

Tellus eVV Administrator User Guide

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Getting Started

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General Requirements

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Each provider must designate at least one Tellus eVV system administrator during the registration process. System administrators will:

- Create and manage accounts and IDs for Users.
- Create and manage Recipient information.
- Schedule, manage and monitor visits, and manually update visits when needed.
- Run reports.

All administrators *must* have a **Username** and **Password** to [login](#) to the Tellus eVV application.

The Administrator Console and the Mobile App are compatible with the following:

Supported PC Operating Systems	<ul style="list-style-type: none"> • Windows OS (32 or 64 bit) Version 7 or higher • Mac OS Version X (10) or higher
Supported Mobile Operating Systems	<ul style="list-style-type: none"> • iOS Version 8 or higher • Android Version Lollipop (5.0) or higher
Supported PC & Mac Browsers	<ul style="list-style-type: none"> • Microsoft Internet Explorer Version 11 or higher • Microsoft Edge Version 16 or higher • Google Chrome Version 4 or higher • Apple Safari Version 10 (Mac)/4 (Windows) or higher • Mozilla Firefox Version 57 or higher
Supported Mobile Browsers:	<ul style="list-style-type: none"> • Google Chrome Version 4 or higher on Android • Apple Safari Version 10 (Mac)/4 (Windows) or higher

Mobile Device Requirements	<ul style="list-style-type: none">• Operating System: Android or iOS (see above)• Bluetooth required: No• GPS required: Yes• Voice support required: No• Min memory of phone: 25 MB• Min storage of phone: 50 MB
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Related Topics

- [Logging In](#)
- [Administrator Console Overview](#)
- [Viewing the Main Menu](#)
- [Changing Refresh Settings](#)
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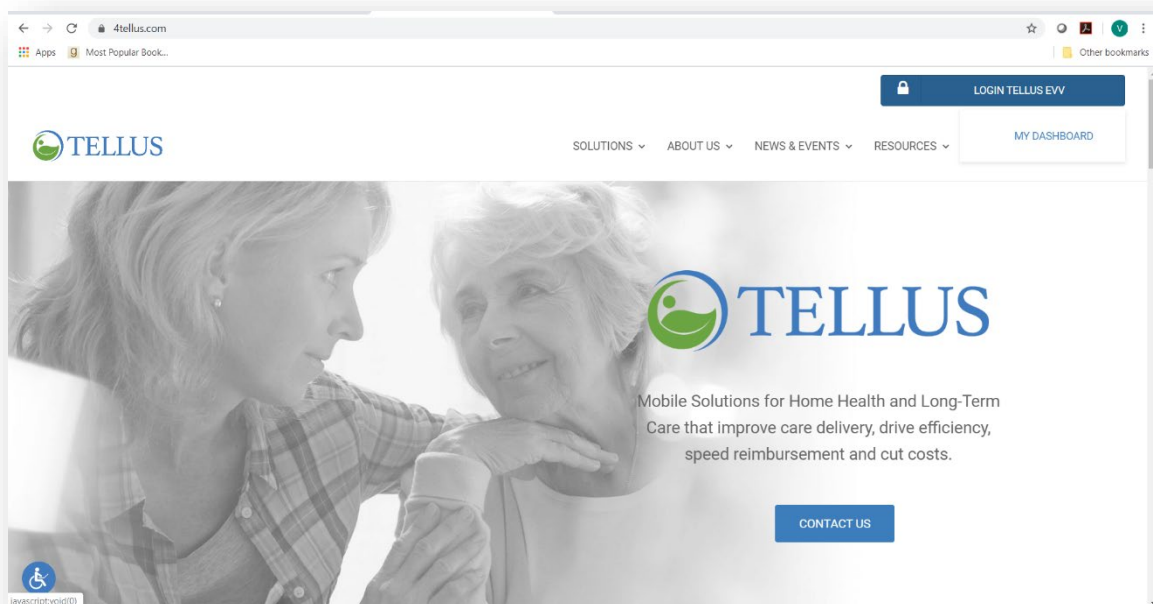
Logging In

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Note: Be sure pop-up blockers are turned off before logging in.

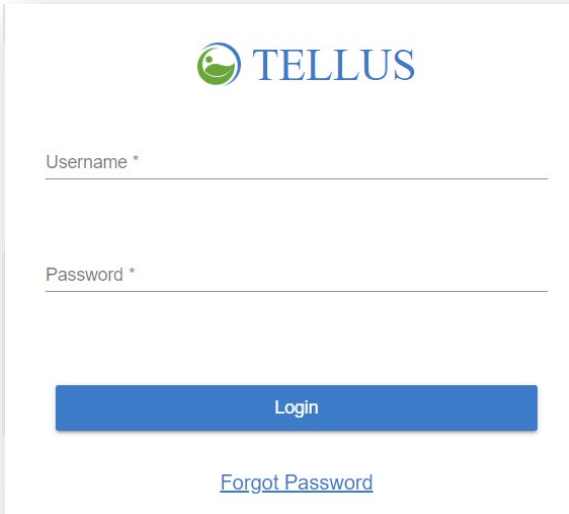
You can access the Tellus eVV Administrator Console using any web browser.

1. Type <https://4tellus.com> in the address bar of your browser.



2. Click **LOGIN TELLUS EVV** in the upper right-hand corner and select **MY DASHBOARD**.

The Tellus eVV Login dialog box opens.

The image shows a login dialog box for Tellus. At the top is the Tellus logo, which consists of a green circular icon with a stylized human figure inside, followed by the word "TELLUS" in blue capital letters. Below the logo are two input fields: "Username *" and "Password *", each with a horizontal line for text entry. Under the password field is a blue rectangular button with the word "Login" in white text. At the bottom of the dialog box is a blue hyperlink that reads "Forgot Password".

3. Enter *your* **Username** and **Password**.

*Note: If you forgot your password, click **Forgot Password**. You will receive an email with a temporary link that will allow you to log in and change your password.*

4. Click **Login**.

The Tellus eVV Console opens to the Dashboard view.

*Note: If you are new to Tellus and have been assigned the User Role **Admin**, **Billing**, or **Monitor**, you will receive an email inviting you to join Tellus eVV. You have 36 hours to activate your account; after that time the invitation expires.*

*If you are new to Tellus and have been assigned the role of **Caregiver**, you will receive an email providing instructions on how to access the Tellus eVV mobile app. You will have 36 hours to activate the app; after that time, the invitation expires.*

In either case, if you do not find the email in your inbox, check your junk and spam folders for the email from the Tellus eVV System.

Related Topics

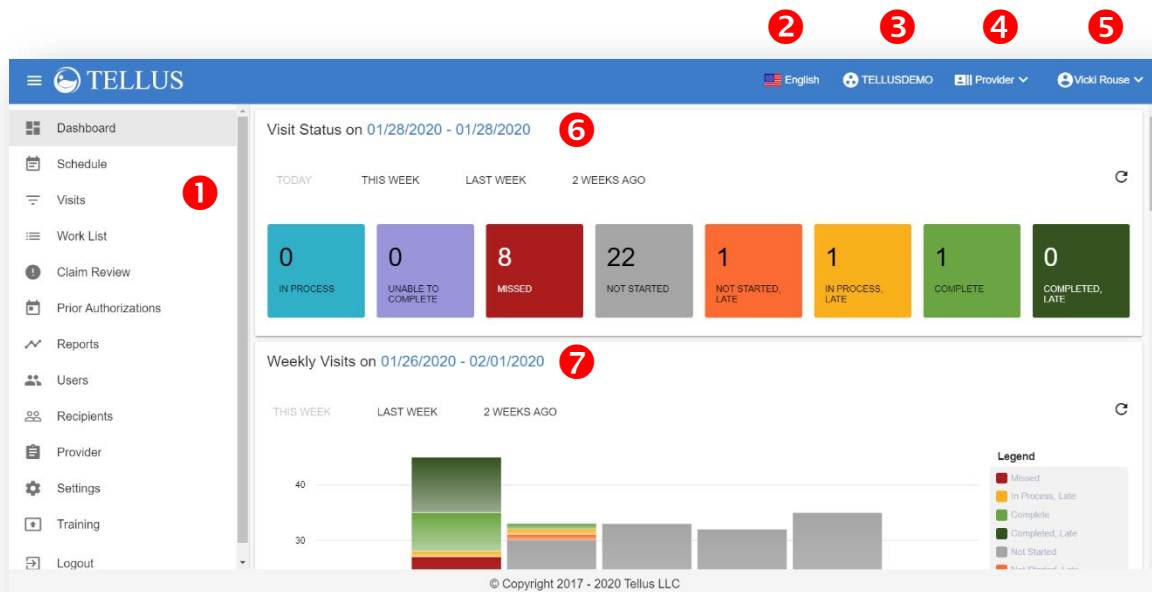
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Administrator Console Overview: Viewing the Dashboard

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The Tellus eVV Administrator Console displays a snapshot view of real-time data. The default Administrator Console view is the Dashboard, where you will find the numbered items, which are described in the table that follows the screen shots. Screen shots are shown in the order you will see them when you scroll down the dashboard.

More detailed information on how to use each section of the Dashboard is in [Using the Dashboard](#).



TELLUS

English TELLUDEMO Provider Vicki Rouse

Dashboard

Schedule

Visits

Work List

Claim Review

Prior Authorizations

Reports

Users

Recipients

Provider

Settings

Training

Logout

Inbox

From: Conrado Caducio

To: Vicki Rouse

Recipient refuses care

1/27/20 3:27 PM

From: Lisa Turner

To: Vicki Rouse

Mom cancelled out of town. Scheduled new date Monday at 9

1/21/20 2:12 PM

From: Lisa Turner

To: Vicki Rouse

Mamá canceló y enero 23 a la 1pm nueva visita

1/19/20 12:45 PM

From: Lisa Turner

To: Vicki Rouse

Rosie termine en la casa de abuela

1/18/20 12:19 PM

My Claims Work Queue

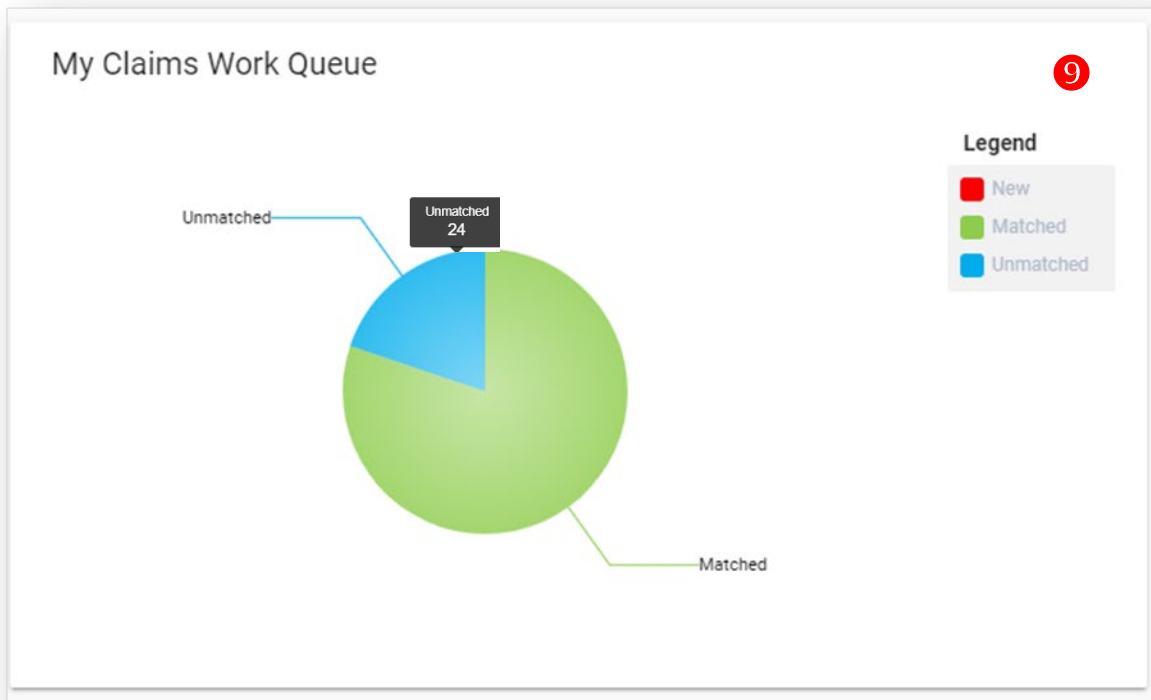
Legend

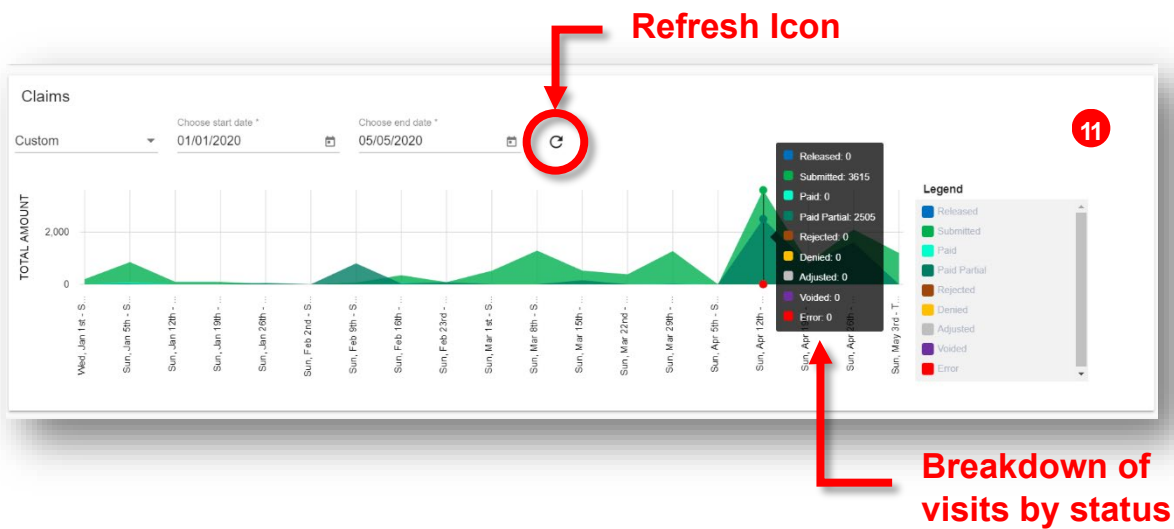
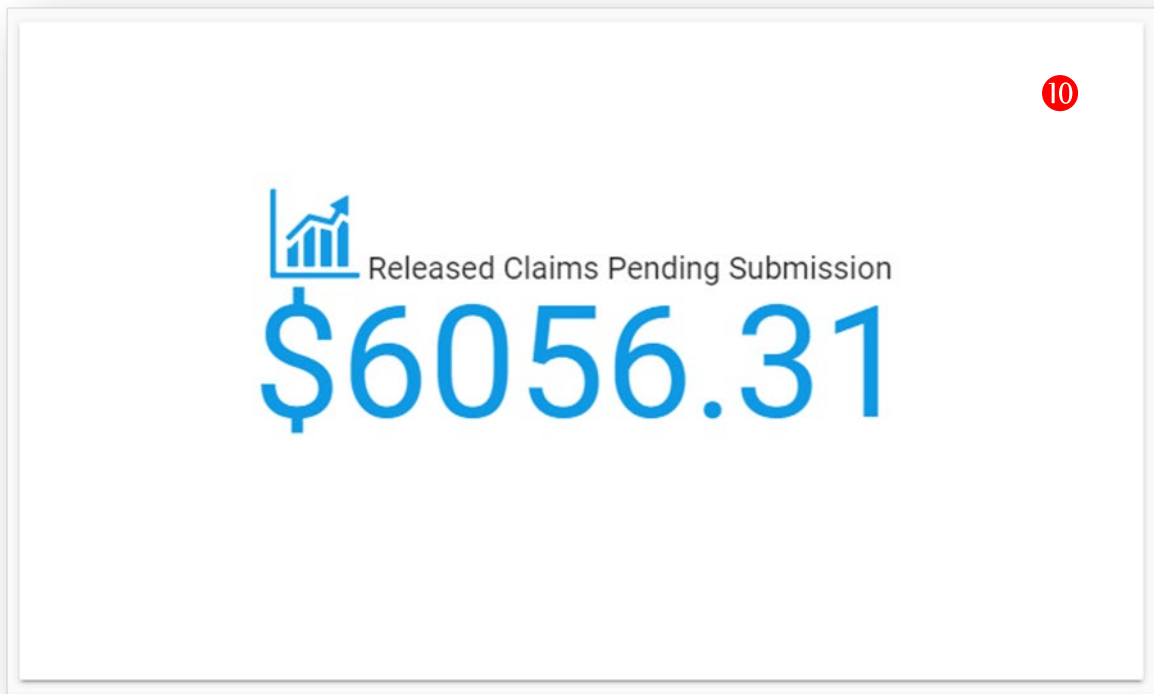
8

Items per page: 20

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1	Main Menu: Provides access to other areas in the Console and allows you to customize viewable data. See Viewing the Main Menu for more information on the menu options.
2	Language icon: Allows you to select your language preference: English or Spanish .
3	Agency name: Shows the name of your home health agency.
4	Provider: This shows detail about your agency.
5	Username: Displays your User name. Click the arrow by your User name to access the My Profile , option where you can update your information, and the Log Out function.
6	Visit Status: Choose the time period for the visits you want to view: Today, This Week, Last Week or 2 Weeks Ago . Colored boxes display the number of visits for each visit status for the time period you select.
7	Weekly Visits: Shows information from the Status Tiles in a bar chart format. You can view This Week, Last Week or 2 Weeks Ago .
8	Inbox: Depending on your screen size, the Inbox displays to the right of the statuses, or you may need to scroll down to see it. The Inbox displays messages sent from Caregivers in the field and, when you open a note, it provides a link to visit details. You cannot respond to messages from the Inbox, but you can send messages to Caregivers on the Users page.
9	My Claims Work Queue: Shows a pie chart of new, matched, and unmatched visits in Work List and provides direct access to the Work List.
10	Released Claims Pending Submission: Shows the total dollars you can expect to receive for matched visits that have been released for payment and provides direct access to Claim Review.
11	Claims: Shows a graph of visits by status according to a timeline you choose.

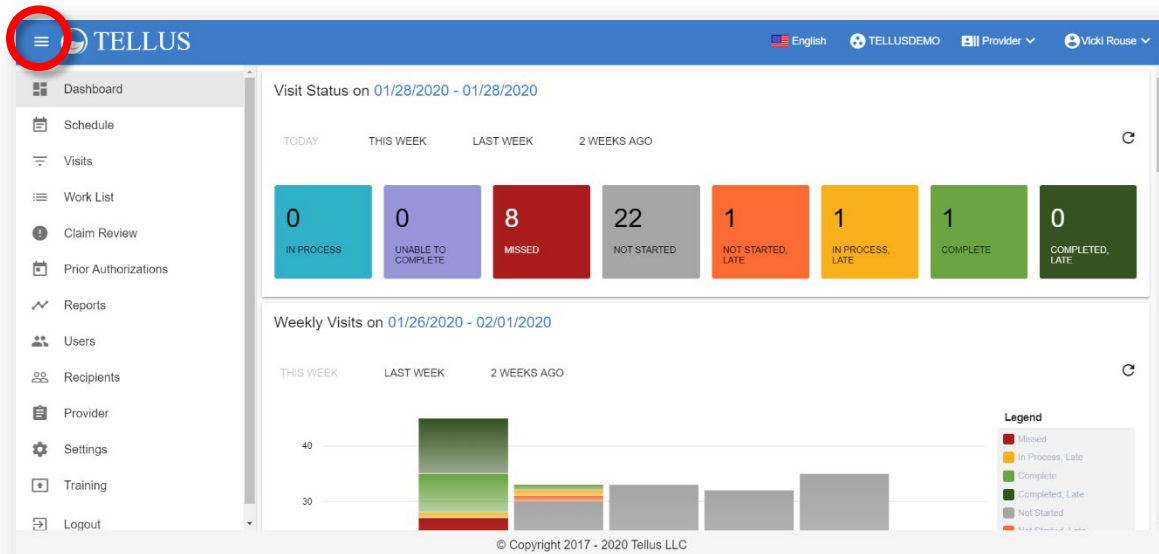
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Viewing the Main Menu

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The Main Menu appears on the top left side of the Tellus eVV Administrator Console. Click the Main Menu icon circled below – sometimes called the “hamburger icon” – to expand the menu and see a description of all options. Click it again to collapse the Main Menu so that just the icons are visible.



The **Main Menu** provides access to many different features, which are listed in the table on the next page.

Note: Claim Review, Work List and Prior Authorizations are used for claim processing and are discussed in the Tellus eVV Claims User Guide, which is available from the Training menu option.

Menu Item	Description
<u>Dashboard</u>	Accesses the Console Home page that provides an at-a-glance look at visits and their status, and your inbox.
<u>Schedule</u>	Allows you to create, view and manage Schedules by Caregiver or by Recipient.
<u>Visits</u>	Allows you to create visits, and view and manage all scheduled Visits and Visit details.
Work List	Allows you to search and review Completed Visits by Payer to release for claims processing.
Claim Review	Allows you to view Payer responses to claims and resubmit paid/partially paid claims.
Prior Authorizations	Allows you to search and review Prior Authorizations. You can also add, update, and delete Prior Authorizations.
<u>Reports</u>	Allows you to view and print pre-defined or ad-hoc reports.
<u>Users</u>	Allows you to view and manage Users, User information like IDs and personal information and User roles.
<u>Recipients</u>	Allows you to view and manage Recipients and Recipient information, including demographics, address, referring physician, payers, and diagnoses codes.
<u>Providers</u>	Allows you to update provider information, link and unlink payers and contractors, and manage payer override rates for specific services when needed.
<u>Settings</u>	Allows you to adjust refresh times (minimum 300 seconds, maximum 600 seconds) for the Dashboard, Users, and Schedule.
Training	Provides access to the Training and Support Center for access to User Guides, FAQs, video tutorials, and other training materials.
<u>Logout</u>	Logs you out of the Administrator Console.

