

Telemedicine Guidance for Scheduling and Billing in Tellus EVV

Overview

Telemedicine is the practice of health care delivery by a practitioner, i.e. Lead Analyst and Assistant Behavior Analyst, who is providing services in a site other than the site where the recipient is located. Services are provided by using interactive telecommunications equipment that minimally includes real time, two-way interactive communication between a recipient and a practitioner using audio and video equipment.

For more information on the AHCA COVID-19: Telemedicine Guidance for Behavior Analysis Services please refer to this link:

https://ahca.myflorida.com/medicaid/pdf/files/provider_alerts/2020_04/Updated_COVID-19_Telemedicine_Guidance_for_Behavior_Analysis_Services_040320.pdf

EVV usage for Telemedicine

- EVV must be used to electronically record and verify Telemedicine visits
- The GT or TS modifier must be used to identify the visit as Telemedicine
- The GT modifier must be used to provide Caregiver training via Telemedicine
- The TS modifier must be used to provide RBT observation/supervision via Telemedicine
- The visit must be scheduled using the recipient's location; not the practitioner's location
- The EVV GPS will identify the location as not being the same for the Telemedicine visit and create an error code in the billing worklist. The biller must clear the error using the Telemedicine reason code

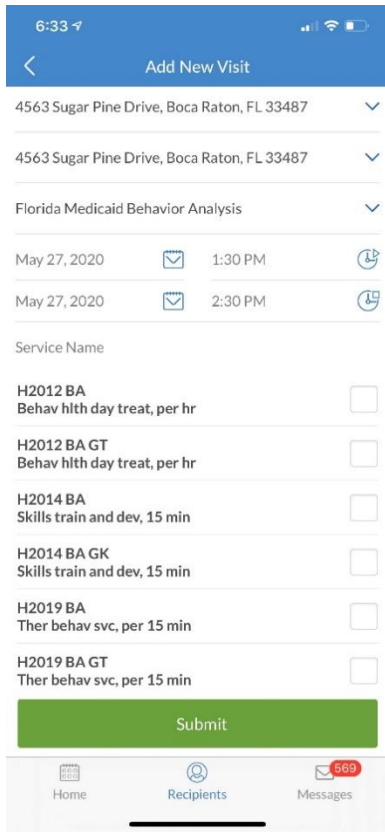
The following instructions show the steps to schedule and bill a Telemedicine visit using the Tellus EVV System.

A. SCHEDULING

Providers have 2 possible methods to schedule a Telemedicine visit

- a. Tellus Mobile app or
- b. Tellus Administrator Console and Scheduler

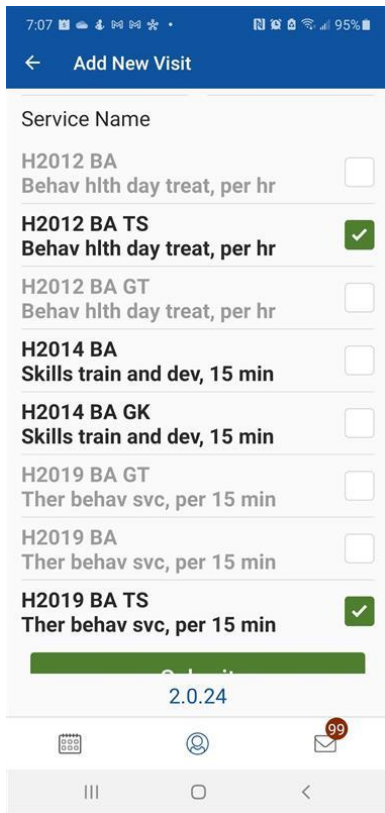
(A). Scheduling in the Tellus Mobile App



Select the recipient's address even though the provider will be at a different location

Select the service with the GT modifier for **Caregiver Training**:

- H2012 BA **GT** BCaBA Caregiver/Recipient Training
- H2019 BA **GT** Lead Analyst Caregiver/Recipient Training



Select the service with the TS modifier for **RBT Observation/Supervision**:

- H2012 BA **TS** BCaBA RBT Supervision
- H2019 BA **TS** Lead Analyst (BCBA) RBT Observation/Supervision

(B) Scheduling in the Tellus Administrator Console and Scheduler

Select Schedule in Main Menu

Visit Status on 05/21/2020 - 05/21/2020

TODAY	THIS WEEK	LAST WEEK	2 WEEKS AGO
0	1	14	0
IN PROCESS	UNABLE TO COMPLETE	MISSED	NOT STARTED
1	1	5	0
NOT STARTED, LATE	IN PROCESS, LATE	COMPLETE	COMPLETED, LATE

Weekly Visits on 05/17/2020 - 05/23/2020

THIS WEEK	LAST WEEK	2 WEEKS AGO

Inbox

From: Tellus Admin 5/18/20 12:00 AM
To: Lisa Turner

May 14, 2020 Provider Type(s): 39 Behavior Analysis Electronic Visit
From: Tellus Admin 3/20/20 12:00 AM
To: Lisa Turner

On Tuesday, March 17th, Tellus released a new Cannot Start Visit reason.
From: Ruddy Fernandez Valdes 3/18/20 9:02 AM
To: Lisa Turner

