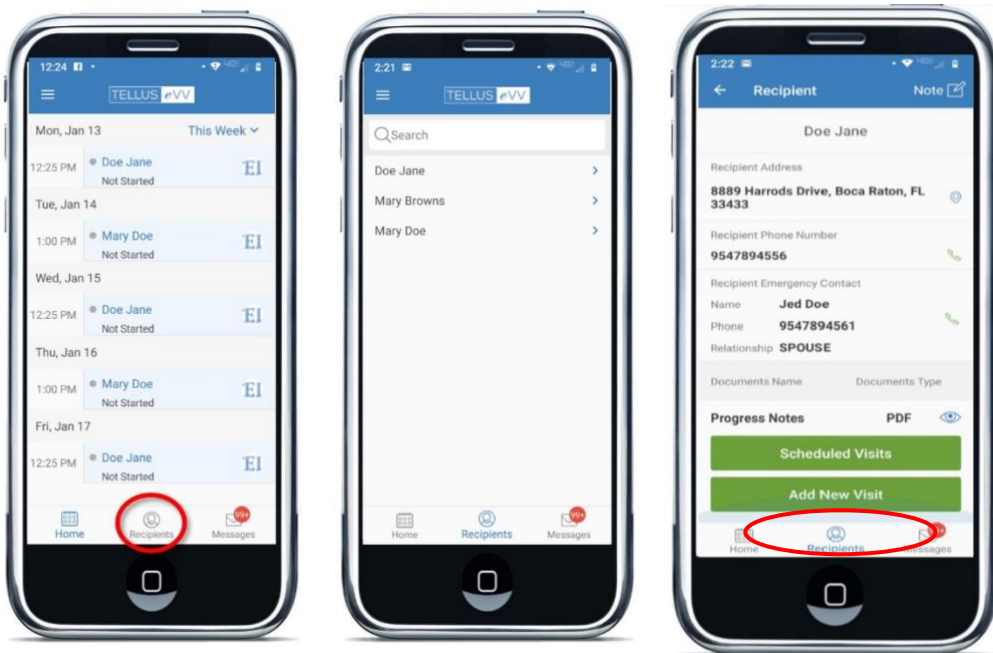
# Adding a New Visit in EVV App

---

## Adding a New Visit

To Schedule a Visit:

1. Tap **Recipients** at the bottom of the screen on the EVV app
2. Tap the right arrow to select the Recipient



3. Tap **Add New Visit** to open the New Visit page.
4. The Agency and Recipient name are auto populated. Select the **Recipient Address** where the visit will occur.
5. Tap **Payer** to auto populate the **Payer** field.
6. Touch the calendar icon to open a calendar to select the visit date.
7. Touch the clock icon to open a clock to select the visit time.
8. Check each service that will be performed.
9. Tap **Add New Visit** at the bottom of the page to add the visit to your schedule.