Related Topics

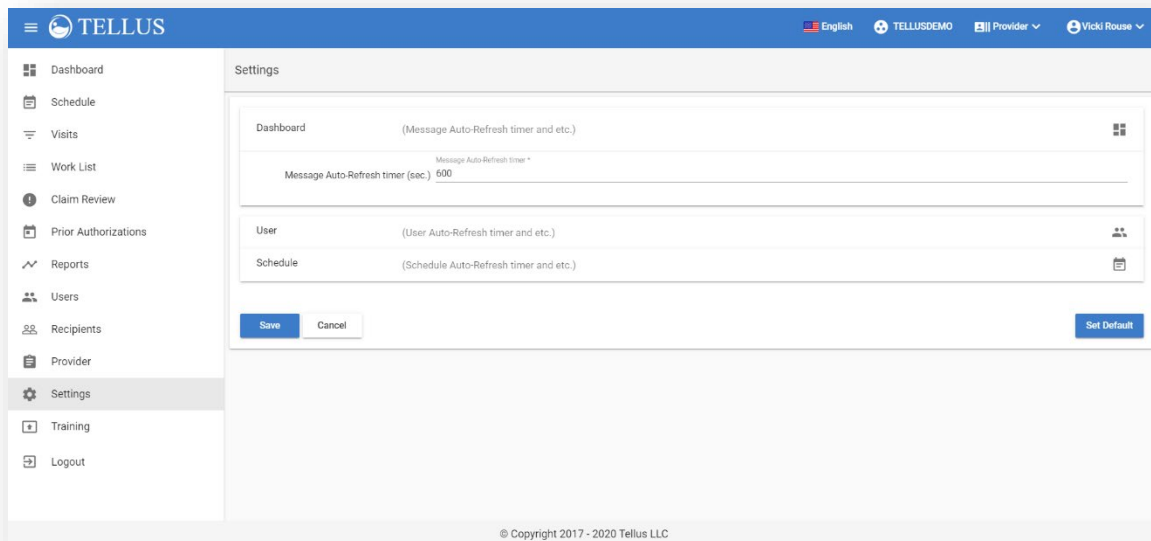
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Changing Refresh Settings

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The **Settings** option allows you to adjust refresh times (minimum 300 seconds, maximum 600 seconds) for the Dashboard, Users, and Schedule. To do so:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Settings**.



3. Click the name of the setting you want to change. Chose **Dashboard**, **User**, or **Schedule**.

You can also click **Set Default** to change all to 600 seconds.

4. Type the interval time, in seconds, that you want to refresh.

Enter a minimum of 300 seconds to a maximum of 600 seconds.

5. Click **Save**.







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- [Administrator Console Overview](#)
- [Viewing the Main Menu](#)
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Commonly Used Icons and Controls

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You will see some common icons on the Tellus eVV Administrator Console and throughout the application.

Icon	Description
	Main Menu: Click the Main Menu icon –sometimes called the “hamburger icon” – to expand the menu to see the full list of options; click it again to collapse the menu so that only icons display.
	View: Click the View icon to view a record.
	Edit: Click the Pencil icon to edit a field or row.
	Actions: Click the Actions icon to open a record (like a Visit), or to see a submenu of actions available for a record (like Users and Recipients).
	Search: Click the Search icon to open a search field. There you can enter a few characters that will help you find a User or Recipients. Press Enter after making your entry in the Search field.
	<p>Reload: Click the Reload icon to Refresh the page with the most recent data on any page where it appears.</p> <p>Refresh times for the Dashboard, Users, and Schedule can be set using the Settings option.</p>

Icons you will see when scheduling visits include the following.

Icon	Description
	<p>Clock: Click the Clock icon when scheduling visits to select a time in a field where a time entry is required like Choose start time. You will select a time in the Choose end time field only when you are manually completing a visit. See Selecting Times using the Clock Icon for detailed instructions on setting time using this icon.</p>
	<p>Calendar: Click the Calendar icon to set a date in a field where a date entry is required like Choose start date or Choose end date. See Selecting Dates using the Calendar Icon for detailed instructions on setting time using this icon.</p>

Icons you will see when viewing a schedule include the following.

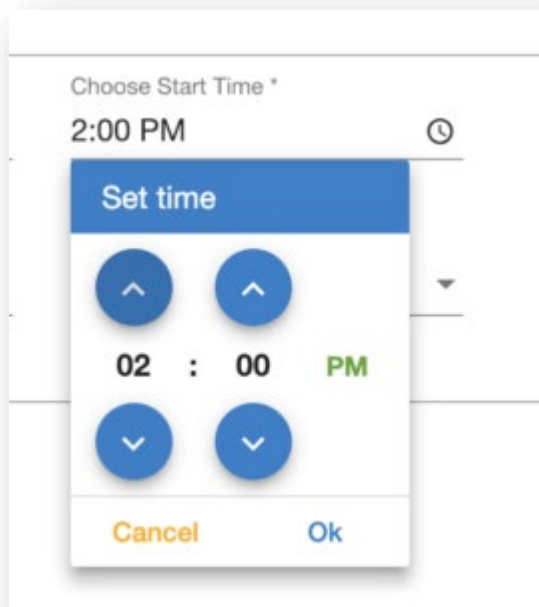
Icon	Description
	Calendar View: Click the Calendar View icon to see all scheduled visits within a calendar period for a searched User or Recipient. If you are looking at a weekly view, Users will display across the top of the page; if you are looking at a specific day, days display across the top of the page. In both views, times are listed down the left side.
	Schedule View: Click the Schedule View icon to see all scheduled visits within a calendar period for a searched User or Recipient. The schedule view shows days and times across the top of the page, Users or Recipients down the left side and a total number of visits.
	Today: Click the Today icon to see the schedule for the current day. Use the arrows at the top of the screen to move forward and backward between days.
	Day: Click the Day icon to see the schedule for a specific day that you select. Use the arrows at the top of the screen to move forward and backward between days.
	Week: Click the Week icon to see the schedule for a specific week in either Calendar or Schedule View. Use the arrows at the top of the screen to move forward and backward between weeks.
	Month: Click the Month icon to see the schedule for a specific month in either Calendar or Schedule View. Use the arrows at the top of the screen to move forward and backward between months.

Selecting Times using the Clock Icon

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Fields that require a time entry have a clock icon to the right of them.

1. Click the icon to open the Set time dialog box; it defaults to the next five-minute interval. For example, if the clock was accessed at 1:58 PM, the clock will display 2:00 PM.



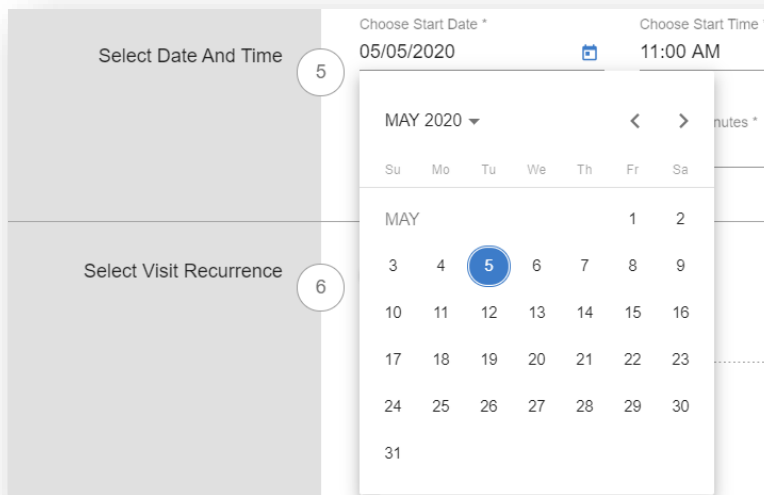
2. Use the up and down arrows for hours and minutes (5-minute intervals) to select hours and minutes.
3. Click **AM** or **PM** to toggle between them until the correct time of day displays.
4. Click **OK** to complete your time selection.

Selecting Dates using the Calendar Icon

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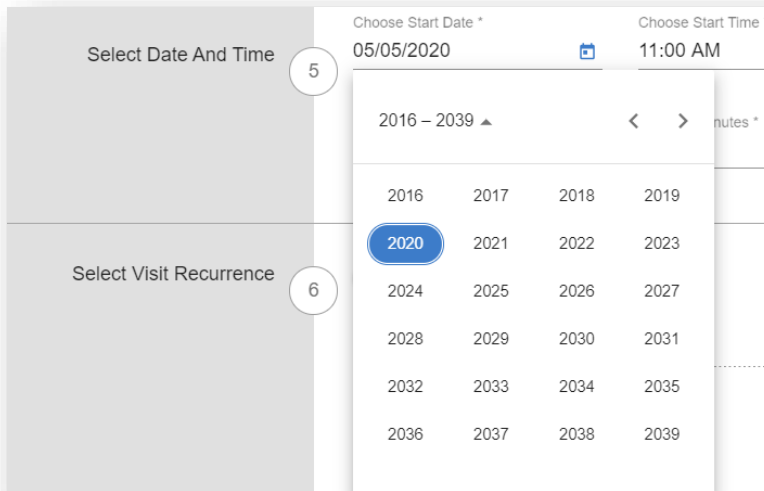
Fields that require a date entry have a calendar icon to the right of them.

1. Click the icon to open the Calendar; it defaults to the current month, day, and year.



2. To change the year, click the month and year displayed to open the window shown below; if you do not see the year you want, use the right and left arrows to scroll through years.

3. Click the year you want.



Select Date And Time 5

Choose Start Date * 05/05/2020

Choose Start Time * 11:00 AM

2016 – 2039 ▲ < > minutes *

2016 2017 2018 2019

2020 2021 2022 2023

2024 2025 2026 2027

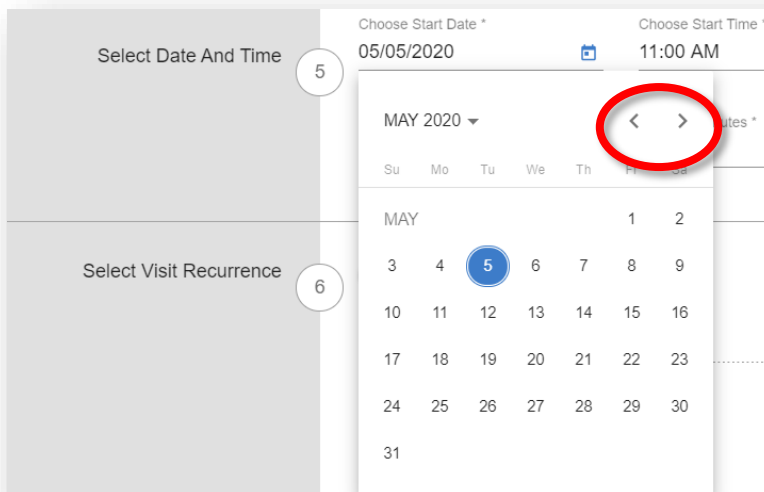
2028 2029 2030 2031

2032 2033 2034 2035

2036 2037 2038 2039

Select Visit Recurrence 6

4. To change the month and day, click the right and left arrows, then click the date you need.



Select Date And Time 5

Choose Start Date * 05/05/2020

Choose Start Time * 11:00 AM

MAY 2020 ▼ < > minutes *

Su Mo Tu We Th Fr Sa

MAY 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

31

Select Visit Recurrence 6

5. Click **OK** to select the date.

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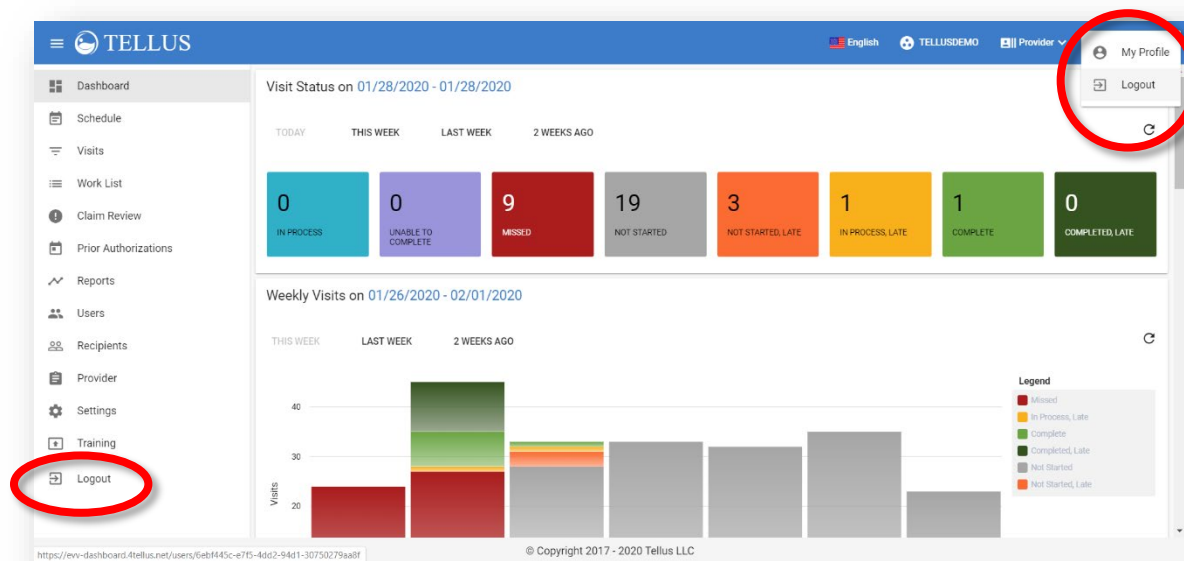
Logging Out

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Any time you are not actively using the system, it is a best practice to log out. Logging out helps ensure the security and protection of your organization's information as well as the information for your Recipients and Caregivers. If you do not logout, you will automatically be logged out after 30 minutes of inactivity.

There are two ways to logout. Either way you will be logged out of the system and returned to the system login page.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information). Then, click **Logout**.
2. In the banner, click the drop-down list next to your **Username**. Then, click **Logout**.



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Terminology

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The following terms are used throughout the application and throughout this User Guide.

- **Administrator (Admin):** Administrator is a designated User role for anyone who will use the Tellus eVV Administrator Console to schedule visits and enter data related to Claims, Users, and Recipients. There can be more than one system administrator at an agency.
- **Caregiver (Rendering Provider):** A Caregiver or Rendering Provider is a designated User role for a person who provides care or services to a Recipient, member, or patient. A Caregiver uses the Tellus eVV mobile app to electronically verify visits. This provides real-time updates to the Tellus eVV Administrator Console and Administrators.
- **HCPCS codes:** Healthcare Common Procedure Coding System (see also *Service Codes*)
- **Modifier:** (see also *HCPCS Codes* and *Service Codes*) Modifiers are associated with service (HCPCS) codes and define details of a service when needed. Modifiers may reflect location of the body (right hand, left arm), a physical location (home or hospital), or differences in pricing. Not all service codes have modifiers.
- **Provider agency:** A Provider agency is an organization that oversees care programs, Administrators, Users, and services that are provided to Recipients.
- **Payer:** Payer refers to the health plan or organization that provides payment to the provider agency for the services that are provided to its Recipients by its Caregivers.
- **Prior Authorization:** Health plans authorize care for a Recipient for a specified period of time, for a specified unit (time increment for a service code) or for a specified number of visits.
- **Recipient:** The person, member, or patient who receives care services from the provider agency and Caregiver.
- **Rendering Provider:** *See Caregiver.*
- **Schedule:** A schedule includes one or multiple visits that are most often planned by Administrators for Caregivers to provide services to Recipients. Caregivers may need to schedule a visit – when service is required on a weekend, for example, when an administrator is not available.

- **Service/Service Code:** Service Codes (HCPCS codes) are used to define the type of service being rendered and the amount of time allotted for that service (unit). Service codes may include a series of tasks. For example, Unskilled Respite Care may include tasks like Cleaning or Grooming. Some, but not all service codes, may have modifiers that reflect multiple Recipients, same day, or time of day of visit.
- **Visit:** A scheduled date, time, and place for a Caregiver to provide services to a Recipient and the services to be provided.

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Acronyms

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Acronym	Definition
EVV	Electronic Visit Verification
HIPAA	Health Insurance Portability and Accountability Act
HCPCS	Healthcare Common Procedure Coding System
LTC	Long-Term Care
MAGI	Modified Adjusted Gross Income
PA	Prior Authorization / Approval

Related Topics

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Using the Dashboard

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Click a topic below:

[Accessing Visit Status Detail](#)

[Accessing Weekly Visits Detail](#)

[Viewing Inbox Alerts](#)

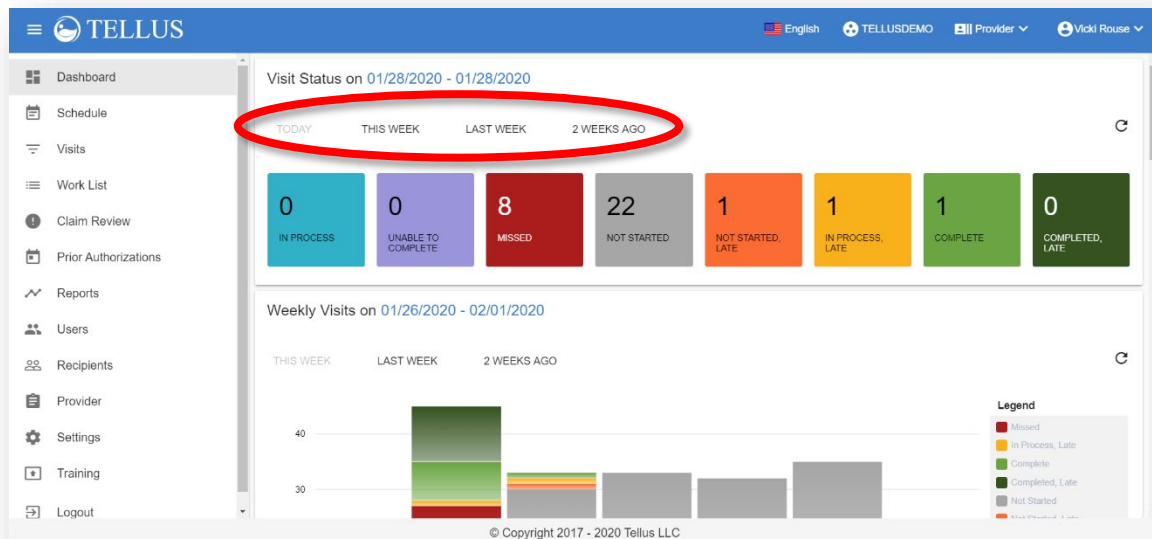
[Viewing Claims Information](#)

Accessing Visit Status Detail

You are here: [Tellus eVV Administrator User Guide](#) > [Monitoring Caregivers and Visits](#) > Administrator Dashboard: Accessing Visit Status Detail

You can view details about visits for a particular status during the time period selected, using the Tellus eVV Dashboard. Simply click a status tile. The example below shows visit statuses for **Today**.

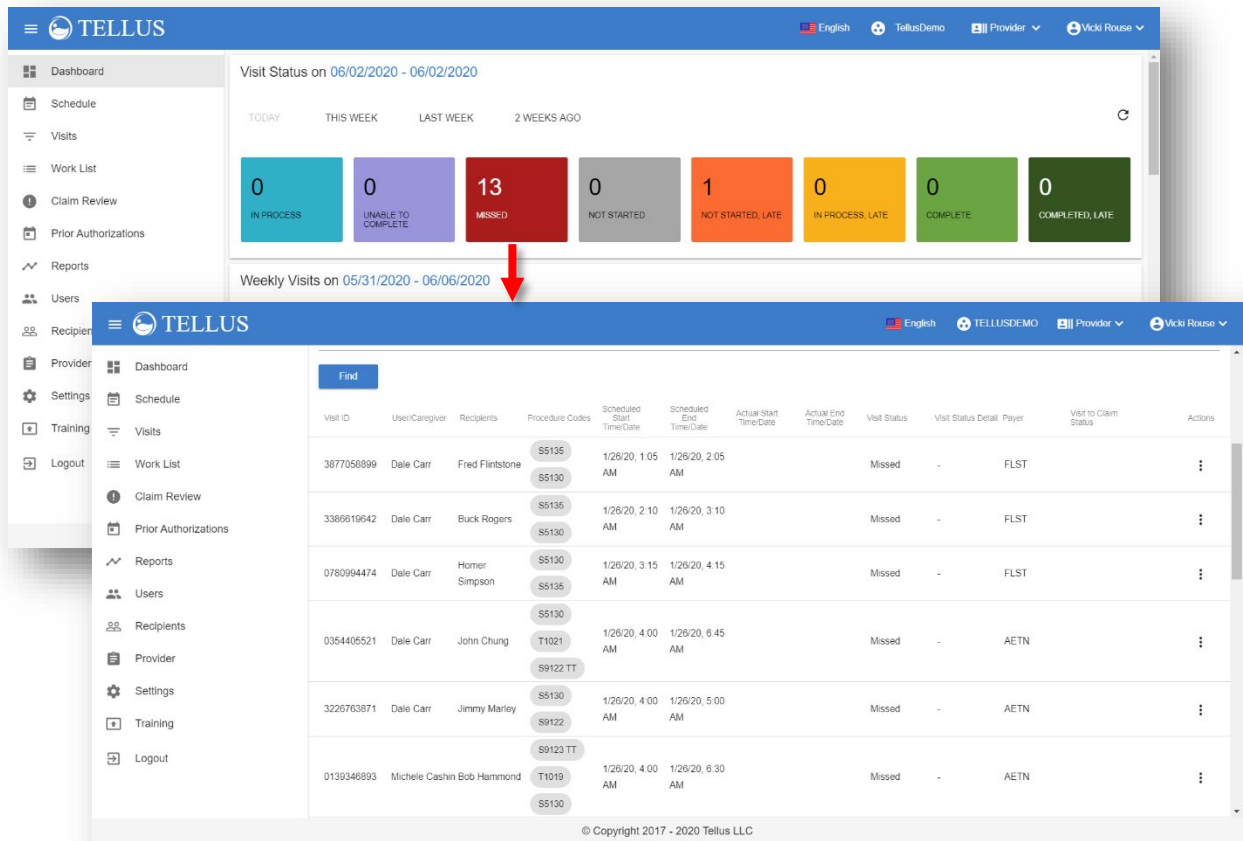
You can also choose a different time period: **This week**, **Last week**, or **2 weeks ago**.



The “reload” icon shown below allows you to update data for a real-time schedule view:



To see visits for a specific status, click a tile. The example below shows details for all of the **Missed** visits for **Last week**. You will need to scroll down to see all visits.



The screenshot shows the TELLUS dashboard interface. The top navigation bar includes the TELLUS logo, language settings (English), user profile (TellusDemo), and provider selection (Provider). The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout.

The main content area displays "Visit Status on 06/02/2020 - 06/02/2020" with tabs for TODAY, THIS WEEK, LAST WEEK, and 2 WEEKS AGO. Below these tabs are eight colored tiles representing different visit statuses and counts:

Status	Count
IN PROCESS	0
UNABLE TO COMPLETE	0
MISSSED	13
NOT STARTED	0
NOT STARTED, LATE	1
IN PROCESS, LATE	0
COMPLETE	0
COMPLETED, LATE	0

A red arrow points from the "MISSSED" tile to the "Weekly Visits on 05/31/2020 - 06/06/2020" section below. This section displays a table of missed visits:

Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail	Payer	Visit to Claim Status	Actions
3877056899	Dale Carr	Fred Flintstone	S5135 S5130	1/26/20, 1:05 AM	1/26/20, 2:05 AM			Missed	-	FLST		
3386619642	Dale Carr	Buck Rogers	S5135 S5130	1/26/20, 2:10 AM	1/26/20, 3:10 AM			Missed	-	FLST		
0780994474	Dale Carr	Homer Simpson	S5130 S5135	1/26/20, 3:15 AM	1/26/20, 4:15 AM			Missed	-	FLST		
0354405521	Dale Carr	John Chung	S5130 T1021 S9122 TT	1/26/20, 4:00 AM	1/26/20, 6:45 AM			Missed	-	AETN		
3226763871	Dale Carr	Jimmy Marley	S5130 S9122 S9123 TT	1/26/20, 4:00 AM	1/26/20, 5:00 AM			Missed	-	AETN		
0139346893	Michele Cashin Bob Hammond		T1019 S5130	1/26/20, 4:00 AM	1/26/20, 6:30 AM			Missed	-	AETN		

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Note: See [Viewing Visit Details](#) for more information on the **Visits** detail page.

