



EVV Frequently Asked Questions

Beginning October 1, 2019, Florida Community Care (FCC) will require Electronic Visit Verification for all its FCC network home health care and personal care service providers.

You can comply one of two ways:

- 1) Send EVV data from your current system to Tellus
- 2) Use the complete Tellus eVV solution

Why? The 21st Century Cures Act mandates that all states that receive federal Medicaid reimbursement for home health and personal care services use EVV.

Who and where? This applies to all home and community-based service providers who deliver Florida SMMC home health and personal care services to FCC members while in Florida locations.

How much? FCC is covering the costs for the complete Tellus platform for providers, if you choose that route.

What app? If you already have an EVV vendor, ask that vendor which application you should use. If you choose the Tellus platform, download the Tellus eVV mobile app for a phone or tablet from the iOS App Store or the Google Play Store. The Administrator Console and the Claims Console can be accessed using any web browser.

What if, for some reason, a caregiver can't enter data on site? Tellus eVV works in offline mode when cellular or Wi-Fi is not available so it will still collect the necessary EVV data. If you use another vendor, check with that vendor to see how they operate when cellular or Wi-Fi are not available.

What are the next steps?

- To learn more about the Tellus eVV or how to transmit your EVV data to Tellus, contact **833-4TELLUS** or **support@4tellus.com**.
- Watch your mail for more information about training, timelines and other important updates.
- If you have another EVV vendor, you should ask them now about sending files to Tellus.
- Questions about coverage, authorizations or claims still go to FCC at 1-877-888-8347.