

Tellus EVV Emergency Preparedness Update

Bulletin #8 Operating AHCA EVV after Hurricane Michael

Procedure:	AHCA EVV Emergency Preparedness	Date:	October 15, 2018
Additional Materials:	None	Application:	EVV Dashboard EVV Mobile Application EVV Claims Portal
Target User:	<ul style="list-style-type: none"> • Administrator using the EVV Dashboard and Claims Portal • Caregivers using the EVV Mobile Application 		

After Hurricane Michael

Our thoughts are with the agencies, caregivers and recipients who live and work in the communities impacted by Hurricane Michael. These are challenging times, and we want to assure you that the AHCA EVV support team is available to assist you.

In the event that your agency or caregivers are still without power or cellular service in the after effects of Hurricane Michael, caregivers should keep a paper record of visits using their provider agency procedures. When services are restored, agency administrators should retroactively enter the completed services manually and provide a reason code for the manual entry. In this case, you will select “Reason code → 130 Disaster or Emergency.” You will then enter “Hurricane Michael” in the *Reason Code Notes* box.

Reason Code 130 should also be used in situations where the services were provided in an unusual location, provided late or the caregiver was unable to start or end a visit using the mobile app. If the caregiver is rendering services and cannot request a new PA, the agency administrator should provide the appropriate documentation to EQ Health Solutions. When EQ Health Solutions issues the PA, the visit will match and be available for submission.

Remember, as long as the mobile device battery is charged, caregivers may continue to use the EVV Mobile Application for electronic visit verification for services that were scheduled prior to the outages, regardless of whether the caregiver is connected to the internet or has cell service. Once cell service is restored, the visit data will be synched to the database.

The AHCA EVV Customer Service Center remains open after Hurricane Michael to support AHCA EVV users. You can reach AHCA EVV Customer Support at 1-833-AHCA-EVV (1-833-242-2388) or via email: ahcaevv@4tellus.com.