Related topics:

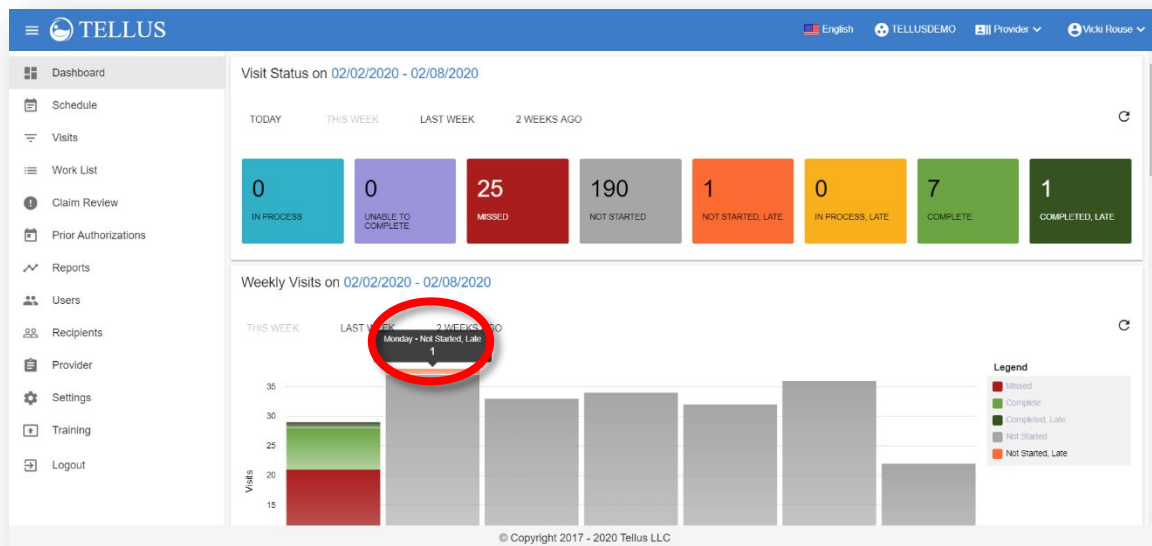
- [Accessing Weekly Visits Detail](#)
- [Viewing Claims Information](#)
- [Viewing Inbox Alerts](#)

Accessing Weekly Visits Detail

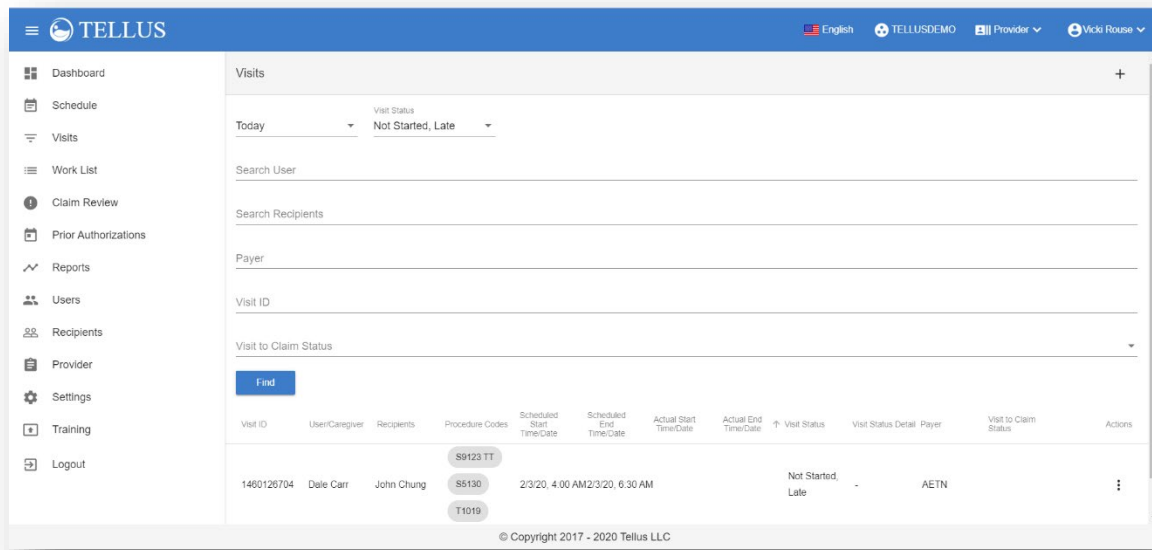
You are here: [Tellus eVV Administrator User Guide](#) > [Monitoring Caregivers and Visits](#) > Administrator Dashboard: Accessing Weekly Visit Detail

To view additional details about visits during a specific time period, click any of the color-coded areas on the **Weekly Visits** graph.

The example below shows what you see when you hover your cursor over the status **Not Started, Late** for Monday of This Week.



Click **Monday - Not Started, Late** to see visit details.



You can choose a different time period -- **This week, Last week, or 2 weeks ago** – and click a different status to see the details for other visits.

*Note: See [Viewing Visit Details](#) for more information on the **Visits** detail screen.*

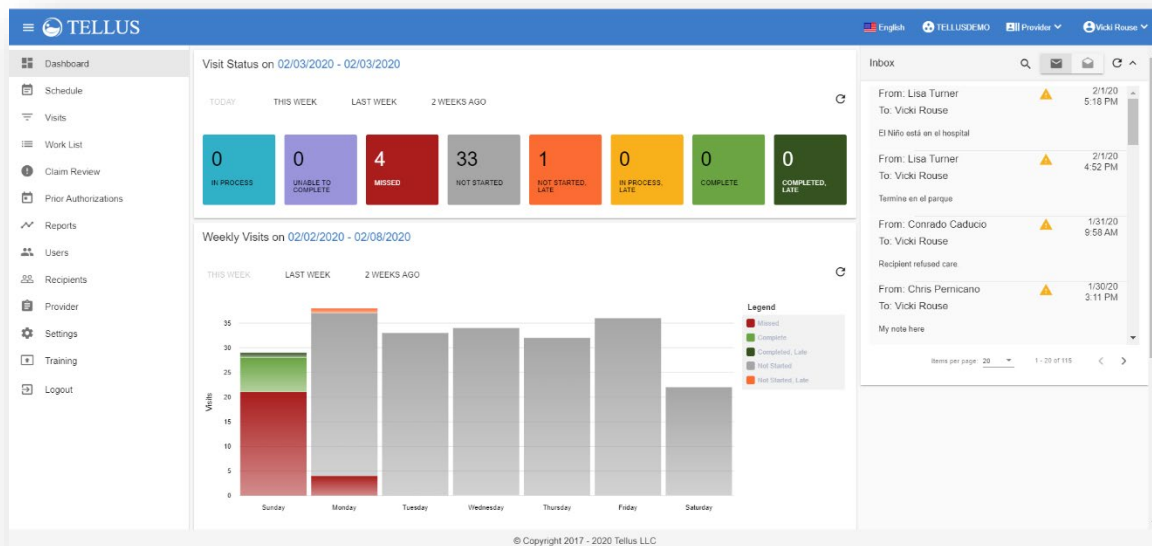
Related topics:

- [Accessing Visit Status Detail](#)
- [Viewing Claims Information](#)
- [Viewing Inbox Alerts](#)

Viewing Inbox Alerts

You are here: [Tellus eVV Administrator User Guide](#) > [Monitoring Caregivers and Visits](#) > Administrator Dashboard: Viewing Inbox Alerts

When a Caregiver enters a note and marks it as **Alert My Administrator** on their Tellus eVV mobile app while conducting a visit, the note will appear in your **Inbox** on the Administrator Dashboard, located either below the **Weekly Visit Status** panel or on the right side of the page, depending on your browser's window size. Click a note to read the full text.

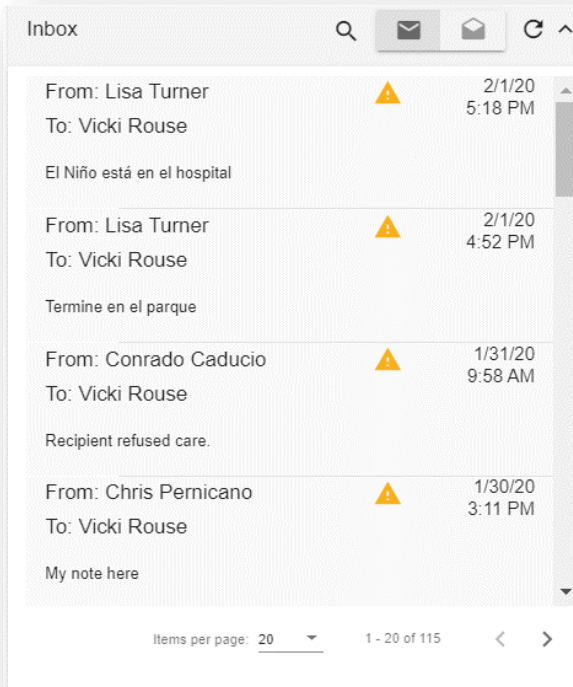


The **Dashboard**, including the **Inbox**, refreshes automatically every 600 seconds by default to ensure notifications are received in a timely manner. You can change how frequently the **Inbox** refreshes by going to the [Settings](#) page and updating the setting for Message Auto-Refresh Timer. You can manually update your **Inbox** at any time by simply clicking the refresh icon.

Using the **Inbox**, you can:

- View unread messages, the default view, or click the closed envelope icon.
- Access messages you've already read by clicking the open envelope icon.
- Search messages by clicking the magnifying glass icon.

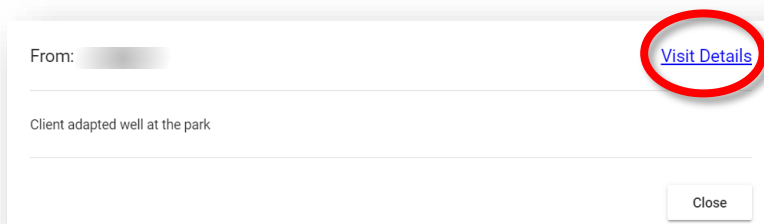
- Change the number of messages per page, by clicking the **Items per page** drop-down box. You can page through messages by clicking the forward arrow, or caret, or the back arrow, or caret.



Note: Notes with a yellow triangle shown, like the one shown below, indicate the note was marked as “Alert My Administrator” when the Caregiver sent it from their mobile app or was marked as “Alert” Note Type when it was entered in the Administrator Console.






Click a message to view it and a popup like the one shown below displays.





Read the message and then click **Close**, or click **Visit Details** to see a screen like the one shown below.

Visit
×

Status:	Completed 		
Caregiver:	Lisa Turner		
Recipient(s):	Nick Otine		
Service Code(s):	UNKWN		

Scheduled Start Time:	Sep 19, 2019, 6:00:00 PM	Scheduled End Time:	Sep 19, 2019, 7:00:00 PM
Actual Start Time:	Sep 19, 2019, 6:39:39 PM	Actual End Time:	Sep 19, 2019, 6:52:29 PM
Start Verification Type:	GPS Verification Method	End Verification Type:	GPS Verification Method
Start Location Variance (Miles):	-	End Location Variance (Miles):	-
Scheduled Start Address:	1025 Coral Club Drive, Coral Springs, Florida, 33071 	Scheduled End Address:	1025 Coral Club Drive, Coral Springs, Florida, 33071 
Scheduled Start Address Type:	-	Scheduled End Address Type:	-

Related topics:

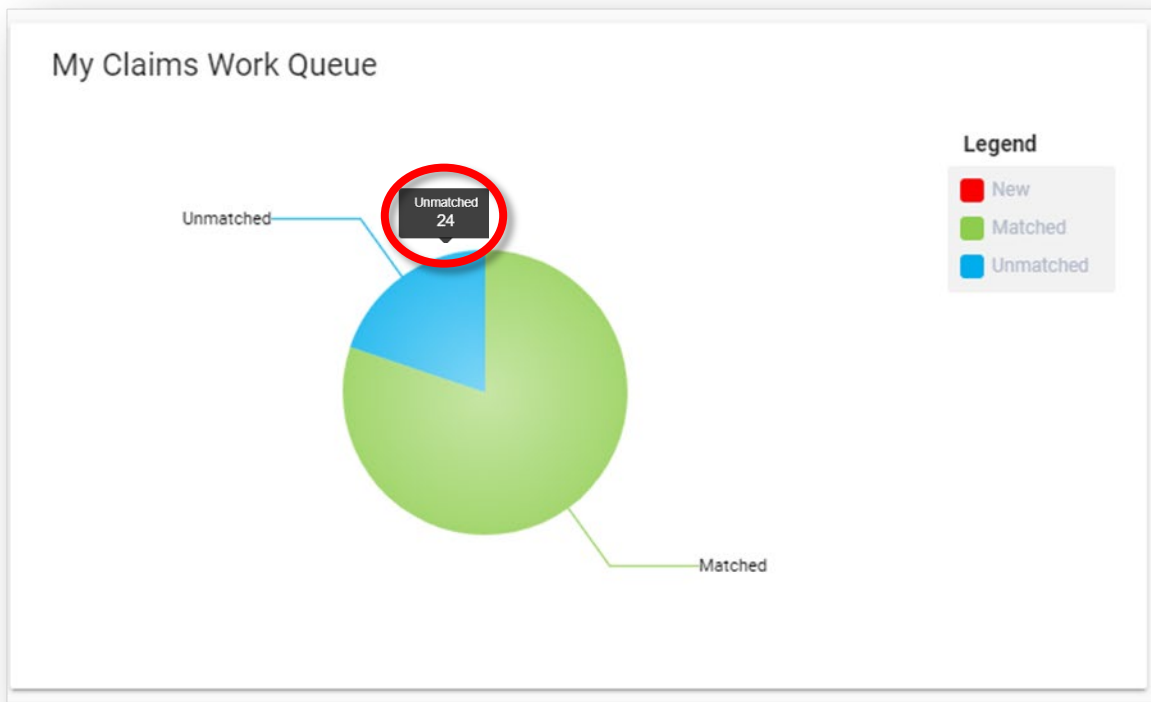
- [Accessing Visit Status Detail](#)
- [Viewing Claims Information](#)
- [Accessing Weekly Visits Detail](#)

Viewing Claims Information

You are here: [Tellus eVV Administrator User Guide](#) > [Monitoring Caregivers and Visits](#) > Administrator Dashboard: Viewing Claims Information

There are three sections of the Dashboard that give summary information about Claims: My Claims Work Queue, Released Claims Pending Submission, and Claims. Scroll down to see them.

- My Claims Work Queue shows a pie chart of new, matched, and unmatched visits in Work List.
 - Hover your cursor over a section of the pie chart to see the actual number of claims in each section.
 - Click the pie chart to go to the Work List.



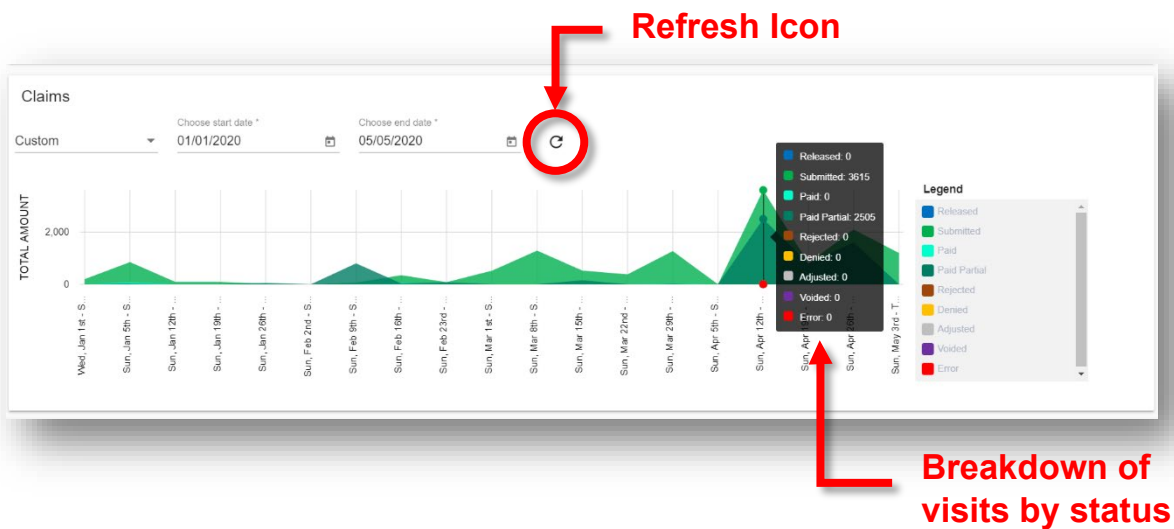
- Scroll further to see Released Claims Pending Submission. Here you will see the total dollars you can expect to receive for matched visits that have been released for payment.
 - Click the total to go to Claim Review.



Released Claims Pending Submission

\$6056.31

- The Claims section of the dashboard shows a graph of visits by status according to a timeline you choose.
 - Use the dropdown list at left to select **Today**, **This week**, **Last week**, **This month**, **Last month**, or **Custom**. If you select **Custom**, a **Choose start date** and **Choose end date** field will appear; use the dropdown calendar for each to select a date range, and then click the refresh icon at right.
 - Hover your cursor over any point in the graph to see the breakdown of visits by status.



Related topics:

- [Accessing Visit Status Detail](#)
- [Accessing Weekly Visits Detail](#)
- [Viewing Inbox Alerts](#)

Managing Visits

You are here: [Tellus eVV Administrator User Guide](#) > Using the Dashboard

Click a topic below:

[Searching for and Viewing Visits](#)

[Viewing Visits](#)

[Changing the Number of Visits Displayed Per Page](#)

[Searching for a Specific Visit](#)

[Viewing Visit Details](#)

[Completing a Visit](#)

[Canceling a Missed or Late Visit](#)

[Updating a Visit](#)

[Printing Visit Detail](#)

[Deleting a Visit](#)

Searching for and Viewing Visits

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Searching for and Viewing Visits

In this topic you will find instructions for:

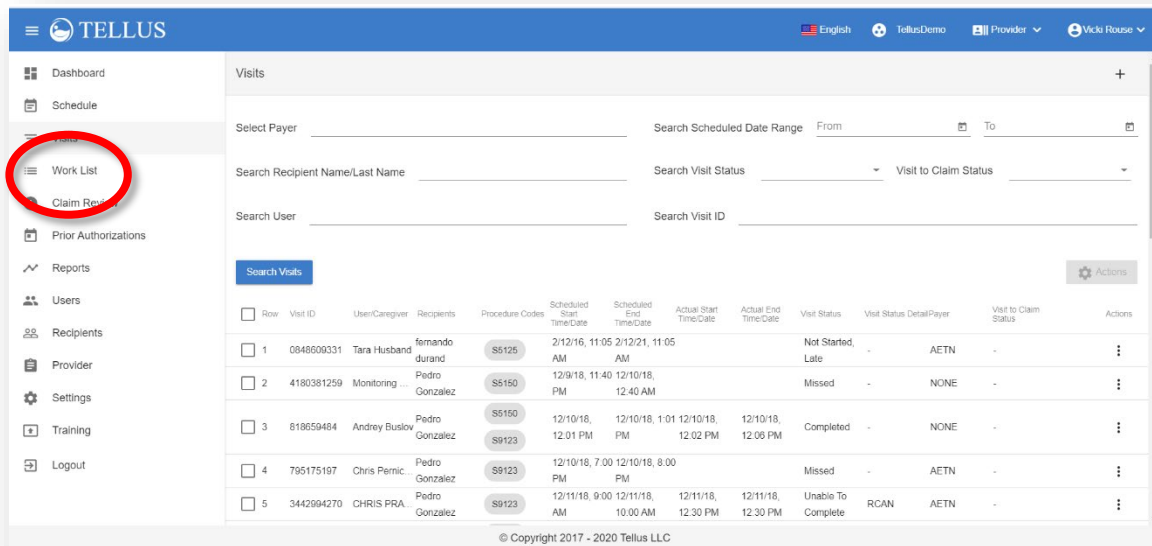
- [Viewing Visits](#)
- [Changing the number of visits displayed per page](#)
- [Searching for a specific visit](#)

Viewing Visits

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > [Searching for and Viewing Visits](#) > Viewing Visits

To view visits:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Visits** option.



The screenshot shows the Tellus eVV Administrator interface. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Work List (circled in red), Claim Res, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Visits' and includes search filters for Payer, Recipient Name/Last Name, User, Scheduled Date Range, Visit Status, and Visit ID. Below the filters is a 'Search Visits' button and an 'Actions' button. A table of visits is displayed with the following data:

Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail/Payer	Visit to Claim Status	Actions
1	0848609331	Tara Husband	fernando durand	S5125	2/12/16, 11:05 AM	2/12/21, 11:05 AM			Not Started, Late	AETN	-	
2	4180381259	Monitoring ...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	NONE	-	
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	NONE	-	
4	795175197	Chris Pernic	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Missed	AETN	-	
5	3442994270	CHRIS PRA	Pedro Gonzalez	S9123	12/11/18, 9:00 AM	12/11/18, 10:00 AM	12/11/18, 12:30 PM	12/11/18, 12:30 PM	Unable To Complete	RCAN	AETN	-

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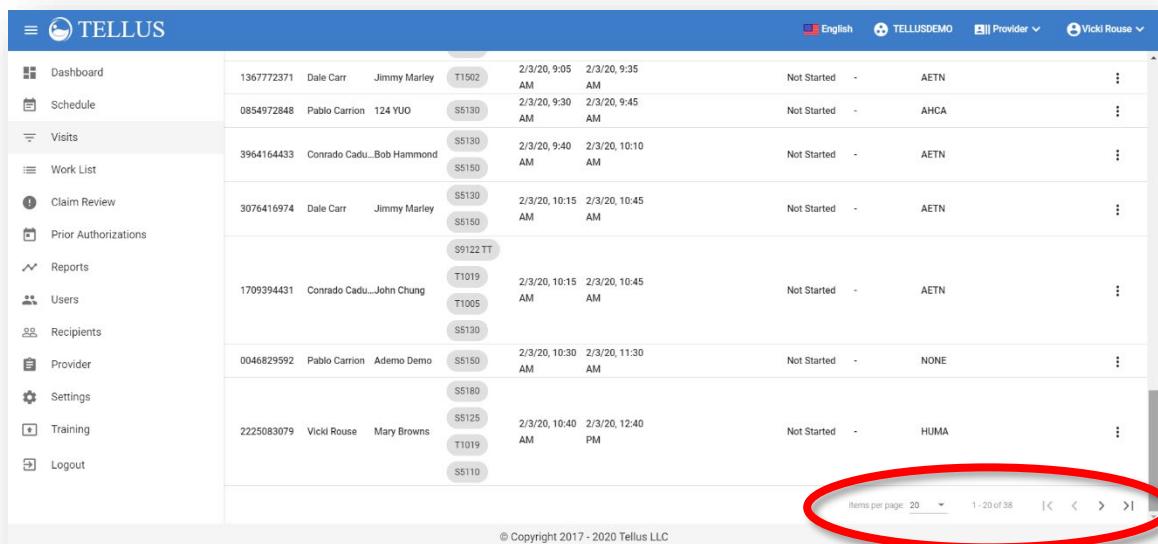
The **Visits** page opens. Scroll to the bottom of the page to see visits for the default time period, **Today**.

