AGENCY FOR HEALTH CARE ADMINISTRATION

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FLORIDA MEDICAID
A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

February 8, 2021

Provider Type(s): 39
Behavior Analysis Fee-for-Service
Regions 9, 10, and 11

Electronic Visit Verification (EVV) Enforcement

Additional Enforcement for Mandatory Usage

For dates of service on or after February 1, 2021, providers must bill through the Tellus EVV System and must no longer bill the Florida Medicaid Management Information System (FMMIS) via the Medicaid Provider Web Portal. Previously, providers that were unable to bill claims using the Tellus system and had open tickets with Tellus regarding their claims-related issue were allowed to submit through the FMMIS. That option is no longer available. **Claims that are billed directly to FMMIS will be denied even if a provider has an open ticket.**

Claims for assessments (H0031) and re-assessments (H0032) should continue to be billed in the same way as it was done prior to the EVV implementation, directly to FMMIS.

To open a Tellus ticket, click on the link below, then click on "Open Support Ticket". This is the fastest way to receive assistance. Tellus | EVV Software & Claims Processing For Home Health/Long Term Care (4tellus.com)

Providers should act now to ensure compliance and avoid potential payment delays.

Take the Following Actions to Ensure Your Success:

Ensure you are using the latest version of the Tellus mobile app

- Version 2-0.26.

Update Contact and Linking Information

- Verify that all rendering providers have current and unique contact information in FMMIS and that providers are linked to the appropriate group(s). This is critical because FMMIS sends the provider information to Tellus. To update information in FMMIS, providers should access the secure portal at: https://home.flmmis.com/home. Providers and their authorized delegates may perform group linking and delinking in real-time, via the secure Web Portal. Detailed instructions on linking is here: Group Linking and Delinking.

Known Issues: To find information about the top currently known technical issues related to the Tellus EVV System, please go to https://4tellus.com/ahca-ba-known-issues/.

Training

- To register for training, listen to pre-recorded trainings on demand, or review training modules, please go to https://4tellus.com/ahca-ba and select the Training & Resources tab.

Dedicated BA EVV Hotline

Call 1-833-622-2422 to speak to a Tellus agent or email at ahcabaevv@4tellus.com if you have any questions or need technical assistance.

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com
COMPLAINTS OR ISSUES? ON LINE http://ahca.myflorida.com/Medicaid/complaints/| **CALL** 1-877-254-1055

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via **Facebook** (AHCAFlorida), **Twitter** (@AHCA_FL) *and* **YouTube**(/AHCAFlorida).

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