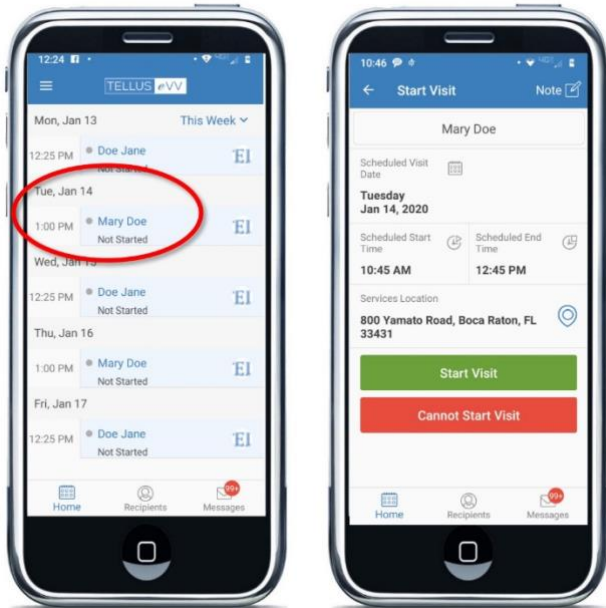
# Completing a Visit in EVV App

---

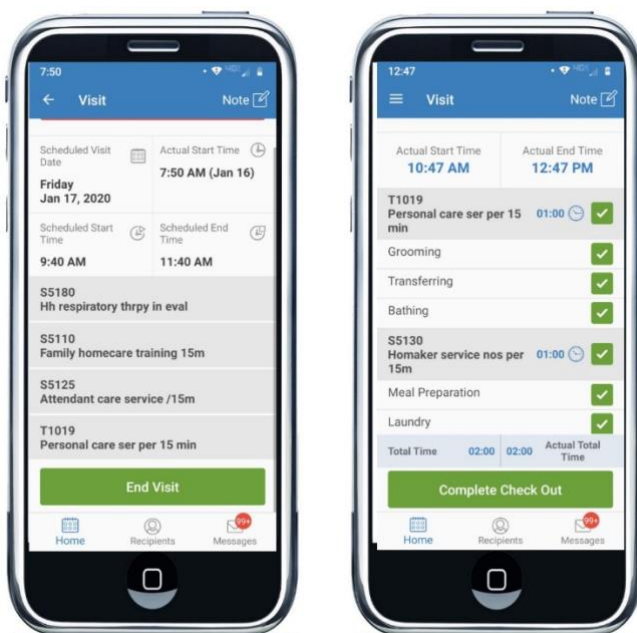
## Starting and Ending a Visit

To start a visit:

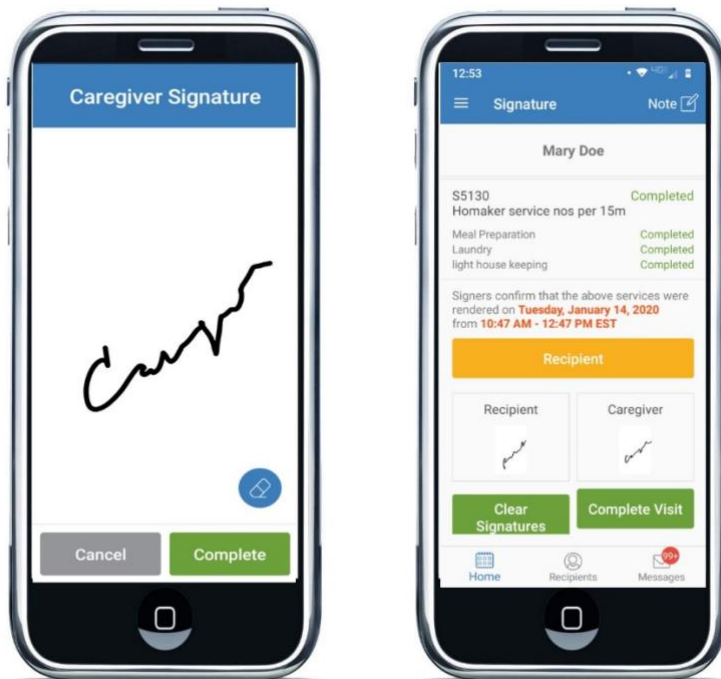
1. On the **Home** page, tap the appointment for the Recipient you want to start services for. This opens the **Start Visit** page.
2. Tap **Start Visit**. This starts a timer at the top of the screen.



3. After you complete all services, tap **End Visit**.
4. All tasks will be checked. Tap **Complete Check Out**.



5. Tap the **Recipient**.
6. Select the role of the person who will sign. This can be either the Recipient or Representative.  
Have the Recipient or Representative sign in the space provided.
7. If Recipient is unable to sign, click **No Signature Gathered**. This will populate a box asking to Select Reason for No Recipient Signature.  
Tap reason that Recipient cannot sign and tap **OK**.
8. When signature is finished, tap **Complete**.
9. Tap the **Caregiver** signature box and sign in the space provided.