Changing the Number of Visits Displayed Per Page

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > [Searching for and Viewing Visits](#) > Changing the Number of Recipients Displayed Per Page

To change the number of visits that appear on each page:

1. Scroll to the bottom of the page.
2. Click the **Items per page** dropdown arrow and make a selection: 20, 50 or 100 Visits per page.



The screenshot shows the Tellus eVV Administrator interface. The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a table of visits. The bottom of the screen features a pagination bar with the text 'Items per page: 20' and '1 - 20 of 38'. The pagination bar is circled in red.

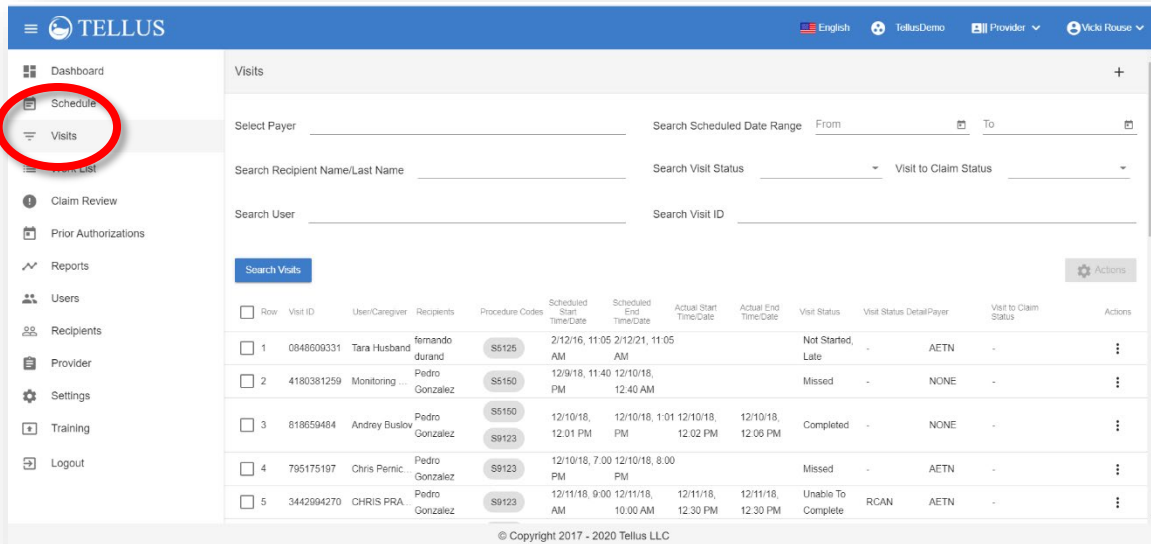
3. If the number of Visits exceeds the space available your screen, you can view additional visits by clicking the arrows at the bottom of the screen. The Visits as well as the counter at the bottom updates to reflect the range of records presented (for example, 1-20 of 98 visits).

Searching for a Specific Visit

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > [Searching for and Viewing Visits](#) > Searching for a Specific Visit

To find a specific visit:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Visits** to open the Visits page.



The screenshot shows the Tellus eVV Administrator interface. The left sidebar contains a 'Main Menu' with items: Dashboard, Schedule, Visits (circled in red), Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Visits' and includes search filters: Select Payer, Search Scheduled Date Range (From/To), Search Recipient Name/Last Name, Search Visit Status, Visit to Claim Status, Search User, and Search Visit ID. A 'Search Visits' button is present. Below the search filters is a table of visits with columns: Row, Visit ID, User/Caregiver, Recipients, Procedure Codes, Scheduled Start Time/Date, Scheduled End Time/Date, Actual Start Time/Date, Actual End Time/Date, Visit Status, Visit Status Detail/Payer, Visit to Claim Status, and Actions. The table contains five rows of visit data.

Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail/Payer	Visit to Claim Status	Actions
1	0848609331	Tara Husband	fernando durand	S5125	2/12/16, 11:05 AM	2/12/21, 11:05 AM			Not Started, Late	AETN	-	
2	4180381259	Monitoring ...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	NONE	-	
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	NONE	-	
4	795175197	Chris Pernic	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Missed	AETN	-	
5	3442994270	CHRIS PRA	Pedro Gonzalez	S9123	12/11/18, 9:00 AM	12/11/18, 10:00 AM	12/11/18, 12:30 PM	12/11/18, 12:30 PM	Unable To Complete	RCAN	AETN	-

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3. You can search for **Visits** by using one or a combination of the following.

- **Date:** The default value is **Today**, or you can select from the options listed below.
 - **Tomorrow**
 - **This Week**
 - **Next Week**
 - **Last Week**
 - **2 Weeks Ago**
 - **This Month**
 - **Last Month**

- **Custom:** When you make this selection, two additional fields display. Use the [calendar icon](#) in the **Choose Start Date** and **Choose End Date** fields to select the date range you want to see visits for.
- **Visit status:** You can choose from these visit states:
 - **None**
 - **Completed**
 - **Completed, Late:** The visit was started late, but is now complete.
 - **In Progress**
 - **In Progress, Late:** The visit was started late but is now in progress
 - **Missed**
 - **Not Started**
 - **Not Started, Late:** The visit is late and has not yet been started
 - **Unable to Complete:** The Caregiver completed the visit but was not able to mark the visit complete on their Mobile app.
- **User name:** To find a visit by **User**, or Caregiver, type all or part of the Caregiver name in the **User** field. A list of Users with the characters that match your entry will display. Make a selection from the list.
- **Recipient name:** To find visits by **Recipient**, type all or part of a Recipient name in the **Recipient** field.
- **Visit ID:** A Visit ID is assigned when the visit is schedule; if you have it, you can enter it here

Note: The Visit ID appears only in the Visits menu option.

- **Visit to Claim Status:** Choose None, Success, or Error.
 - **None:** The visit has not been completed.
 - **Success:** The visit successfully transferred to the Work List for claims processing when the visit is completed.
 - **Error:** The visit did not transfer to the Work List due to an error that occurred during the visit or visit completion.

Note: Visits that need to be corrected must be done by someone who has the User Role Admin or Billing. See the Tellus eVV Claims User Guide, which is available from the Training menu option.

4. Click ***Search Visits*** after making your entries and selections.

Related topics:

- [Adding or Scheduling a Visit](#)
- [Viewing Visit Details](#)
- [Completing a Visit](#)
- [Canceling a Missed or Late Visit](#)
- [Updating a Visit](#)
- [Printing Visit Detail](#)
- [Deleting a Visit](#)

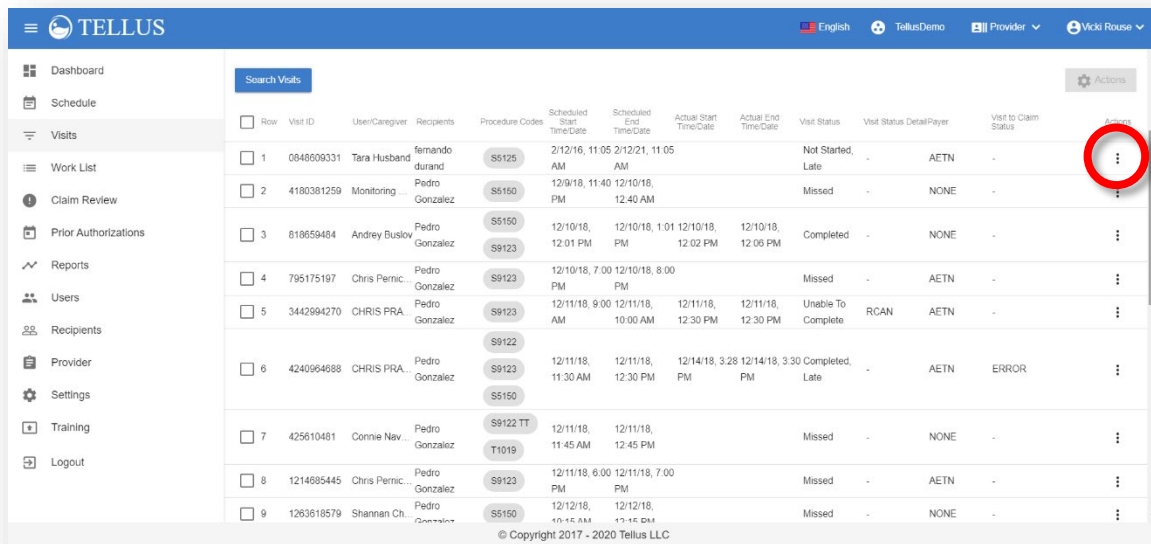
Viewing Visit Details

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Viewing Visit Details

There three ways you can access visit details.

- From the Dashboard, click any status tile across the top of the page, or any section of the graph shown in **Weekly Visits** to see a list of visits.
- From the **Main Menu**, click **Visits** and [find the visit](#) you want to view.
- You can also click **Schedule** on the **Main Menu**, and find the visit you want to view.

From the list of visits on the Dashboard or Visits page, click the vertical dots to open the **Visit**. When the Visit window opens, you will see options for editing, cancelling, completing, or printing the visit, depending on the visit status.



Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail/Payer	Visit to Claim Status	Actions
1	0848509331	Tara Husband	fernando durand	S5125	2/12/16, 11:05 AM	2/12/21, 11:05 AM			Not Started, Late	AETN	-	⋮
2	4180381259	Monitoring ...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	NONE	-	⋮
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150 S9123	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	NONE	-	⋮
4	795175197	Chris Pernic...	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Missed	AETN	-	⋮
5	3442894270	CHRIS PRA...	Pedro Gonzalez	S9123	12/11/18, 9:00 AM	12/11/18, 10:00 AM	12/11/18, 12:30 PM	12/11/18, 12:30 PM	Unable To Complete	RCAN	AETN	⋮
6	4240964688	CHRIS PRA...	Pedro Gonzalez	S9122 S9123 S5150	12/11/18, 11:30 AM	12/11/18, 12:30 PM	12/14/18, 3:28 PM	12/14/18, 3:30 PM	Completed, Late	AETN	ERROR	⋮
7	425610481	Connie Nav...	Pedro Gonzalez	S9122 TT T1019	12/11/18, 11:45 AM	12/11/18, 12:45 PM			Missed	NONE	-	⋮
8	1214685445	Chris Pernic...	Pedro Gonzalez	S9123	12/11/18, 6:00 PM	12/11/18, 7:00 PM			Missed	AETN	-	⋮
9	1263618579	Shannan Ch...	Pedro Gonzalez	S5150	12/12/18, 10:15 AM	12/12/18, 11:15 PM			Missed	NONE	-	⋮

If you are using the Schedule option, click any visit that appears on the schedule or calendar.

Either way, a **Visit** page like the one shown below will open.

Visit

Status:

Missed

Claim Status:

-

Claim Status:

-

Caregiver:

Dale Carr

Recipient(s):

Fred Flintstone

HCPSC Code/Mod(s):

S5135
S5130

Visit Status Detail:

-

Claim Invoice ID#:

-

Claim Invoice ID#:

-

Notes:

-

Scheduled Start Time:

Jan 1, 2020, 1:05:27 AM

Scheduled End Time:

Jan 1, 2020, 2:05:27 AM

Actual Start Time:

-

Actual End Time:

-

Actual Start Phone Number:

-

Actual End Phone Number:

-

Start Verification Type:

-

End Verification Type:

-

Start Location Variance (Miles):

-

End Location Variance (Miles):

-

Scheduled Start Address:

Boulder Street, Boca Raton, Florida, 33428

Scheduled End Address:


Boulder Street, Boca Raton, Florida, 33428


Scheduled Start Address Type:

-

Scheduled End Address Type:

-





Edit visit

Cancel visit

Complete visit

View Printable Visit

If the visit has the status Complete or Complete, Late, you will see a “reload” icon that you can click to populate the Claim Invoice ID# if it is not already there and transfer the Visit to the Work List. Click the Claim Invoice ID to see the claim in the Work List.

Visit

Status:

Complete

Claim Status:

-

Caregiver:

Jim Orms

Recipient(s):

Nikita Buslov

HCPCS Code/Mod(s):

S5130

Visit Status Detail:

-

Claim Invoice ID#:

18544bc6-6f5a-474e-8664-4db86c2d23d5 (Nikita Buslov)

Notes:

-

Scheduled Start Time:

Jan 3, 2020, 12:04:00 PM

Scheduled End Time:

Jan 3, 2020, 1:04:00 PM

Actual Start Time:

Jan 3, 2020, 1:05:07 PM

Actual End Time:

Jan 3, 2020, 1:05:16 PM

Actual Start Phone Number:

-

Actual End Phone Number:

-

Start Verification Type:

GPS

End Verification Type:

GPS

Start Location Variance (Miles):

-

End Location Variance (Miles):

-

Scheduled Start Address:

800 Fairway Drive, SUITE 202, Deerfield Beach, Florida, 33441

Scheduled End Address:

800 Fairway Drive, SUITE 202, Deerfield Beach, Florida, 33441

Scheduled Start Address Type:

-

Scheduled End Address Type:

-

Pet Love Pet Sitting

Correct Care Recovery Solutions

Sentry Data Systems

View Printable Visit

Note: Claim Review, Work List and Prior Authorizations are used for claim processing and are discussed in the Tellus eVV Claims User Guide, which is available from the Training menu option.

Related topics:

- [Adding or Scheduling a Visit](#)
- [Searching for and Viewing Visits](#)
- [Completing a Visit](#)
- [Canceling a Missed or Late Visit](#)
- [Updating a Visit](#)
- [Printing Visit Detail](#)
- [Deleting a Visit](#)

Completing a Visit

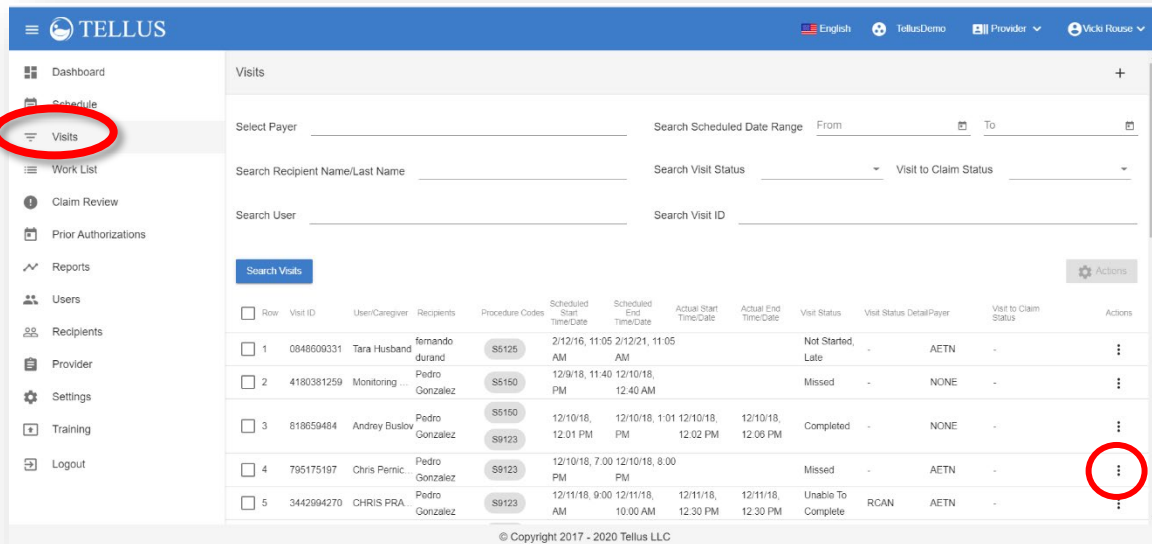
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Completing a Visit

If a Caregiver does not complete a visit using their Tellus eVV mobile app for some reason – the Caregiver forgot to check out, for example – you can complete the visit manually in the Tellus eVV Administrator Console. You will need to provide a reason for completing the visit manually.

You can complete visits that have these statuses: Missed; In Progress; In Progress, Late; Not Started; and Not Started, Late.

To complete a visit using the Administrator Console:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Visits**.



Row	Visit ID	User/Caregiver	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail/Player	Visit to Claim Status	Actions
1	08486090331	Tara Husband	fernando durand	S5125	2/12/16, 11:05 AM	2/12/21, 11:05 AM			Not Started, Late	AETN	-	⋮
2	4180381259	Monitoring ...	Pedro Gonzalez	S5150	12/9/18, 11:40 PM	12/10/18, 12:40 AM			Missed	NONE	-	⋮
3	818659484	Andrey Buslov	Pedro Gonzalez	S5150 S9123	12/10/18, 12:01 PM	12/10/18, 1:01 PM	12/10/18, 12:02 PM	12/10/18, 12:06 PM	Completed	NONE	-	⋮
4	795175197	Chris Pernic	Pedro Gonzalez	S9123	12/10/18, 7:00 PM	12/10/18, 8:00 PM			Missed	AETN	-	⋮
5	3442994270	CHRIS PRA	Pedro Gonzalez	S9123	12/11/18, 9:00 AM	12/11/18, 10:00 AM	12/11/18, 12:30 PM	12/11/18, 12:30 PM	Unable To Complete	RCAN	AETN	-

3. [Find the visit](#) you want to complete.

4. When you see the visit that you want to complete in the search results, click the submenu icon (vertical dots) on the right to see details about the visit.

Visit

✕

Status:

Missed

Visit Status Detail:

-

Claim Status:

-

Claim Invoice ID#:

-

Claim Status:

-

Claim Invoice ID#:

-

Claim Status:

-

Claim Invoice ID#:

-

Caregiver:

Dale Carr

Notes:

-

Recipient(s):

John Chung

HCPCS Code/Mod(s):

S9122 TT
S5130
T1019

Scheduled Start Time:

Feb 3, 2020, 1:00:00 AM

Scheduled End Time:

Feb 3, 2020, 3:45:00 AM

Actual Start Time:

-

Actual End Time:

-

Actual Start Phone Number:

-

Actual End Phone Number:

-

Start Verification Type:

-

End Verification Type:

-

Start Location Variance (Miles):

-

End Location Variance (Miles):

-

Scheduled Start Address:

321 Olivewood Place, Boca Raton, Florida, 33431

Scheduled End Address:

800 Fairway Drive, Deerfield Beach, Florida, 33441

Scheduled Start Address Type:

-

Scheduled End Address Type:

-

Wash and Detail

Wash and Detail

Wash and Detail

Wash and Detail

Edit visit

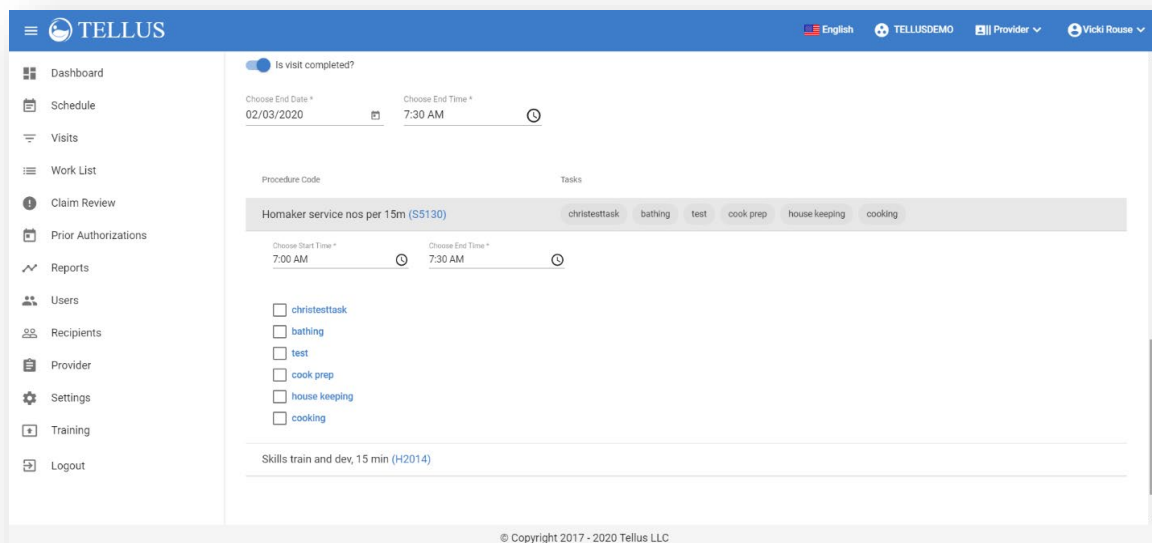
Cancel visit

Complete visit

5. At the bottom of the **Visit** page, click *Complete visit*.

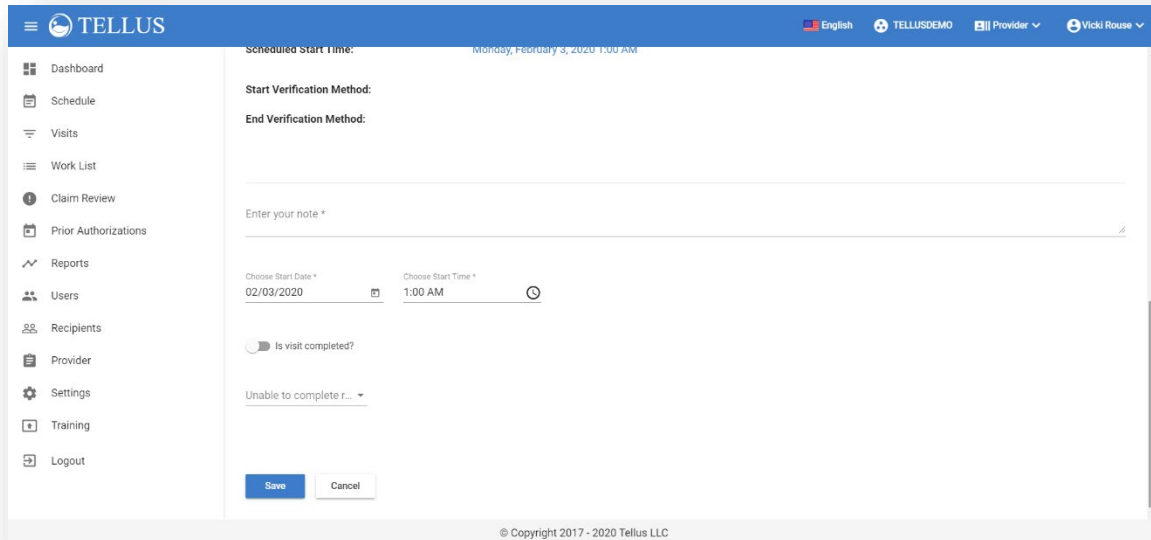
Note: See [Accessing Schedule Detail from the Administrator Console](#) and [Viewing the Menu](#) for additional information.

