

UnitedHealthcare Community Plan of Florida

Electronic Visit Verification Requirement

Frequently Asked Questions

Overview

EVV electronically verifies the delivery of services. EVV may also help you easily view and schedule visits, and can help you submit claims in a timely manner. Effective **Dec. 1, 2019**, all claims for the services listed in the chart, rendered to UnitedHealthcare Community Plan members in Florida, must be submitted through the Tellus EVV system.

Frequently Asked Questions and Answers

Which care providers will be required to use the EVV system effective Dec. 1, 2019?

Any home- and community-based service care provider who delivers home health and personal care services to UnitedHealthcare Community Plan members will need to use the EVV system. The following services will require EVV:

For Managed Medical Assistance (MMA) Members

Description of Service	Code
Registered Nurse (RN) visit	T1030
Licensed Practical Nurse (LPN) visit	T1031
Home Health Aide (HHA) visit (unassociated with skilled nursing)	T1021

Key Points

Effective **Dec. 1, 2019**, we require the use of an electronic visit verification (EVV) system for home- and community-based services care providers who deliver home health and personal care services to UnitedHealthcare Community Plan of Florida members.

The 21st Century Cures Act requires that states mandate the use of EVV for care providers who deliver home health and personal care services.

Tellus will manage our EVV system.

At this time, the required use of the Tellus EVV system applies to services delivered in Florida.

For Long-Term Care (LTC) Members

Description of Service	Code
Attendant care services	S5125
Attendant care services, RN	S9123
Attendant care services, LPN	S9124
Homemaker service	S5130
Companion care, adult	S5135
Unskilled respite care (in home)	S5150
Intermittent Skilled Nursing, RN	S9123
Intermittent Skilled Nursing, LPN	S9124
Intermittent Skilled Nursing	T1002
Intermittent and Skilled Nursing, LPN	T1003
Personal care services	T1019

Please note: You're required to use the appropriate modifiers when billing.

Is the Tellus EVV system that will be used for UnitedHealthcare Community Plan different from the Tellus EVV system used by Florida's Agency for Health Care Administration (AHCA)?

Yes, the two systems are different. We're using a multi-payer version of the Tellus EVV system. For a short time, you may need to continue using the existing AHCA EVV application for some services until they are all migrated to the multi-payer version.

Is there training available to help me use the EVV system?

Yes, training is available to help you use the Tellus EVV system. Go to 4tellus.com/training to register for a training webinar. Training is available for administrators using the Tellus EVV administrator console and those who do billing or scheduling.

Will I be able to use a mobile app with the EVV system?

Yes. You'll be able to download the appropriate Tellus EVV mobile app for your device. In addition, the administrator console and claims console are web-based applications that you can access from any device with a web browser. Go to 4tellus.com for more information.

Can I use the EVV system without a smartphone or tablet?

A mobile device is required. If you don't have a mobile device, you'll need to call your administrator from the member's home for assistance.

How will EVV work if I'm delivering care in a rural area that doesn't have cellular coverage?

The Tellus EVV app uses GPS technology that doesn't require a data connection to capture location. If a data connection isn't available, Tellus EVV captures and encrypts the visit data on the mobile device in offline mode. When the device is connected again, the information is automatically transmitted to the overall system. If GPS isn't available, the caregiver can use the member's landline phone to call their administrator to start and end the visit on the administrator console.

Will the caregiver or agency be penalized if they're late for an appointment?

The system won't penalize late or missed visits. However, consistently late or missed visits may lead to claims or compliance issues, and we may contact you.

Will the electronic verification of the visit also submit a claim to UnitedHealthcare?

Yes. To help reduce paperwork and certain administrative tasks, you'll submit UnitedHealthcare Community Plan claims using the Tellus EVV system.

Can I use another EVV vendor and connect it to the Tellus EVV, or do I need to use the Tellus EVV system?

For services delivered to UnitedHealthcare Community Plan members, you may use a third-party vendor as long as the vendor has integrated their system with the Tellus system. You'll need to contact your third-party vendor to have them work directly with Tellus to integrate their system.

With AHCA, nurse registries aren't allowed to monitor employees since they're considered contract employees. Are nurse registries expected to monitor employees through an EVV if this is against AHCA policies?

No. EVV is an electronic method of verifying visits. It is intended to improve accuracy and reduce paperwork for the care provider. It's not intended to be used a tool to monitor employees.

Claims and Authorization

What if I don't see the member's authorization on my Tellus dashboard?

To check your current authorization, you can use Link as you do today. To sign in to Link, go to **UHCprovider.com** and click on the Link button in the top right corner. For assistance with viewing the authorization on your Tellus dashboard, please contact Provider Services at **877-842-3210**, or Provider Services for long-term care providers at **800-791-9233** from 8 a.m. – 5 p.m. Eastern Time, Monday – Friday, excluding major holidays.

If I don't see the member in the Tellus app, can I bill UnitedHealthcare Community Plan directly?

Yes. You can continue to bill us directly. If this changes, we'll notify you.

Who can I contact if I have questions about viewing the authorizations and/or submitting claims through the Tellus application?

Please call Tellus at **833-483-5587** or email **support@4tellus.com** if you have questions about viewing authorizations and/or submitting claims.

Who can I contact if I have questions about claims?

If you have questions about claims, contact Provider Services at **877-842-3210**, or Provider Services for long-term care providers at **800-791-9233** from 8 a.m. – 5 p.m. Eastern Time, Monday – Friday, excluding major holidays.

Getting Help

Are there resources available to help my practice get smartphones to use for EVV?

Yes, through Tellus. You can contact Tellus at **sales@4tellus.com** to learn more about programs and vendor pricing that they may have available for care providers.

Who can I contact if I have questions?

If you have questions about the app, getting started or any technical questions, please contact Tellus at **833-483-5587** or **support@4tellus.com**. If you have questions about UnitedHealthcare coverage or requirements, call the Provider Services number on the member's ID card or contact your Provider Advocate. Thank you.