
AHCA EVV Update

Hurricane Preparedness

Procedure: AHCA EVV System	Date: August 30, 2019
Target Users: All Florida Users	Application: Tellus Electronic Visit Verification

You need to be prepared.

Gov. Ron DeSantis has declared a state of emergency for all Florida counties as we prepare for hurricane Dorian to make landfall in Florida.

What you need to do first and foremost is:

1. **Heed all warnings and mandatory evacuations from local and State officials.**
2. **Follow all established instructions and emergency preparedness protocols.**
3. **Follow all established procedures for the delivery of services during and after the threat of the hurricane has passed.**

Tellus eVV System Administrators:

- If providers are not able to access the mobile application due to the unavailability of cell service or power loss, administrators should enter

completed services manually and provide a reason code for the manual entry.

- As long as system administrators have power and access to the internet, they will be able to access Tellus eVV to continue normal operations. As a proactive measure, administrators should download or copy the schedule for the next few weeks, so they have backup information.
- The Tellus eVV Administrator and Claims Consoles will remain fully operational during the storm and during any after effects of the storm.
- The system will continue to support providers in the field, as normal, for all scheduled or recurring visits.

Tellus eVV Mobile Application Users:

- Providers should continue to use the Tellus eVV Mobile App for electronic visit verification for scheduled services just as they do today when there is no cell or Wi-Fi service available.
- If there is a long-term mobile network outage and the provider is completely unable to gain internet access or cell service, then the provider can keep a paper record of the visit using their provider agency procedures.
- The agency administrator will be able to manually enter visit information once internet service is restored. The reason code for manual entries related to the hurricane is Reason Code 130 Disaster or Emergency. In the Reason Code Notes box “Hurricane Dorian” should be entered.
- Providers can use the Tellus eVV Mobile App without cell or Wi-Fi service on their mobile devices if the visit has been scheduled by an administrator prior to the loss of internet service.
- The Tellus eVV Administrator Console will remain fully operational through the duration of the storm and during any after effects of the storm.

- Providers should ensure their device's battery is fully charged and connect to the Tellus eVV Mobile App prior to the storm while internet or cell service is still available to sync their schedules as they do today.
- Contact your agency administrator for information on individual emergency protocols.

The Tellus eVV Customer Service Center will be closed Monday, September 2, 2019, in observance of the Labor Day holiday. If the after effects of the storm extend beyond Monday, the Tellus Customer Service Center will be open during normal business hours with limited staff to support Tellus eVV clients. You can reach the Customer Service Center at 1-833-242-2388 or via email: ahcaevv@4tellus.com.

Your safety and the safety of your recipients is the first priority. Tellus is here to support you.

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