6. Scroll to the bottom of the page. All of the following entries are required:
 - **Enter your note:** Enter notes about the visit.
 - **Choose Start Date:** The date the visit was scheduled displays here. If it is different, click the [calendar icon](#) at right to select the correct start date.
 - **Choose Start Time:** The time the visit was scheduled displays here. If it is different, click the [clock icon](#) at right to select the correct start time.
 - **Is visit completed?** If the visit is complete slide the toggle to the right. Blue indicates that the visit is completed and all services and tasks display.



The screenshot shows the TELLUS web application interface. The top navigation bar includes the TELLUS logo, language settings (English), a user profile (Vicki Rouse), and a provider dropdown. The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a form for a visit. At the top, there is a toggle for "Is visit completed?". Below this, there are fields for "Choose End Date" (02/03/2020) and "Choose End Time" (7:30 AM). The form is divided into two sections: "Procedure Code" and "Tasks". Under "Procedure Code", there is a dropdown menu showing "Homemaker service nos per 15m (S5130)". Under "Tasks", there are checkboxes for "christesttask", "bathing", "test", "cook prep", "house keeping", and "cooking". Below the tasks, there are fields for "Choose Start Time" (7:00 AM) and "Choose End Time" (7:30 AM). At the bottom of the form, there is a text area for "Skills train and dev, 15 min (H2014)". The footer of the page indicates "© Copyright 2017 - 2020 Tellus LLC".

If the visit is still not complete use the **Unable to Complete Reason Code** drop-down list to select code for the reason why it is not complete.



7. Click **Save** to save and complete the visit. You return to the **Visits** page.

Or, you can click **Cancel** to exit the **Complete visit** page. Your entries and selections will not be saved.

Related topics:

- [Adding or Scheduling a Visit](#)
- [Searching for and Viewing Visits](#)
- [Viewing Visit Details](#)
- [Canceling a Missed or Late Visit](#)
- [Updating a Visit](#)
- [Printing Visit Detail](#)
- [Deleting a Visit](#)

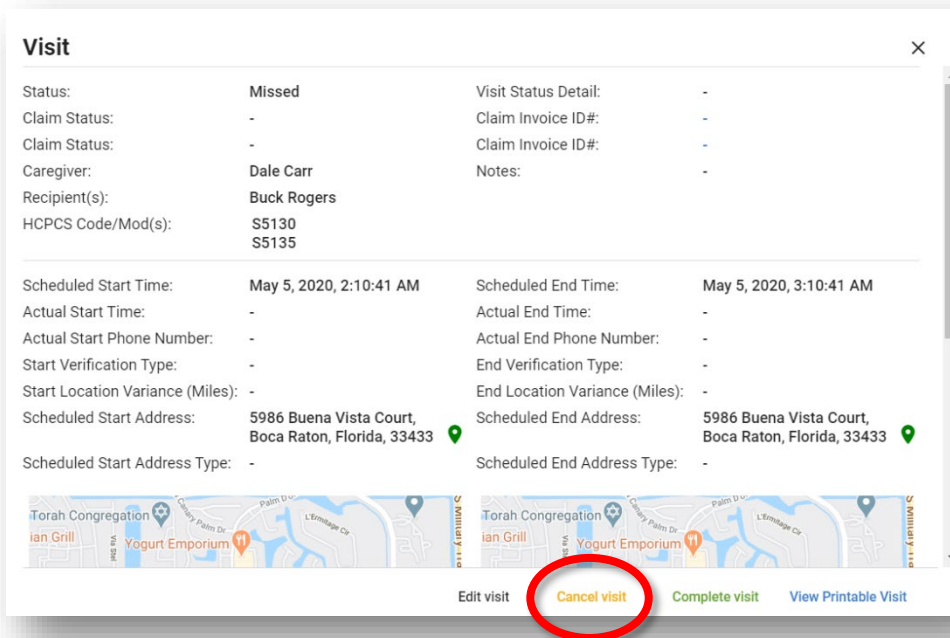
Canceling a Missed or Late Visit

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Canceling a Missed or Late Visit

You can cancel a visit with the status Missed or Not Started, Late. If the visit is scheduled to happen in the future, you will have the option to [delete the visit](#) rather than cancel it.

To cancel a visit:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Visits**.
3. [Find the visit](#) you want to cancel.
4. When you see the visit that you want to cancel in the search results, click the submenu icon (vertical dots) to view details about the visit.
5. Click **Cancel visit**.



Visit

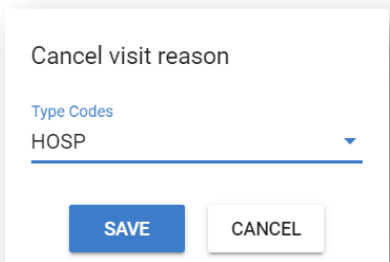
Status:	Missed	Visit Status Detail:	-
Claim Status:	-	Claim Invoice ID#:	-
Claim Status:	-	Claim Invoice ID#:	-
Caregiver:	Dale Carr	Notes:	-
Recipient(s):	Buck Rogers		
HCPCS Code/Mod(s):	S5130 S5135		

Scheduled Start Time:	May 5, 2020, 2:10:41 AM	Scheduled End Time:	May 5, 2020, 3:10:41 AM
Actual Start Time:	-	Actual End Time:	-
Actual Start Phone Number:	-	Actual End Phone Number:	-
Start Verification Type:	-	End Verification Type:	-
Start Location Variance (Miles):	-	End Location Variance (Miles):	-
Scheduled Start Address:	5986 Buena Vista Court, Boca Raton, Florida, 33433	Scheduled End Address:	5986 Buena Vista Court, Boca Raton, Florida, 33433
Scheduled Start Address Type:	-	Scheduled End Address Type:	-

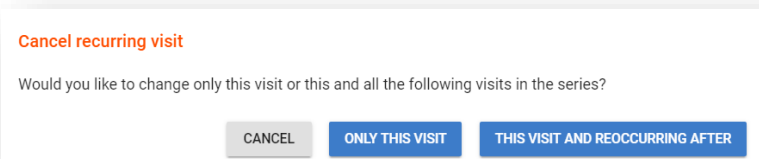
Map view showing location: 5986 Buena Vista Court, Boca Raton, Florida, 33433.

Buttons: Edit visit, **Cancel visit**, Complete visit, View Printable Visit

6. When the **Cancel Visit** page opens, use the drop-down list to select the reason the visit is being cancelled.

A white dialog box with a light gray border. At the top, it says "Cancel visit reason". Below that, there is a label "Type Codes" in blue. Underneath is a text input field containing "HOSP" with a small blue downward arrow on the right. At the bottom, there are two buttons: a blue "SAVE" button and a white "CANCEL" button with a gray border.

7. Click **Save**.
8. If the visit is a recurring visit, you will have the option to cancel just the visit you selected, or all visits.

A white dialog box with a light gray border. At the top, it says "Cancel recurring visit" in red. Below that, it asks "Would you like to change only this visit or this and all the following visits in the series?". At the bottom, there are three buttons: a gray "CANCEL" button, a blue "ONLY THIS VISIT" button, and a blue "THIS VISIT AND REOCCURRING AFTER" button.

The canceled visit is not removed from the **Schedule**. The **Status** of the scheduled visit will change to "Unable to Complete."

Related topics:

- [Adding or Scheduling a Visit](#)
- [Searching for and Viewing Visits](#)
- [Viewing Visit Details](#)
- [Completing a Visit](#)
- [Updating a Visit](#)
- [Printing Visit Detail](#)
- [Deleting a Visit](#)

Updating a Visit

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Updating a Visit

You can update visits that have these statuses: Missed; Not Started; and Not Started, Late.

You can update a visit on the **Visit detail** page.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Visits**.
3. [Search for the visit](#) you want to update.
4. Click the submenu icon (vertical dots) to open a page that shows visit details.

Visit

Status:

Missed

Visit Status Detail:

-

Claim Status:

-

Claim Invoice ID#:

-

Claim Status:

-

Claim Invoice ID#:

-

Caregiver:

Dale Carr

Notes:

-

Recipient(s):

Buck Rogers

HCPSC Code/Mod(s):

S5130
S5135

Scheduled Start Time:

May 5, 2020, 2:10:41 AM

Scheduled End Time:

May 5, 2020, 3:10:41 AM

Actual Start Time:

-

Actual End Time:

-

Actual Start Phone Number:

-

Actual End Phone Number:

-

Start Verification Type:

-

End Verification Type:

-

Start Location Variance (Miles):

-

End Location Variance (Miles):

-

Scheduled Start Address:

5986 Buena Vista Court,
Boca Raton, Florida, 33433

Scheduled End Address:

5986 Buena Vista Court,
Boca Raton, Florida, 33433

Scheduled Start Address Type:

-

Scheduled End Address Type:

-

Torah Congregation

Yogurt Emporium

ian Grill

Torah Congregation

Yogurt Emporium

ian Grill

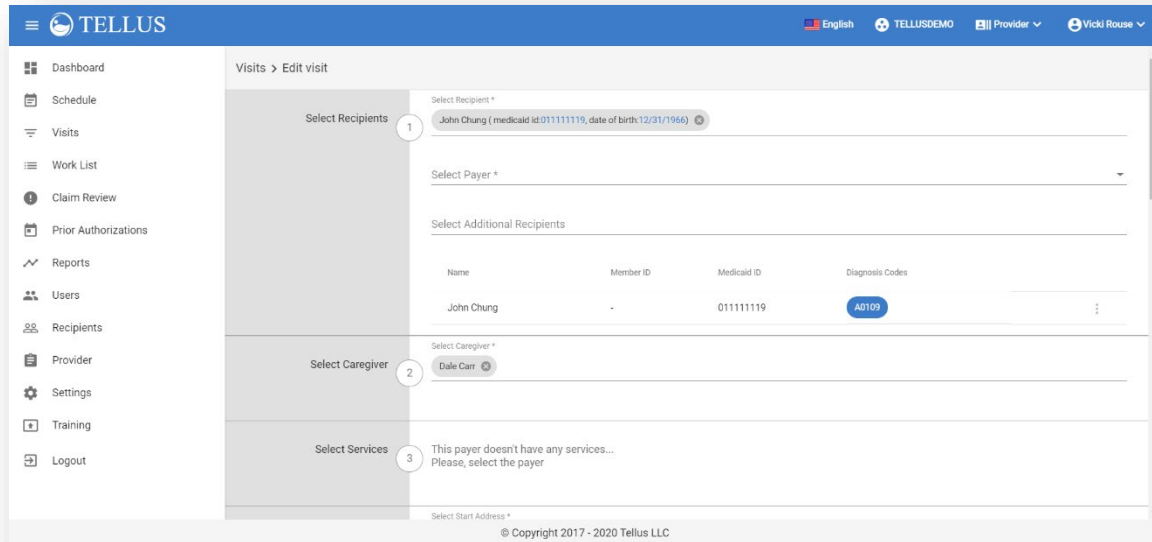
Edit visit

Cancel visit

Complete visit

View Printable Visit

5. Click **Edit visit** to view the **Edit visit** page.



6. Make entries and selections just as you did when you [added a new visit](#).
7. When your additions, deletions, and updates are complete, click **Update** to save the changes to the visit.

If the visit *does not* repeat, the **Edit Visit** screen will close.

If the visit *does* repeat, the Edit Recurring Visits popup opens. Chose how you want the changes applied:

- **ONLY TO THIS VISIT:** Changes will be applied to the visit date and time selected in the Select Date and Time section.
 - **THIS VISIT AND REOCCURRING AFTER:** Changes will be applied to this visit and all future visits.
8. The system will compare changes to other scheduled visits. If there are errors – for example, if the changes you made cause visits to overlap for a Caregiver – an error message displays and gives you two options:
 - **MAKE CORRECTIONS:** Click this button to return to the **Edit visits** page to make additional corrections. For example, there may be a missing diagnosis, or incorrect service code. Click **Update** when you finish.
 - **SAVE VISIT WITHOUT CORRECTIONS:** Save changes as you entered them, without making additional changes.

Related topics:

- [Adding or Scheduling a Visit](#)
- [Searching for and Viewing Visits](#)
- [Viewing Visit Details](#)
- [Completing a Visit](#)
- [Canceling a Missed or Late Visit](#)
- [Printing Visit Detail](#)
- [Deleting a Visit](#)

Printing Visit Detail

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Visits](#) > Printing Visit Detail

You can print visit detail for a visit of any status.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Visits**.
3. [Find the visit](#) you want to print.

Visit

Status:	Missed	Visit Status Detail:	-
Claim Status:	-	Claim Invoice ID#:	-
Claim Status:	-	Claim Invoice ID#:	-
Caregiver:	Dale Carr	Notes:	-
Recipient(s):	Buck Rogers		
HCPSC Code/Mod(s):	S5130 S5135		

Scheduled Start Time:	May 5, 2020, 2:10:41 AM	Scheduled End Time:	May 5, 2020, 3:10:41 AM
Actual Start Time:	-	Actual End Time:	-
Actual Start Phone Number:	-	Actual End Phone Number:	-
Start Verification Type:	-	End Verification Type:	-
Start Location Variance (Miles):	-	End Location Variance (Miles):	-
Scheduled Start Address:	5986 Buena Vista Court, Boca Raton, Florida, 33433	Scheduled End Address:	5986 Buena Vista Court, Boca Raton, Florida, 33433
Scheduled Start Address Type:	-	Scheduled End Address Type:	-

Torah Congregation
ian Grill

Yogurt Emporium

Palms Dr

L'Enfermeur Cir

Seminole Y-110

Torah Congregation
ian Grill

Yogurt Emporium

Palms Dr

L'Enfermeur Cir

Seminole Y-110

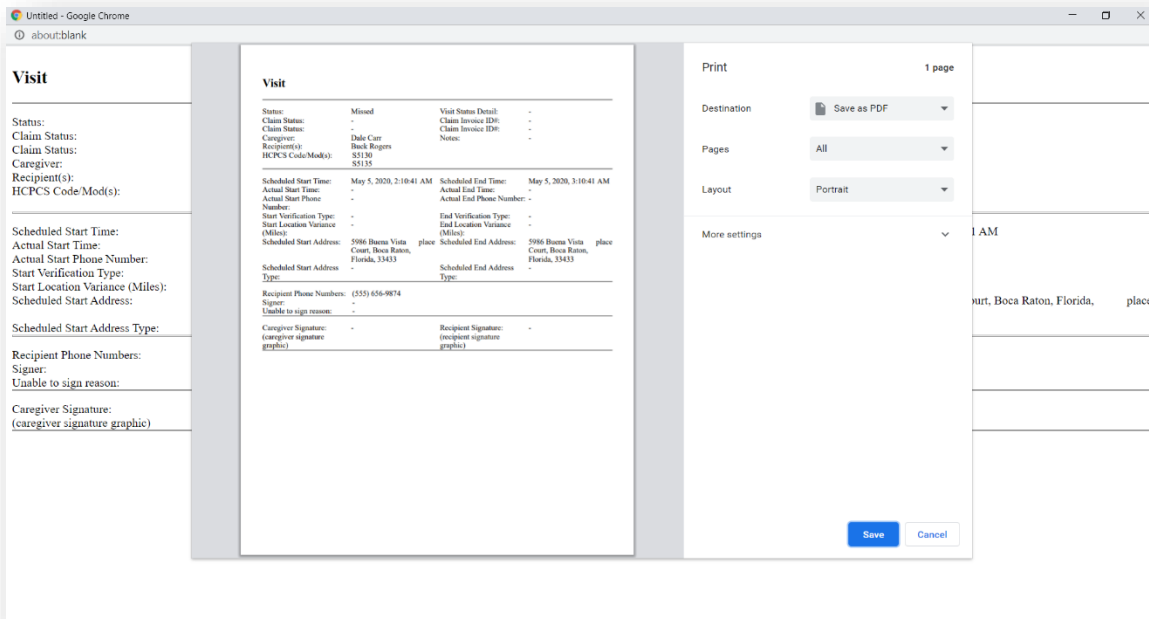
Edit visit

Cancel visit

Complete visit

View Printable Visit

4. Click **View Printable Visit**.



Visit

Status: Mixed Visit Status Detail: -
 Claim Status: - Claim Invoice ID#: -
 Claim Status: - Claim Invoice ID#: -
 Caregiver: Dale Carr Back Rogers Notes: -
 Recipient(s): S1130
 HCPCS Code/Mod(s): S5135

Scheduled Start Time: May 5, 2020, 2:10:41 AM Scheduled End Time: May 5, 2020, 3:10:41 AM
 Actual Start Time: - Actual End Time: -
 Actual Start Phone Number: - Actual End Phone Number: -
 Start Verification Type: - End Verification Type: -
 Start Location Variance (Miles): - End Location Variance (Miles): -
 Scheduled Start Address: 5986 Buena Vista place Scheduled End Address: 5986 Buena Vista place
 Court, Boca Raton, Florida, 33433 Court, Boca Raton, Florida, 33433
 Scheduled Start Address Type: - Scheduled End Address Type: -

Recipient Phone Numbers: (555) 656-9874
 Signer: -
 Unable to sign reason: -

Caregiver Signature: - Recipient Signature: -
 (caregiver signature graphic) (recipient signature graphic)

Print 1 page

Destination: Save as PDF

Pages: All

Layout: Portrait

More settings

Save Cancel

5. Choose your **Destination**, **Pages**, and other print criteria, and then click **Print** (or **Save** for pdfs).

Related topics:

- [Adding or Scheduling a Visit](#)
- [Canceling a Missed or Late Visit](#)
- [Searching for and Viewing Visits](#)
- [Updating a Visit](#)
- [Viewing Visit Details](#)
- [Deleting a Visit](#)
- [Completing a Visit](#)

Scheduling

You are here: [Tellus eVV Administrator User Guide](#) > Scheduling

Click a topic below:

[Viewing the Schedule](#)

[Scheduler View: Overview](#)

[Calendar View: Overview](#)

[General Navigation for Scheduler or Calendar View](#)

[Adding or Scheduling a Visit](#)

[Adding a Visit: Entries](#)

[Select Recipients](#)

[Select Caregiver](#)

[Select Services](#)

[Select Visit Locations](#)

[Select Date and Time](#)

[Select Visit Recurrence](#)

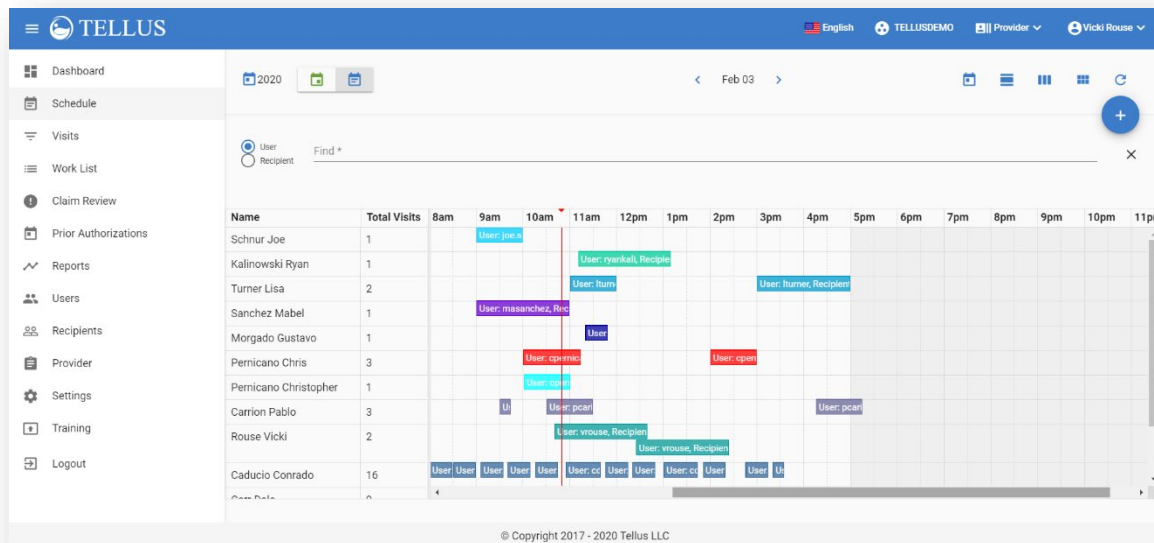
Viewing the Schedule

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > Viewing the Schedule

To see the schedule of visits for Caregivers and Recipients:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Select the **Schedule** option to open the **Schedule**

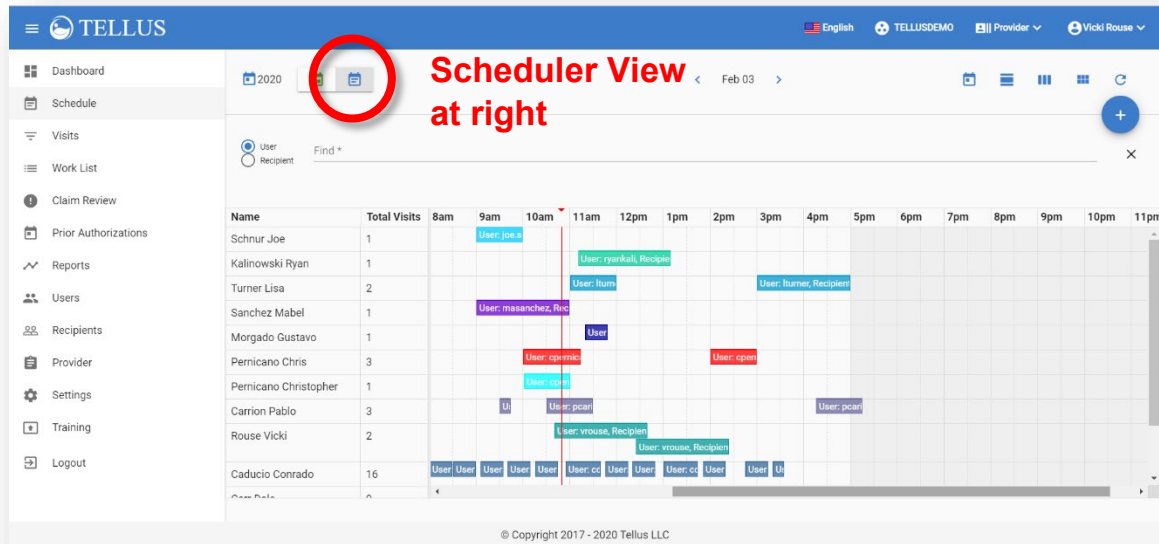
By default, you will see all Users who are scheduled for visits this week.



There are two views for the Schedule: [Scheduler View](#) and [Calendar View](#). Each is described in the sections that follow. Navigation is similar for both and is described in [General Navigation for Scheduler or Calendar View](#).