10. Tap **Complete**.
11. Tap **Complete Visit**.  
An alert will appear, indicating that the visit is complete and successfully verified.



# Using EVV App when Offline

---

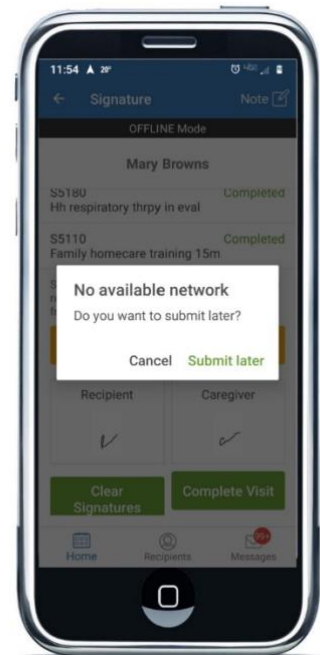
## Completing a Visit when you are Offline

To complete visits when you are offline:

1. Complete the visit as you normally would.
2. After you complete the visit, a box opens letting you know that you are offline.
3. Tap **Submit Later**.

Note: You must log into the Tellus EVV Mobile App from a location with Wi-Fi or cellular service within 12 hours prior to using the device in **offline** mode.

Your System Administrator will not see your visit data until you log into Tellus EVV Mobile App in a location that has internet connectivity.



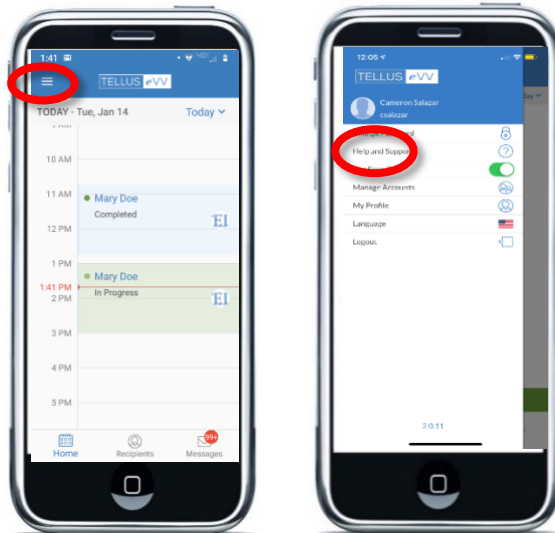


# Help with EVV App

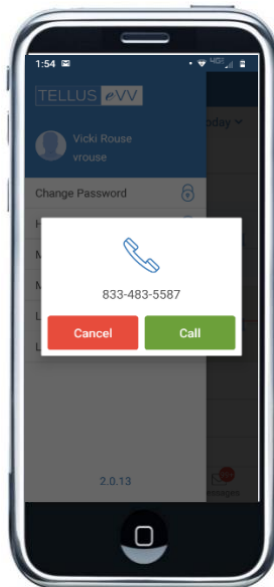
---

## Accessing Help and Support

- 1) If you are experiencing issues with the Tellus EVV app, tap the **Main Menu** icon in the upper left-hand corner of any page to open the menu.
- 2) Tap **Help and Support**.



- 3) Tap **Call** to speak to a Customer Support Representative.





# How to Log Out of EVV App

---





## How to Log Out of EVV App

- 1) Tap the **Main Menu** icon in the upper left-hand corner of the page.
- 2) Tap **Logout**.
- 3) You return to the login page.

Remember: You will remain logged in until you log out of the app; however, the app will lock any time your device goes to sleep or any time you navigate to a different app. To unlock the Tellus EVV+ mobile app, use the security feature your device is set up for: fingerprint ID, touch ID, face ID, or the four-digit passcode you set when you logged into the Tellus EVV+ mobile app for the first time.