La app no identificó una de las direcciones que aparecen como correcta
From: Marnie Veiga 3/16/20 9:13 PM

Select blue circle + sign

2020 May 21

User Recipient Find *

Name	Total Visits	12am	1am	2am	3am	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm
Donev Linda	2															User: Idoney, Recipient				User
Schnur Joe	1															User: joe.schnur@4tell				
Kalinowski Ryan	2											User: ryan	User: ryan@4tell, Recipient							
Turner Lisa	3										User: lturn					User: lturn	User: lturn			

Enter Recipient, Rendering Provider, Telemedicine Caregiver 2012 BA **GT** or 2019 BA **GT** and Recipient Home

TELLUS English TELLUSDEMO Provider Lisa Turner

Select Recipients **1** Gregoria Fernandez (medicaid id:589654789, date of birth:5/01/1973)

Select Payer * FLORIDA MEDICAID BEHAVIOR ANALYSIS

Select Additional Recipients

Name	Member ID	Medicaid ID	Diagnosis Codes	Referring Physician
Gregoria Fernandez	-	589654789	B6799	Testing production (NPI: 3453453453)

Select Caregiver **2** Lisa Turner

Select Services **3**

H2012 (Behav hith day treat, per hr) Select Modifiers

H2014 (Skills train and dev, 15 min) Select Modifiers

H2019 (Ther behav svc, per 15 min) BA, GT

Select Visit Locations **4** Select Start Address * 5670 NORTHWEST 39TH AVENUE Add Start Address

Address

Enter Recipient, Rendering Provider, Telemedicine Observation/Supervision 2012 BA **TS** or 2019 BA **TS** and Recipient Home

TELLUS English TellusDemo Provider Pamela Bishop

Select Additional Recipients

Name	Member ID	Medicaid ID	Diagnosis Codes	Referring Physician
fernando durand	-	123234567211	F840	Jame Brown (NPI: 1234567890)

Select Caregiver **2** Pamela Bishop

Select Service **3**

H2012 (Behav hith day treat, per hr) BA, TS

H2014 (Skills train and dev, 15 min) Select Modifiers

H2019 (Ther behav svc, per 15 min)

Select Location **4** Select Start Address * 4660 COMMUNICATION AVENUE BOCA RATON FL 33431 Add Address

Address Type

None
BA
BA, TS
BA, GT

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B. BILLING Telemedicine in the Tellus EVV System

Rendering Provider completes the scheduled visit and sent to the Work List awaiting review and billing release.

Select Work List in Main Menu

The screenshot shows the Tellus EVV System main menu. The left sidebar contains a navigation menu with 'Work List' highlighted by a red arrow. The main content area displays a dashboard for the date range '05/21/2020 - 05/21/2020'. The dashboard includes a grid of colored boxes representing visit statuses: 0 IN PROCESS (blue), 1 UNABLE TO COMPLETE (purple), 14 MISSED (red), 0 NOT STARTED (grey), 1 NOT STARTED, LATE (orange), 1 IN PROCESS, LATE (yellow), 5 COMPLETE (green), and 0 COMPLETED, LATE (dark green). Below this is a section for 'Weekly Visits on 05/17/2020 - 05/23/2020'. On the right, there is an 'Inbox' section showing several email notifications from Tellus Admin and other providers.

Select Payer: Florida Medicaid Behavioral Analysis and apply applicable filters to search for the visit

The screenshot shows the Tellus EVV System search interface. The 'Payer' dropdown is set to 'FLORIDA MEDICAID BEHAVIOR ANALYSIS'. Below the search filters, there is a 'Search List' table. The table has columns for Row, Recipient Last Name, Recipient First Name, Medicaid ID, Service ID, Visit ID, Status, HCPCS Code/Mod, Diagnosis Code, Service Date and Time, Authorization Number, Payer name, Calculated Amount, and Billable Amount. The row for 'BUSLOV, NIKITA' has a status of 'UNMATCHED', which is highlighted with a red box and a red arrow. Another red arrow points to the search filters.

- The visit will have an Unmatched Status
- Click on the line to expand the visit and scroll to the bottom of the open page to view the error
- To fix the error click the exclamation point icon

Edits & Errors									
Type	Item	Error Code	Reason/Error Code	Reason/Error Code Description	Change	Modified On	Modified By	Notes	
ERROR	Visit: Start/End Location Other Than Scheduled	VLOC	-	-	-	3/28/20, 3:18 AM	SQS Lambda	-	

Select Reason Code of Error from drop down


Edit Error

Error
VISIT: START/END LOCATION OTHER THAN SCHEDULED

Reason Code *
You must make a selection

Note

Cancel Apply




Select Telemedicine Visit reason

Edit Error

Error
VISIT: START/END LOCATION OTHER THAN SCHEDULED

Reason Code *

- 9002 (Other (See Comments))
- 9112 (Caregiver: Scheduling Mistake. Verified Services Performed.)
- 130 (Disaster or Emergency)
- 105 (Services Provided Outside the Home. Supported By Service Plan.)
- 9168 (Telemedicine Visit)**



Enter Note and Click Apply *below note is an example*

Edit Error

Error
VISIT: START/END LOCATION OTHER THAN SCHEDULED

Reason Code *
9168 (Telemedicine Visit)

Note *
Telemedicine purposes

Cancel Apply