Scheduler View: Overview

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > [Viewing the Schedule](#) > Scheduler View: Overview



The **Scheduler view** shows the following:

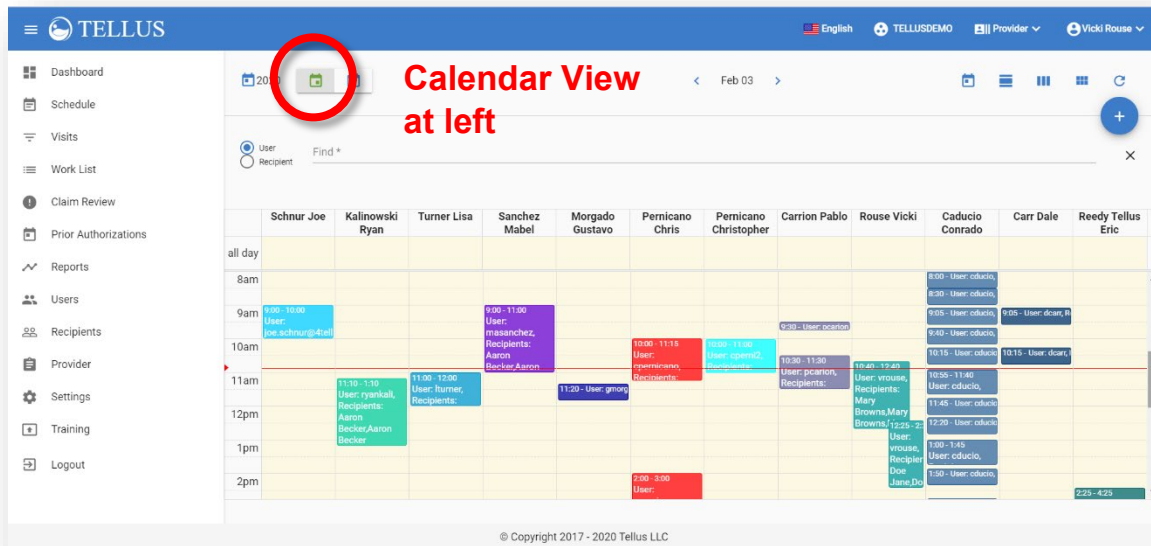
- **Name:** If **User** is selected at the top of the screen Caregiver names display in this column; if **Recipient** is selected the Recipient names display here.
- **Total Visits:** The total number of scheduled visits for the selected calendar period for each User or Recipient.
- **Dates:** The days and calendar dates within the selected calendar period.
- **Time:** The time the visit will start; a colored band indicates how long the visit is scheduled for.

You can use the buttons at the top of the page to change the time period or view. See [General Navigation for Scheduler or Calendar View](#).

Calendar View: Overview

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > [Viewing the Schedule](#) > Calendar View: Overview

You can switch to **Calendar view** by clicking the calendar icon in the upper left:



The **Calendar view** shows all scheduled visits within a calendar period for Users or Recipients. The **Calendar view** displays:

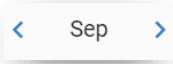





- The calendar day or week and dates appears at the top of the screen.
- The User(s) and Recipient(s) names for each scheduled visit appear on the day the visit is scheduled and at the time it is scheduled.
- The day and date appear as column headings across the top of the schedule; times are in the far-left column.

You can use the buttons at the top of the page to change the time period or view. See [General Navigation for Scheduler or Calendar View](#).

General Navigation for Scheduler or Calendar View

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > [Viewing the Schedule](#) > General Navigation

Buttons at the top of the page allow you to choose how the schedule displays and the time period for which you want to see visits.

Button	Description
	Allows you to move backward and forward between months, weeks, or days Depending on the time interval selected. If you have Month selected, only the month will display; if you have Week selected, the date range for the week will display; if you have Today or Day selected, a month and day will display – Sep 9, for example. Use the arrows to move backward and forward between months, weeks, or days.
	Displays the schedule for Today. The month displayed at the top of the screen changes to the date.
	Displays the schedule for a specific day. The month displayed at the top of the screen changes to the date.
	Displays the schedule for a specific Week.
	Displays the schedule for a specific Month.
	Reloads the page with the most recent schedule data.

Button	Description
<i>Users/Recipients</i>	You can filter results by clicking the <i>Find Users *</i> or <i>Find Recipients *</i> field in the filter dialog. Filter by Users (Caregivers) and Recipients selecting a radio button. Then, when you click the field, you will see a pull-down menu containing a list of Users or Recipients that can be selected. Multiple Users or Recipients can be selected one at a time. Click the "X" to clear all selected names from the Find Users * or Find Recipients * field.

You can add a visit directly from the **Schedule** page by clicking the “add visit “icon, in the upper right.



Related Topic

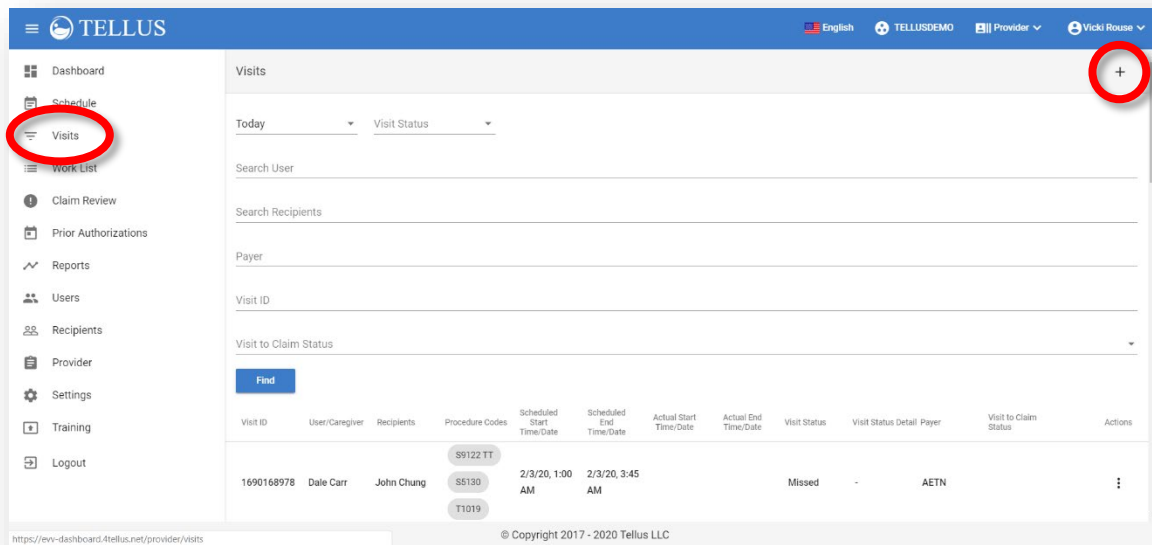
- [Adding or Scheduling a Visit](#)

Adding or Scheduling a Visit

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > Adding or Scheduling a Visit

You can add or schedule a visit using the Visit or Schedule option. The process for both is the same. To add a visit:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Visits** option or the **Schedule** option.

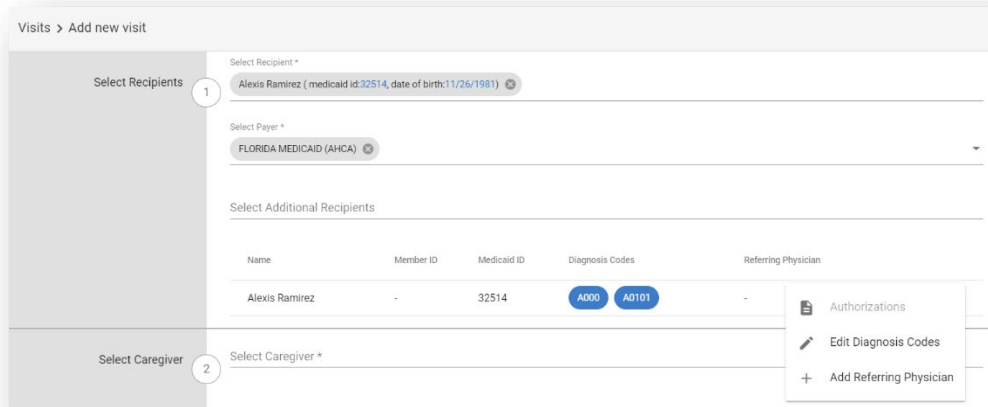


3. Click the “add visit” icon (plus sign) at the top of the page.
4. When the **Add Visit** page opens, complete the information following the numbered steps on the screen. Instructions follow in [Adding a Visit: Entries](#).
5. Click **Save** when you finish making your entries.

Adding a Visit: Entries

You are here: [Tellus eVV Administrator User Guide](#) > [Scheduling](#) > [Adding or Scheduling a Visit](#) > Adding a Visit: Entries

Select Recipients



1. Make the following entries and selections:

- **Select Recipient:** Use the dropdown list to select the person who will receive the service.
- **Select Payer:** This field populates automatically with the Payer associated with the Recipient. You can select additional Payers from the dropdown list or delete the existing Payer (click “x” next to the payer name) and select a new one.
- **Select Additional Recipients:** You can select additional Recipients, for example, if the visit is for siblings, a group of children or spouses that you are seeing at the same time.

Note: Not all agencies are authorized to provide services to groups.

2. Click the submenu (vertical dots) and select **Authorizations** to check to see whether the service (diagnosis code) has been approved. The visit can be scheduled even if it is not. Click **OK** to close the window

Check authorizations

Full Name	Service	From Date	To Date	Authorization Number
Eric Reedy80	S5125	4/18/20	5/31/20	654321
Eric Reedy80	S5125	5/1/20	7/31/20	ABC123456

Ok

3. Click the submenu (vertical dots) and select **Edit Diagnosis Codes** to add or change codes.

When you click the field to enter a code, a list of available codes displays; select the one you need. To delete a code, simply click the “x” next to it.

Edit Diagnosis Codes for Aaron Smith

Enter Diagnosis Code

A0101 x

- Cholera due to Vibrio cholerae 01, biovar cholerae (A000)
- Cholera due to Vibrio cholerae 01, biovar eltor (A001)
- Cholera, unspecified (A009)
- Typhoid fever, unspecified (A0100)
- Typhoid fever with heart involvement (A0102)

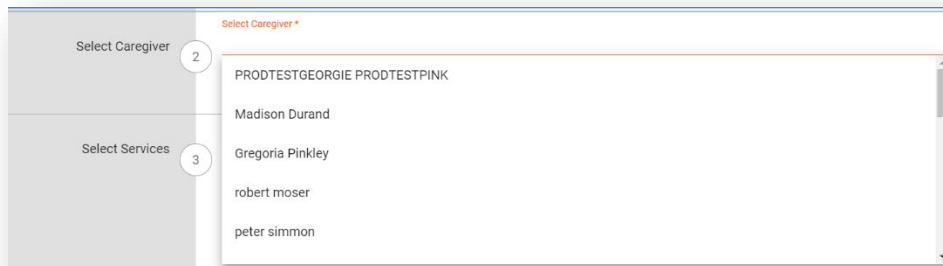
4. If your agency requires a Referring Physician, click the submenu (vertical dots) and then select **Add Referring Physician**. Click the field and make a selection from the dropdown list; then click **Save**.

Add Referring Physician for Alexis Ramirez

Current List of Referring physicians are related to TELLUSDEMO provider and this recipient

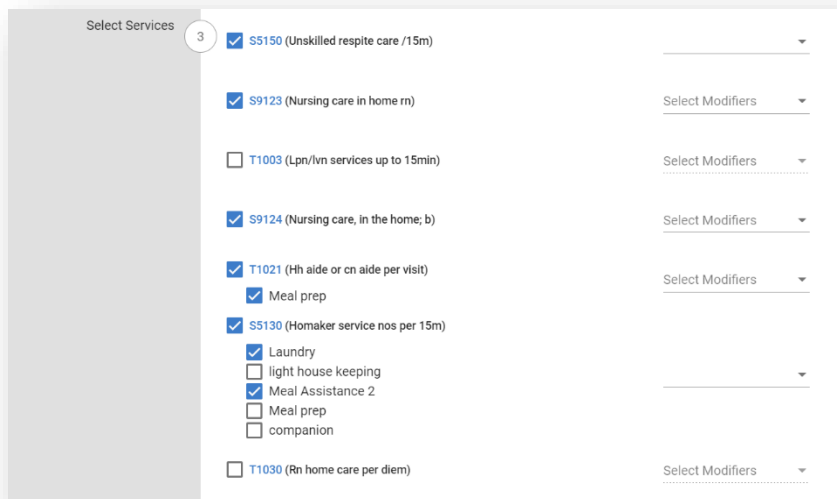
SAVE CANCEL

Select Caregiver



Click the **Select Caregiver** field to make a selection from the dropdown list.

Select Services

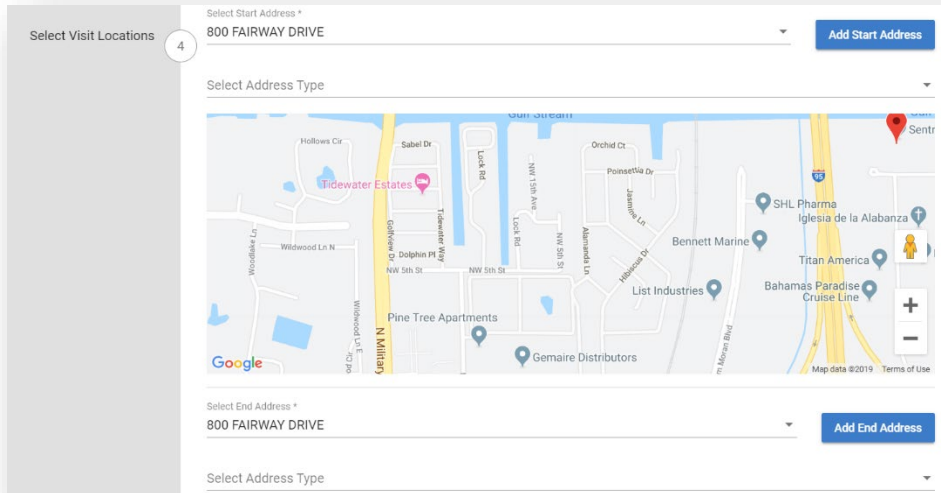


1. Services associated with the diagnosis code display here. Check the ones required for this visit.

If a service has multiple tasks, they are all checked when you check the service. You can uncheck any tasks that are not needed for this visit.

2. Select a modifier, if needed.

Select Visit Locations



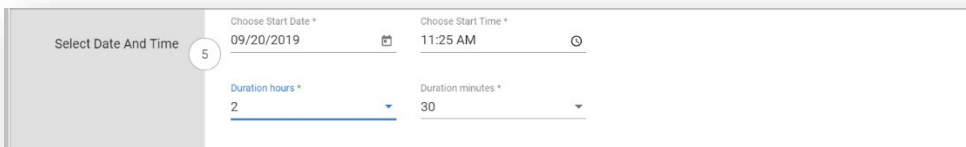
1. **Select Start Address** and **Select End Address:** Both fields are populated by the Recipient's [primary address](#).

If either address is different, click **Add Start Address** or **Add End Address** make a new entry.

*Note: If you make an **Add Start Address** or **Add End Address** entry, it will not be saved in the Recipient record. To add an address, see [Entering a Recipient Address](#).*

2. (OPTIONAL) **Select Address Type:** Use the dropdown list to select an address type, such as residence. This simply helps the Caregiver identify the location.

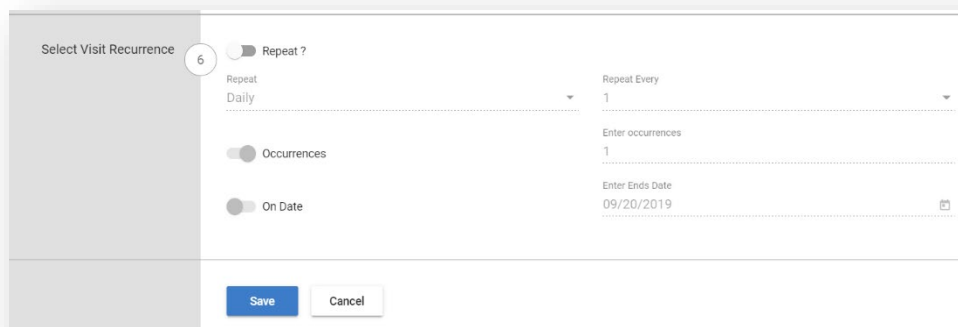
Select Date and Time



1. **Choose Start Date** defaults to today's date. Make a new selection by clicking the [calendar icon](#) to the right of the field.

2. **Choose Start Time** defaults to the time when you began creating the visit. Make a new selection by clicking the [clock icon](#) to the right of the field.
3. **Duration hours** allows you to select the number of hours the service requires from the dropdown list. If the service requires less than an hour, make a selection in the **Duration minutes** field only.
4. **Duration minutes** allows you to select the number of minutes the service requires from the dropdown list.

Select Visit Recurrence



1. **Repeat?** If this will be a recurring visit, click the Repeat slider to slide it to the right (on). Additional fields will be activated.
2. **Repeat:** Use the dropdown list to select the interval at which the visit will repeat, such as daily or weekly.
3. **Repeat Every:** Use the dropdown list to select the number of visits. For example, if you selected 'week' above and select 2 in this field, the visit will be scheduled every two weeks.
4. **Occurrences:** This field toggles on by default and you will enter the number of visits that should be scheduled below.
 - **Enter Occurrence:** If this is a repeating visit, enter the total number of visits allowed.
 - **On Date:** If the visits should repeat until a certain date, click this slider to move it to the right (on position). **Occurrences** is automatically turned off.
 - **Enter Ends Date:** Enter the date of the last visit.

*Note: You must choose either **Occurrences** or **On Date**; you cannot choose both.*

*Note: Be sure to click **Save** when your entries are complete.*

Related Topic

- [Viewing the Schedule](#)

Managing Users

You are here: [Tellus eVV Administrator User Guide](#) > Managing Users

Click a topic below:

[Viewing Users](#)

[Changing the Number of Users Displayed per Page](#)

[Searching for a Specific User](#)

[Viewing User Detail](#)

[Adding a New User](#)

[Inviting an Existing User to your Agency](#)

[Importing a Group of New Users](#)

[Completing the New User Spreadsheet](#)

[Importing the New User Spreadsheet](#)

[Sending a Message to a User](#)

[Resetting User Passwords](#)

[Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)

[Updating User Detail](#)

[Editing User Roles](#)

Viewing Users

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Viewing Users

In this topic you will find instructions for:

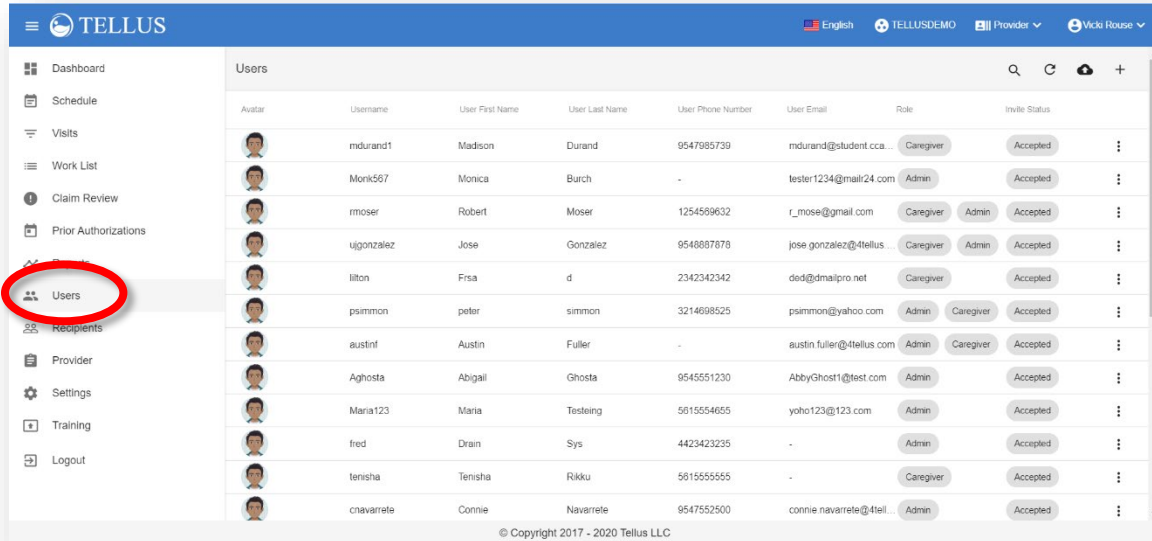
- [Viewing Users](#)
- [Changing the Number of Users Displayed per Page](#)
- [Searching for a Specific User](#)

Viewing Users

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Viewing Users](#) > Viewing Users

To view users:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.



Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madison	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Mork567	Monica	Burch	-	tester1234@mailr24.com	Admin	Accepted
	rmoser	Robert	Moser	1254559632	r_mose@gmail.com	Caregiver Admin	Accepted
	ujgonzalez	Jose	Gonzalez	9548887878	jose.gonzalez@4tellus...	Caregiver Admin	Accepted
	lilton	Frisa	d	2342342342	ded@dmalpro.net	Caregiver	Accepted
	psimmon	peter	simmon	3214698525	psimmon@yahoo.com	Admin Caregiver	Accepted
	austinf	Austin	Fuller	-	austin.fuller@4tellus.com	Admin Caregiver	Accepted
	Aghosta	Abigail	Ghosta	9545551230	AbbyGhost1@test.com	Admin	Accepted
	Maria123	Maria	Testeing	5615554655	yoho123@123.com	Admin	Accepted
	fred	Drain	Sys	4423423235	-	Admin	Accepted
	tenisha	Tenisha	Rikku	5615555555	-	Caregiver	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tell...	Admin	Accepted

The **Users** page opens and displays the following information for all Users.

- Profile picture
- **First name**
- **Last name**
- **Phone**
- **Email**
- **Role**
- **Invite Status**
- A submenu (vertical dots) that offers several options:
 - [Send message to User](#).
 - [Reset User password](#).
 - [Unlink User](#) (delete User and reassign their tasks)

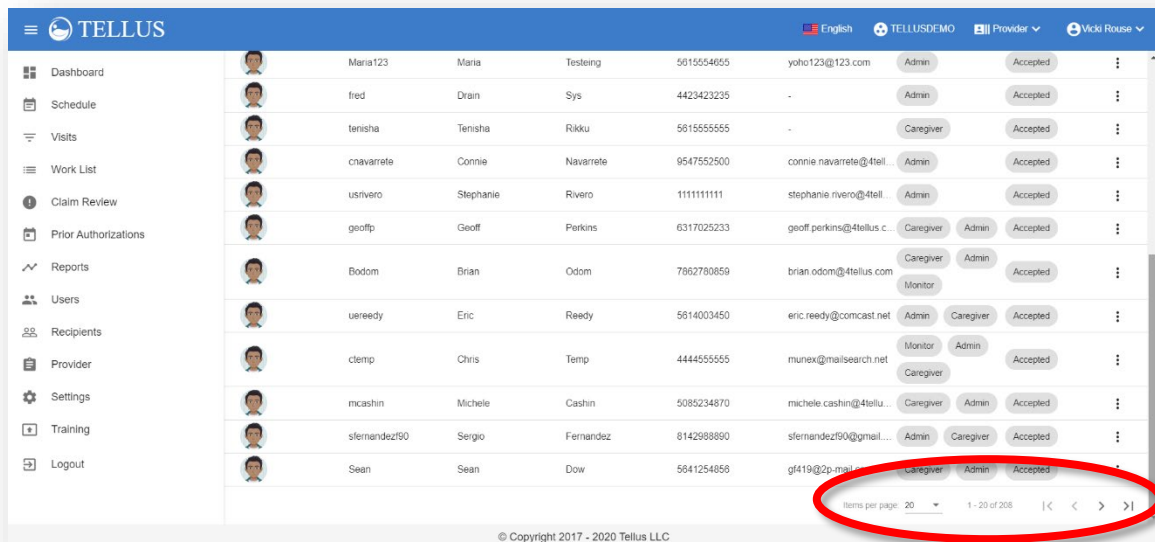
- Details ([view](#) or [update](#) User details)
- [Edit User Roles](#)

Changing the Number of Users Displayed per Page

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Viewing Users](#) > Changing the Number of Users Displayed per Page

To change the number of Users that appear on each page:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. Scroll to the bottom of the page.
4. Click the **Items per page** dropdown arrow and make a selection: 20, 50, 100 or 200 Users per page. The Users as well as the counter at the bottom of your screen are updated to reflect the range of records presented (for example, 1-20 of 74 records).



