

# Tellus EVV Training Update

## Bulletin #7 Operating the AHCA EVV during and after Hurricane Michael

<b>Procedure:</b>	AHCA EVV Emergency Preparedness	<b>Date:</b>	October 9, 2018
<b>Additional Materials:</b>	None	<b>Application:</b>	EVV Dashboard EVV Mobile Application EVV Claims Portal
<b>Target User:</b>	<ul style="list-style-type: none"> <li>Administrator using the EVV Dashboard and Claims Portal</li> <li>Caregivers using the EVV Mobile Application</li> </ul>		

### First and foremost

1. Heed all warnings and mandatory evacuations from local and State officials.
2. Follow all established AHCA instructions and emergency preparedness protocols.
3. Administrators and caregivers should remain in communication and follow established procedures to resume the delivery of services after the threat of the hurricane has passed.

**The AHCA EVV Customer Service Center will remain open during and after the storm to support AHCA EVV users. You may reach the AHCA EVV Customer Support at 1-833-AHCA-EVV (1-833-2422-388) or via email: [ahcaevv@4tellus.com](mailto:ahcaevv@4tellus.com)**

### **AHCA EVV Dashboard and Claims Portal Administrators**

- The EVV Dashboard and Claims Portal will remain fully operational during the storm and during any after effects from the storm.
- As long as system administrators have power and access to the internet they will be able to reach the EVV Dashboard and the EVV Claims Portal 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.
- All scheduled or recurring visits will continue to operate normally, and the system will continue to support the caregivers in the field.
- If caregivers 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.

### **AHCA EVV Mobile Application Users**

- The EVV Dashboard in which administrators schedule services and visits will remain fully operational during the duration of the storm and during any after effects from the storm.
- Caregivers should connect to the EVV Mobile Application prior to the storm while internet or cell service is still available to synchronize their schedules with the home office as they have been doing.
- Caregivers can use the EVV Mobile Application without cell service on their mobile phones if the visit has been scheduled by an administrator prior to the loss of internet service.
- Caregivers may continue to use the EVV Mobile Application for electronic visit verification for scheduled services regardless of whether they are connected to the internet or have cell service; just as the system works today in instances when there is no cell service available.
- If there is a long-term mobile network outage and the caregiver is completely unable to gain internet access or cell service, then the caregiver can keep a paper record of the visit using their provider agency procedures. The provider administrator will be able to manually enter the visit information once the internet service is restored.
- Contact your agency administrator for information on individual emergency protocols.