Profile Picture	First Name	Last Name	Role	Phone Number	Email	Status
	Maria	Testino	Admin	5615554655	yoho123@123.com	Accepted
	fred	Drain	Sys	4423423235	-	Accepted
	terisha	Terisha	Rikku	5615555555	-	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tell...	Accepted
	usrivero	Stephanie	Rivero	1111111111	stephanie.rivero@4tell...	Accepted
	geoffp	Geoff	Perkins	6317025233	geoff.perkins@4tellu...	Accepted
	Bodom	Brian	Odom	7862780859	brian.odom@4tellu...	Accepted
	uereedy	Eric	Reedy	5614003450	eric.reedy@comcast.net	Accepted
	cltemp	Chris	Temp	4444555555	munix@mailsearch.net	Accepted
	mcashin	Michele	Cashin	5085234870	michele.cashin@4tellu...	Accepted
	sfernandez190	Sergio	Fernandez	8142988890	sfernandez190@gmail...	Accepted
	Sean	Sean	Dow	5641254856	gf419@2p-mel...	Accepted

Items per page: 20 1 - 20 of 208 |< < > >|

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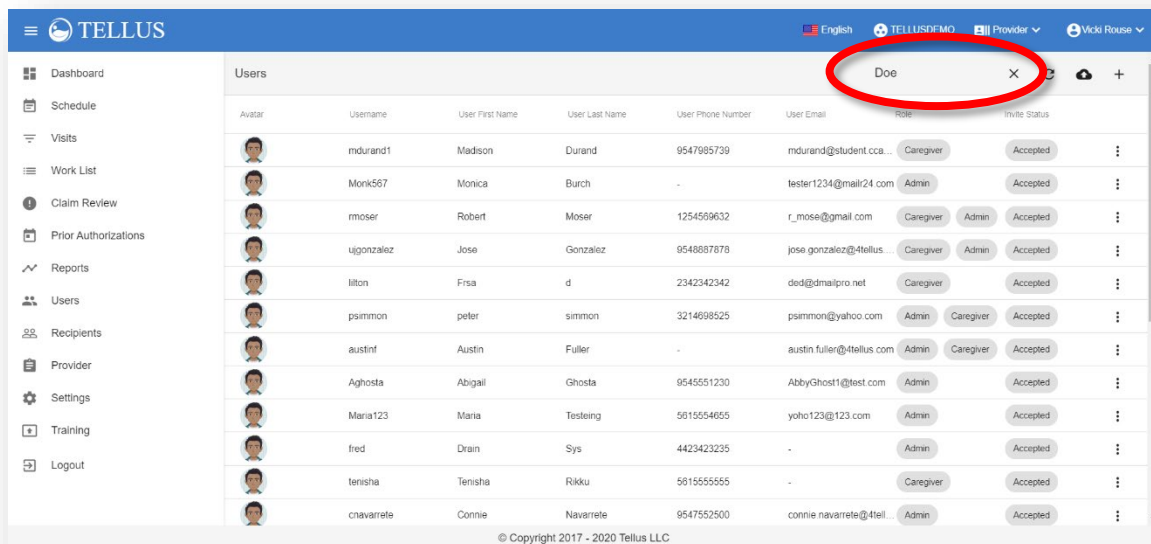
5. If the number of Users exceeds the space available on your screen, scroll to the bottom of the list. You can then click the left and right arrows at the bottom of the page to view additional Users.

Searching for a Specific User

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Viewing Users](#) > Searching for a Specific User

To search for a specific User:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. Click the magnifying glass icon.
4. Enter all or part of a User name, first or last name, or all or part of an email address in the **Search User** field that displays and press Enter.



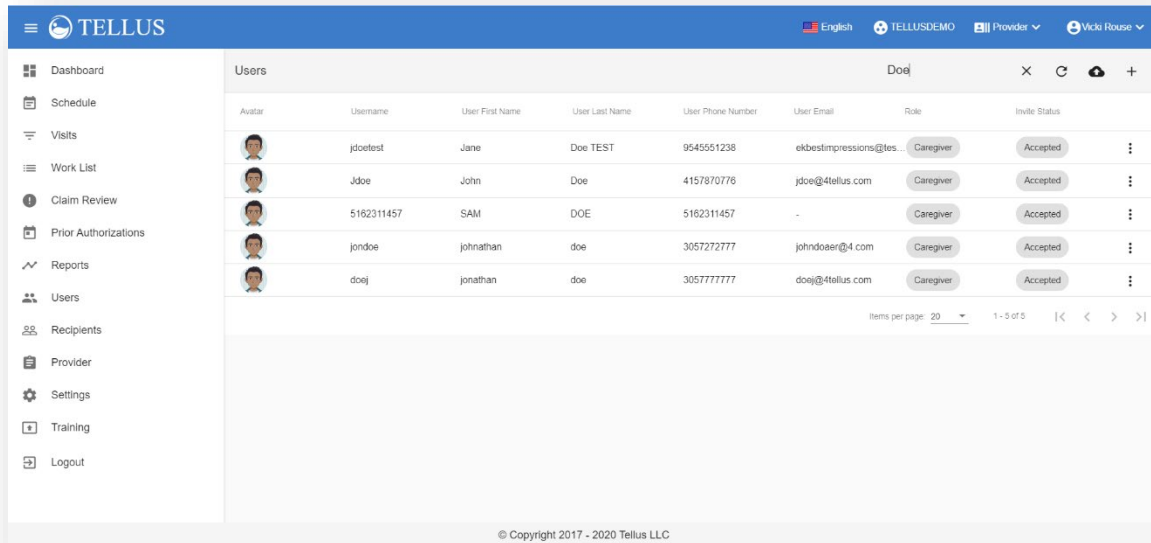
The screenshot shows the Tellus eVV Administrator User Guide interface. The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled "Users" and displays a table of users. A search bar at the top of the table is highlighted with a red circle and contains the text "Doe". The table has columns: Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. The table lists several users, including mdurand1, Monk567, rmoser, ujgonzalez, litton, psimmon, austinf, Aghosta, Maria123, fred, terisha, and cnavarrete. The bottom of the page shows the copyright notice: © Copyright 2017 - 2020 Tellus LLC.

5. You can sort the results by clicking the title of the column for **User Name**, **User First Name**, **User Last Name**, **Phone Number**, or **Email**; click the same column title again to reverse the order.

Related Topics

- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Updating User Detail](#)
- [Editing User Roles](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)

All Users who have the search text in their profile as part of their Username, first name, last name, or email address will display. For example, the search text “doe” returns Users who have that string of characters in any of those fields in their profile.



The screenshot shows the Tellus web application interface. On the left is a sidebar menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Users' and has a search bar with the text 'Doe'. Below the search bar is a table of users. The table has columns: Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. There are five users listed, all with the role 'Caregiver' and 'Accepted' status. The search results are filtered to show only users with 'Doe' in their profile.

Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	jdoetest	Jane	Doe TEST	9545551238	ekbestimpressions@tes...	Caregiver	Accepted
	Jdoe	John	Doe	4157870776	jdoe@4tellus.com	Caregiver	Accepted
	5162311457	SAM	DOE	5162311457	-	Caregiver	Accepted
	jondoe	johnathan	doe	3057272777	johndoe@4.com	Caregiver	Accepted
	doej	jonathan	doe	3057777777	doej@4tellus.com	Caregiver	Accepted

At the bottom of the table, there is a pagination control showing 'Items per page: 20' and '1 - 5 of 5'.

6. Click “X” to clear the search field and view all Users.

Related Topics:

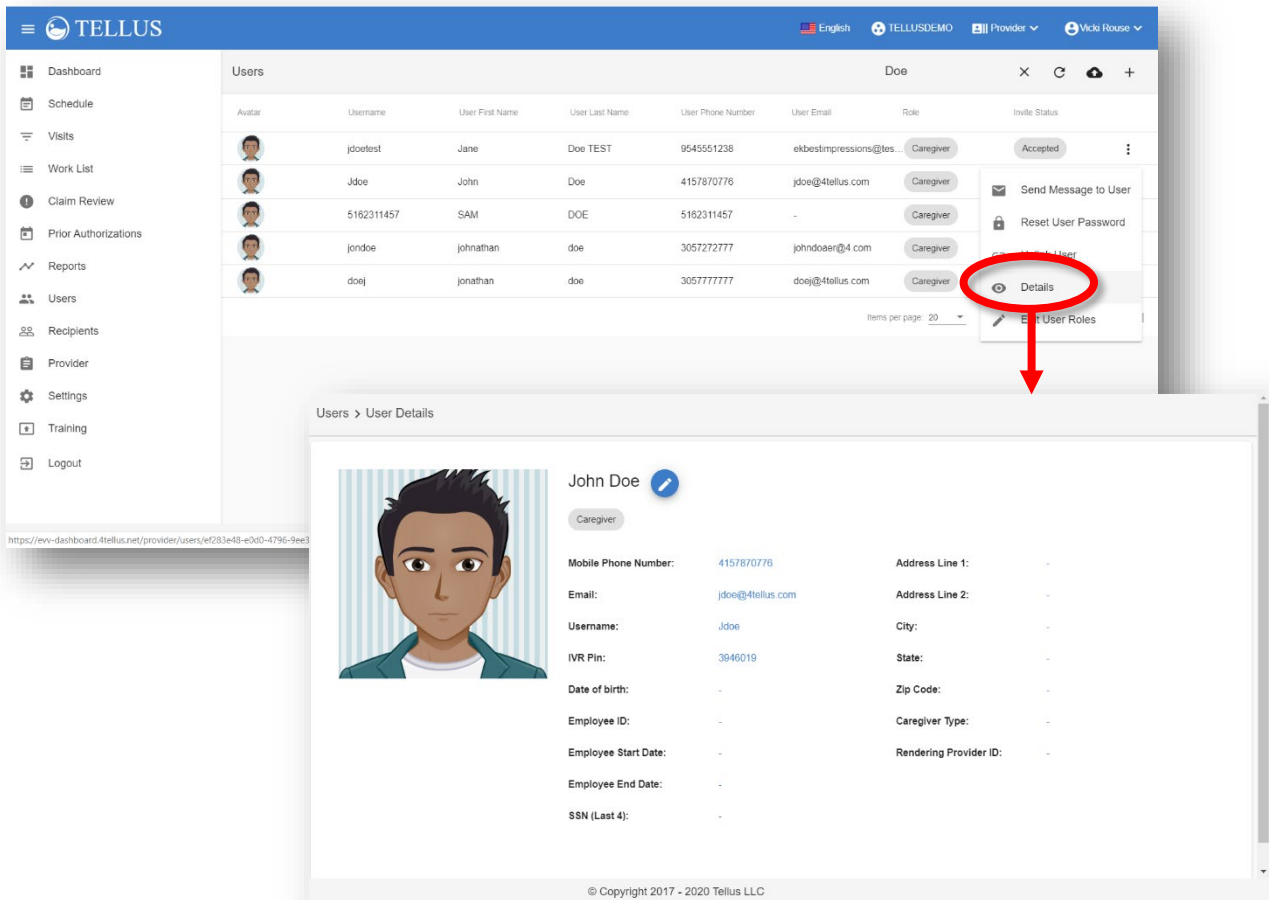
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Viewing User Detail

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Viewing Users](#) > Searching for a User

To view detail for a specific User:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. [Find the User](#) whose detail you want to see.
4. Click the submenu (vertical dots).
5. Select **Details**.



The screenshot displays the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), a demo user (TELLUSDEMO), and provider information (Provider, Vicki Rouse). The left sidebar contains a Main Menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout.

The main content area shows the **Users** page. A table lists users with columns: Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. The table contains five rows of user data. A red circle highlights the vertical dots menu for the user 'doej', and a red arrow points to the **Details** option in the dropdown menu.

The **Users > User Details** view is shown below the table. It displays the user's profile information, including a profile picture, name (John Doe), and role (Caregiver). The details are organized into two columns:

Field	Value
Mobile Phone Number:	4157870776
Email:	jdoe@4tellus.com
Username:	Jdoe
IVR Pin:	3946019
Date of birth:	-
Employee ID:	-
Employee Start Date:	-
Employee End Date:	-
SSN (Last 4):	-
Address Line 1:	-
Address Line 2:	-
City:	-
State:	-
Zip Code:	-
Caregiver Type:	-
Rendering Provider ID:	-

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Related Topics:

- [Viewing Users](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Adding a New User

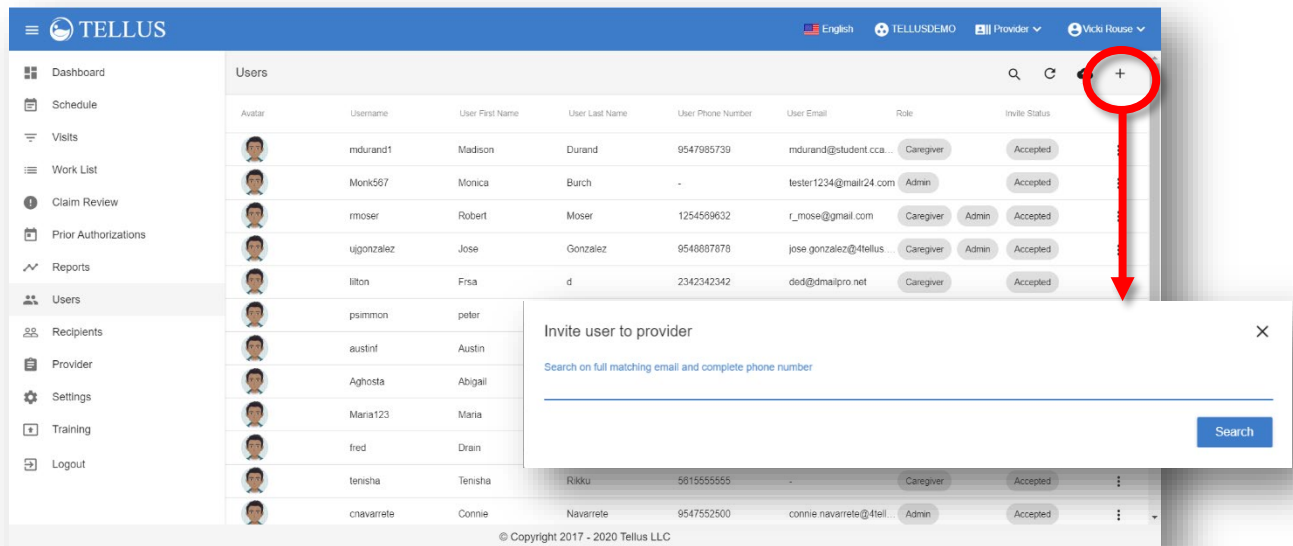
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Adding a New User

Note: Users can self-register using the mobile app. If they have self-registered, you can [invite them to your agency](#); if they have not you can add them following the instructions below.

When you add a User to Tellus eVV, you are “inviting” them to join your provider agency. Users can be administrators, Caregivers, or Users who have view only privileges (they should be able to view but not edit information using the Administrator Console). There are two ways to add Users: you can add individual Users, or you can [import a group of Users](#).

To add an individual new User, follow the steps below.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. Click the “Add User” icon (plus sign) in the upper right corner of the screen to open the Invite user to provider dialog box.



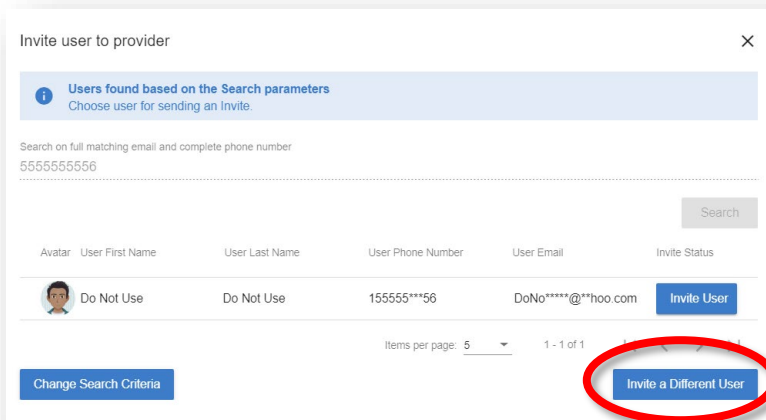
The screenshot shows the Tellus eVV interface. On the left is a sidebar menu with options like Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main area displays a table of users. In the top right corner of the main area, a plus sign icon is circled in red, with a red arrow pointing down to a dialog box titled 'Invite user to provider'. The dialog box contains a search bar with the placeholder text 'Search on full matching email and complete phone number' and a blue 'Search' button.

Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madison	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Mork567	Monica	Burch	-	tester1234@mail24.com	Admin	Accepted
	rmoser	Robert	Moser	1254599632	r_mose@gmail.com	Caregiver Admin	Accepted
	ujgonzalez	Jose	Gonzalez	9548887878	jose.gonzalez@4tellus	Caregiver Admin	Accepted
	lilton	Frisa	d	2342342342	ded@dmalpro.net	Caregiver	Accepted
	psimmon	peter					
	austinf	Austin					
	Aghosta	Abigail					
	Maria123	Maria					
	fred	Drain					
	terisha	Tenisha	Rikku	5615555555	-	Caregiver	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tell	Admin	Accepted

4. You must search for an existing User, even if you know the User is not in the system, and invite them to join your organization. To do so enter a User email address or phone number.
5. Click **Search**.

If the User already exists in the system, the list of Users who match the email address or phone number you entered will appear on the screen.

Note: Do not create a duplicate account for the User if it already exists in the system. See [Inviting an Existing User to your Agency](#) to learn how.




Invite user to provider

Users found based on the Search parameters
Choose user for sending an Invite.

Search on full matching email and complete phone number
5555555556

Search

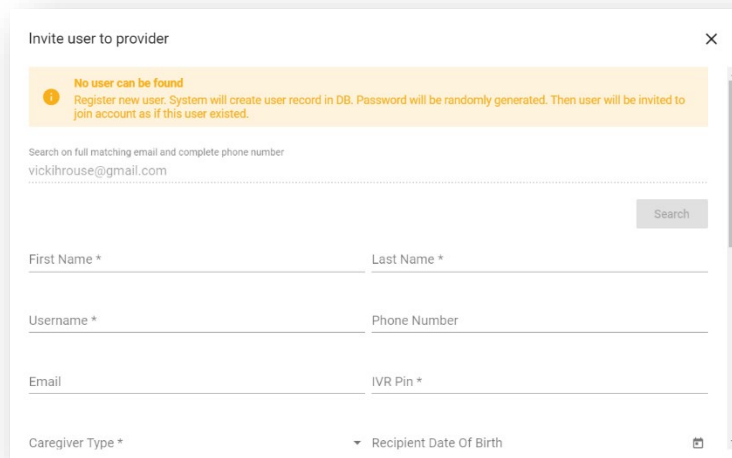
Avatar	User First Name	User Last Name	User Phone Number	User Email	Invite Status
	Do Not Use	Do Not Use	155555***56	DoNo*****@**hoo.com	Invite User

Items per page: 5 1 - 1 of 1

Change Search Criteria

Invite a Different User

- If the User does not exist in the system, click **Invite a Different User** to open the Invite User to Provider page where you can enter User details.



Invite user to provider

No user can be found
Register new user. System will create user record in DB. Password will be randomly generated. Then user will be invited to join account as if this user existed.

Search on full matching email and complete phone number
vickihrouse@gmail.com

Search

First Name * Last Name *

Username * Phone Number

Email IVR Pin *

Caregiver Type * Recipient Date Of Birth

- Make the following required entries:
 - First name:** Enter the new User's first name.
 - Last name:** Enter the new User's last name.
 - User name:** Enter the new User's preferred User name. This is User name that will be used to log into Tellus eVV.

- **Mobile Phone Number** (required if you do not enter an **Email** address): Enter the new User's phone number. This can also be used for notification and password reset purposes. Only numeric characters can be entered; i.e., 0-9. It is not necessary to add parentheses or hyphens; the phone number is formatted automatically as numbers are entered.
 - **Email** (required if you do not enter **Mobile Phone Number**): Enter the new User's valid email address. This can be used for notification and password reset purposes.
 - **Caregiver Type**: If you are setting up a Caregiver, select the type of Caregiver they are. Use the dropdown list to see available types; you can select only one.
 - **Rendering Provider ID**: If you are setting up a Caregiver, enter the 9-digit Medicaid ID for the Caregiver. You must enter a Rendering Provider ID or you will need to enter it for every visit you schedule for this Caregiver.
 - **Roles**: Use the dropdown list to see available roles and then check one or more of the following:
 - **Admin** — This role allows the User to view and edit information in the Administrator Console. There is no need to select any other role; Administrators have access to everything in the system.
 - **Billing** — This role allows the User to access Claims functions only: Visits, Work List, Claim Review, and Prior Authorizations. This role can be combined with any other role, except Monitor.
 - **Caregiver** — This role allows the User to view only the information and schedules for the Recipients for whom they provide care. If a User is assigned the Caregiver *only*, that User will only have access to information on their eVV mobile app; they will not have access to the Administrator Console.
 - **Monitor** — This role allows the User to only view information. Users assigned the Monitor role cannot make any changes using the Administrator Console. This role can be combined with Caregiver only.
8. Complete other fields if you know the information; you can always come back and [Edit User Details](#).
9. Click **Invite New User** to add the new User.

The User information will be saved, and you will return to the **Users** page.

An email will be sent to the User to join Tellus eVV system. The user will have 36 hours to activate the invite before expiring.

If you do not want to add the User at this time, click ***Cancel*** to return to the **Users** page. The new User information will not be saved.

Related Topics:

- [Viewing Users](#)
- [Viewing User Detail](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Inviting an Existing User to your Agency

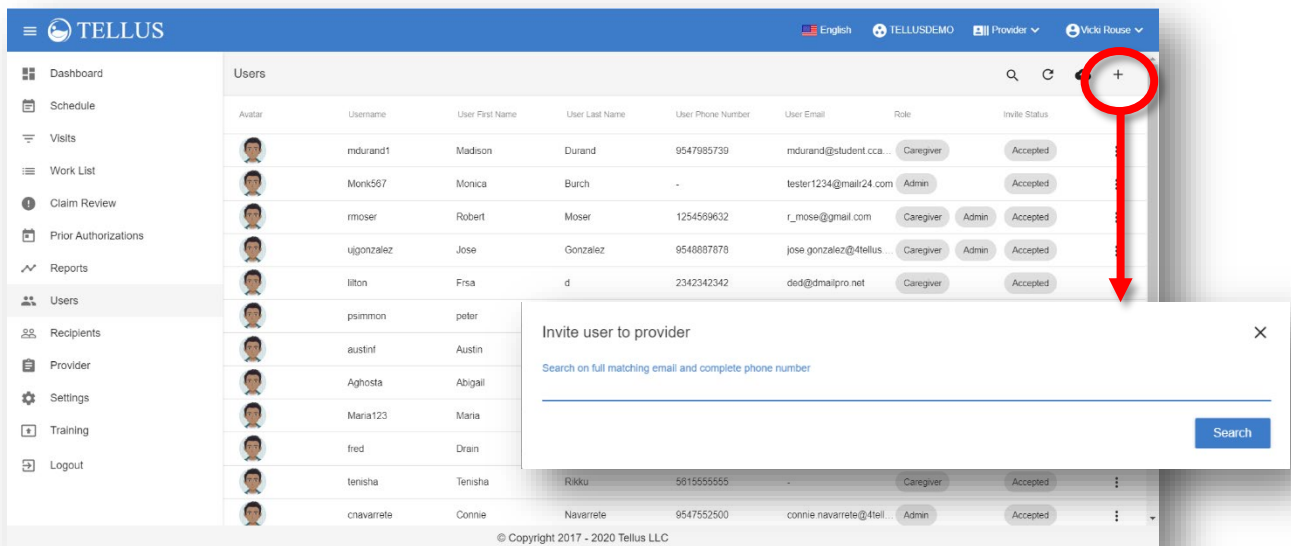
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Inviting an Existing User to your Agency

Note: Users can self-register using the mobile app. If they have not you can add them following the instructions below.

If a user works for more than one agency and that User already exists in Tellus eVV, you can “invite” them to join your agency.

To invite an existing User to your agency, follow the steps below.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. Click the “Add User” icon (+) in the upper right corner of the screen to open the Invite user to provider dialog box.



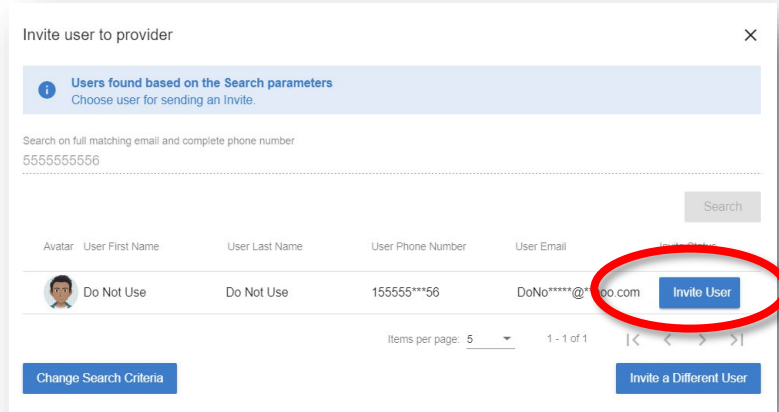
The screenshot shows the Tellus eVV interface. On the left is a sidebar menu with options like Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main area displays a table of users. The table has columns for Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. A red circle highlights a '+' icon in the top right corner of the table, and a red arrow points from it to a dialog box titled 'Invite user to provider'. The dialog box contains a search bar with the placeholder text 'Search on full matching email and complete phone number' and a 'Search' button.

Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madison	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Monik567	Monica	Burch	-	lester1234@mail24.com	Admin	Accepted
	rmoser	Robert	Moser	1254599632	r_mose@gmail.com	Caregiver Admin	Accepted
	ugonzalez	Jose	Gonzalez	9546887878	jose.gonzalez@4tellus	Caregiver Admin	Accepted
	lilton	Frisa	d	2342342342	ded@dmalpro.net	Caregiver	Accepted
	psmmon	peter					
	austini	Austin					
	Aghosta	Abigail					
	Maria123	Maria					
	fred	Drain					
	terisha	Tenisha	Rikku	9915555555	-	Caregiver	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tell	Admin	Accepted

4. You must search for an existing User, even if you know the User is not in the system, and invite them to join your organization. To do so enter a User email address or phone number.
5. Click **Search**.

If the User already exists in the system, the list of Users who match the email address or phone number you entered will appear on the screen.

Note: Do not create a duplicate account for the User if it already exists in the system.



6. Click ***Invite User***.

An email will be sent to the User to join your agency. The user will have 36 hours to accept the invitation before it expires.

Related Topics:

- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Importing a Group of New Users

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Importing a Group of New Users

When you received the email with your logon credentials during the onboarding process for Tellus EVV, you should have received the Tellus eVV User Upload Template spreadsheet and the Tellus eVV Users Upload Instructions. You can use the spreadsheet to import a group of Users into Tellus eVV. To do so you will [complete](#) and [import](#) the spreadsheet; instructions follow.

Completing the New User Spreadsheet

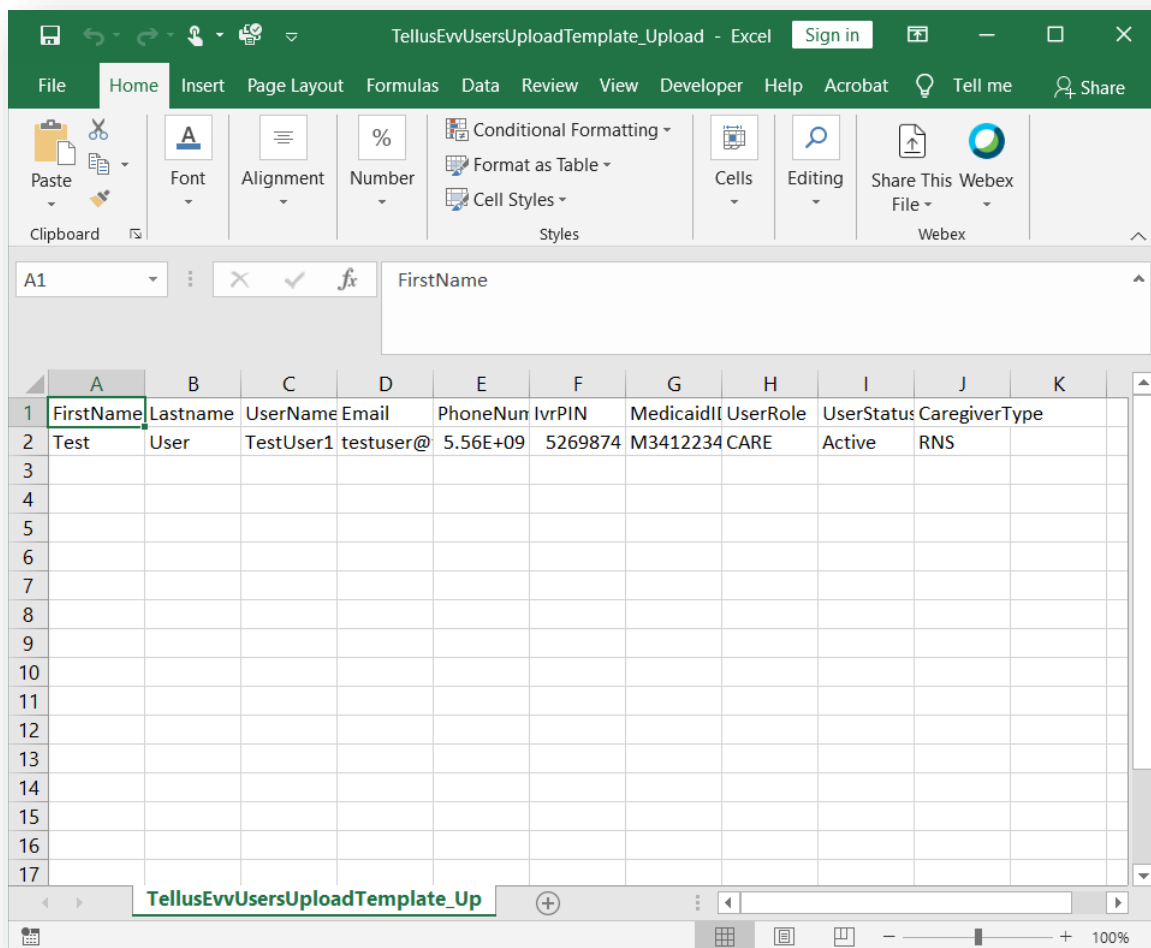
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Importing a Group of New Users](#) > Completing the New User Spreadsheet

When you open the spreadsheet, you will see that Line 2 is an example of how your entries should look; delete the example or type over the example entries following the instructions in Tellus eVV Users Upload Instructions.

Note: Commas are never allowed, even in fields that allow special characters.

Note: When you save the spreadsheet, you may want to rename it so you keep the original template for future use.

Note: The spreadsheet is formatted as a .csv (comma separated values) file. Do not change the format when saving.



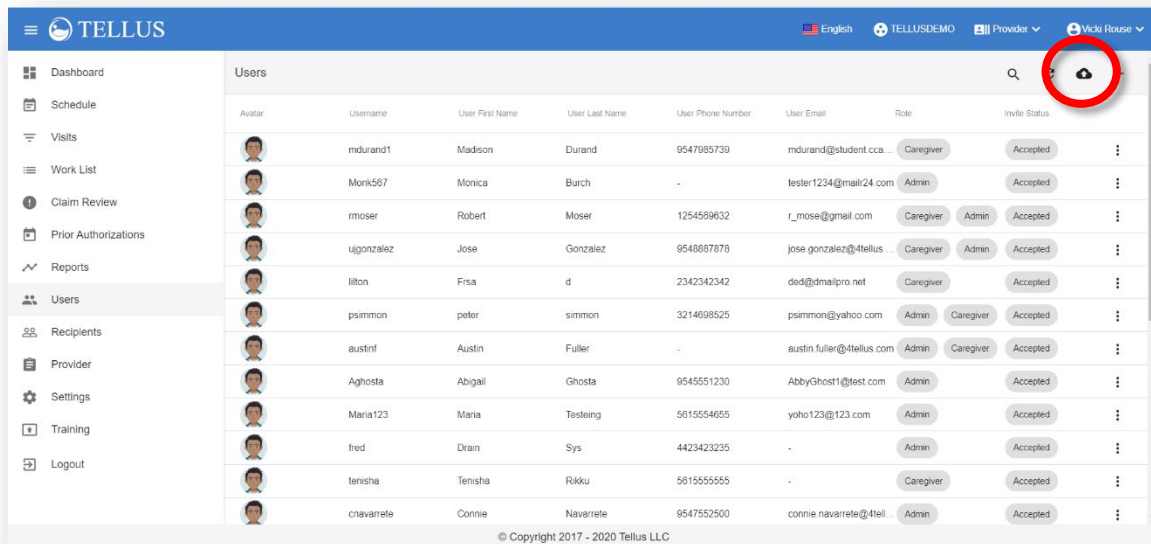
	A	B	C	D	E	F	G	H	I	J	K
1	FirstName	LastName	UserName	Email	PhoneNum	IvrPIN	MedicaidID	UserRole	UserStatus	CaregiverType	
2	Test	User	TestUser1	testuser@	5.56E+09	5269874	M3412234	CARE	Active	RNS	
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											

Importing the New User Spreadsheet

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > [Importing a Group of New Users](#) > Importing the New User Spreadsheet

To import the spreadsheet:

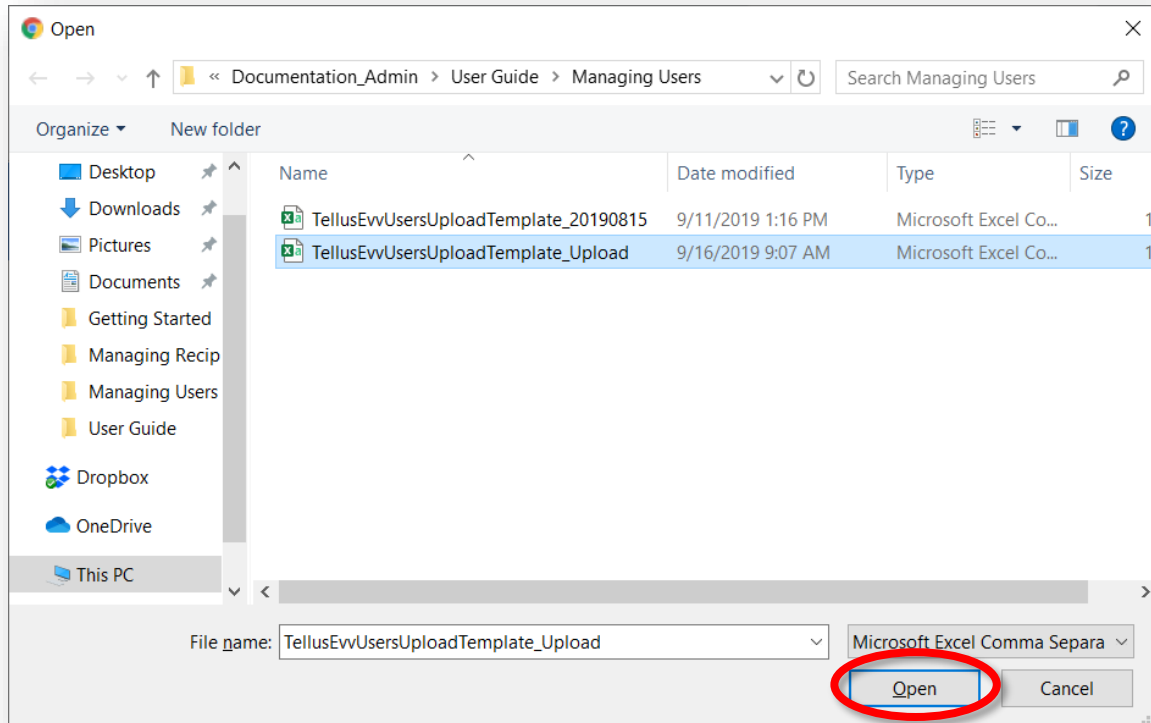
1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the **Users** page
3. Click the “cloud” icon in the upper right corner of the page.



Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	mdurand1	Madison	Durand	9547985739	mdurand@student.cca...	Caregiver	Accepted
	Monik567	Monica	Burch	-	lester1234@mail24.com	Admin	Accepted
	rmoser	Robert	Moser	1254559632	r_mose@gmail.com	Caregiver Admin	Accepted
	ujgonzalez	Jose	Gonzalez	9548887878	jose.gonzalez@4tellus...	Caregiver Admin	Accepted
	lilton	Frisa	d	2342342342	ded@dmalpro.net	Caregiver	Accepted
	psimmon	petar	simmon	3214698525	psimmon@yahoo.com	Admin Caregiver	Accepted
	austinf	Austin	Fuller	-	austin.fuller@4tellus.com	Admin Caregiver	Accepted
	Aghosta	Abigail	Ghosta	9545551230	AbbyGhost1@test.com	Admin	Accepted
	Maria123	Maria	Testeing	5615554655	yoho123@123.com	Admin	Accepted
	fred	Drain	Sys	4423423235	-	Admin	Accepted
	terisha	Terisha	Rikku	5615555555	-	Caregiver	Accepted
	cnavarrete	Connie	Navarrete	9547552500	connie.navarrete@4tel...	Admin	Accepted

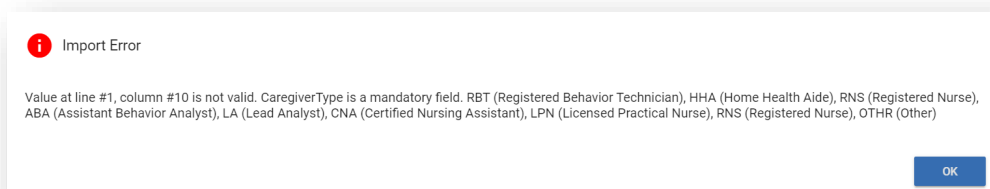
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4. Find and select the file you want to upload.

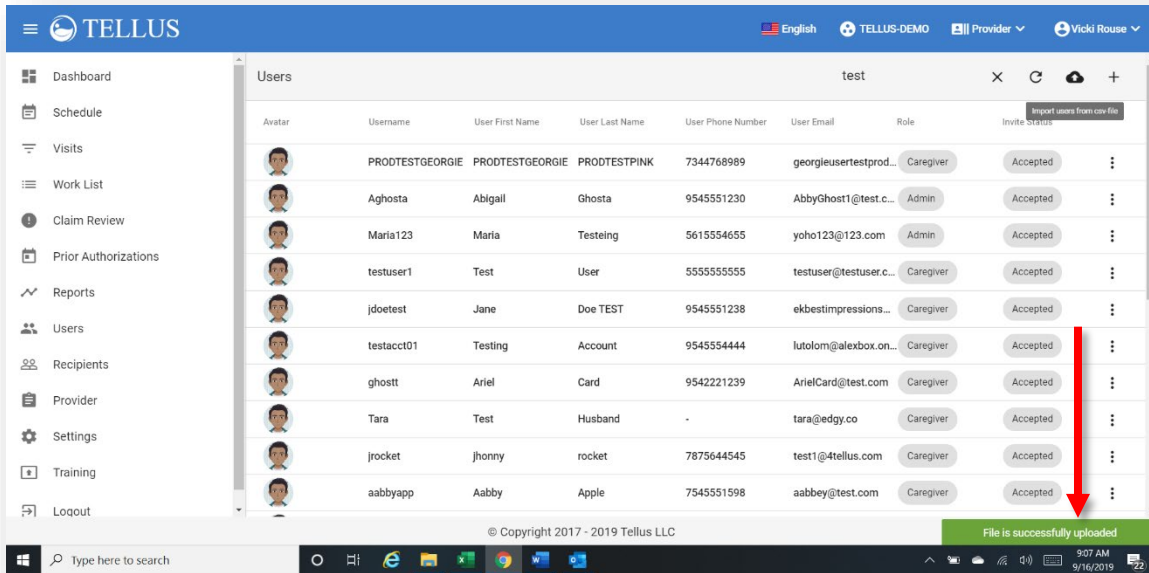


5. Click **Open**.

If there are errors in the spreadsheet a window like the one below will give you information about where the error occurred and how to correct it. Click **OK** to close the error window.



If your import is successful, a message will display at the bottom of the User page.



Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role	Invite Status
	PRODTESTGEORGIE	PRODTESTGEORGIE	PRODTESTPINK	7344768989	georgieusertestprod...	Caregiver	Accepted
	Aghosta	Abigail	Ghosta	9545551230	AbbyGhost1@test.c...	Admin	Accepted
	Maria123	Maria	Testeing	5615554655	yoho123@123.com	Admin	Accepted
	testuser1	Test	User	5555555555	testuser@testuser.c...	Caregiver	Accepted
	jdoetest	Jane	Doe TEST	9545551238	ekbestimpressions...	Caregiver	Accepted
	testacct01	Testing	Account	9545554444	lutolom@alexbox.on...	Caregiver	Accepted
	ghostt	Ariel	Card	9542221239	ArielCard@test.com	Caregiver	Accepted
	Tara	Test	Husband	-	tara@edgy.co	Caregiver	Accepted
	jrocket	jhonny	rocket	7875644545	test1@4tellus.com	Caregiver	Accepted
	aabbyapp	Aabby	Apple	7545551598	aabbey@test.com	Caregiver	Accepted

Related Topics:

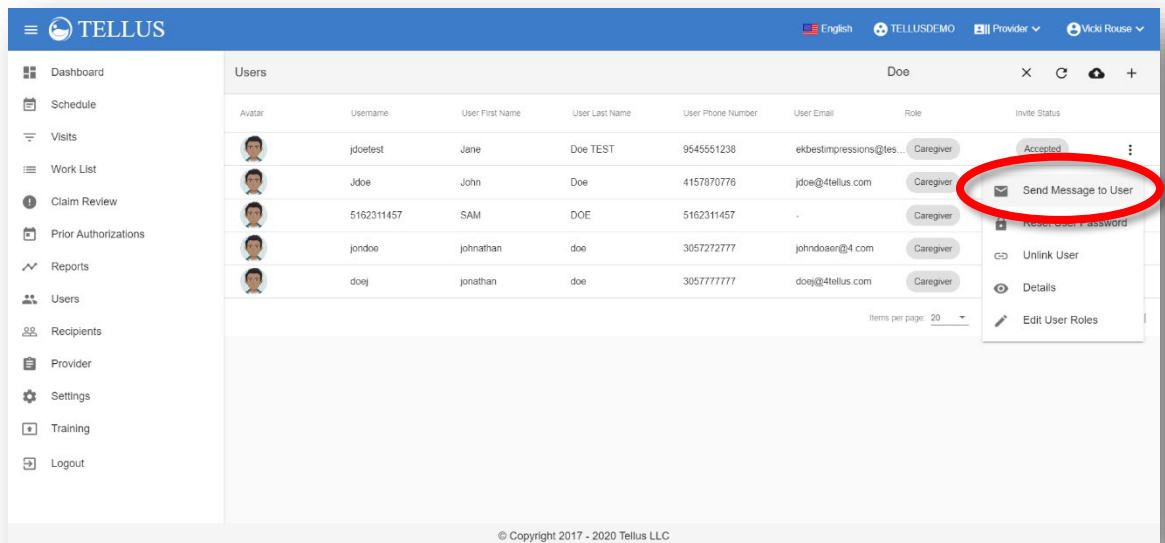
- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Sending a Message to a User

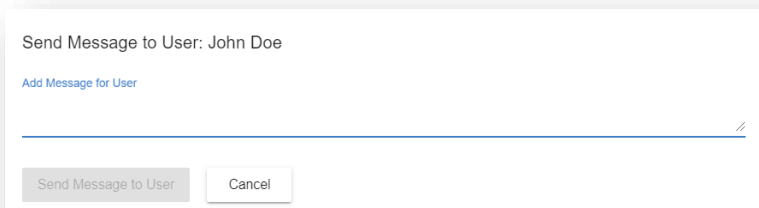
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Sending a Message to a User

You can send a message to a User from the **Users** page.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. [Find the User](#) you want to send the message to.
4. Click the submenu icon (vertical dots) on the far right for the User you want to send the message to.
5. Select **Send Message**.



6. On the Send Message to User page, enter your message text and then click **Send Message to User**.



The screenshot shows a modal window titled 'Send Message to User: John Doe'. Below the title is a link that says 'Add Message for User'. There is a large text input area for composing the message. At the bottom of the modal, there are two buttons: 'Send Message to User' and 'Cancel'.

The message will be sent to the User, and you will return to the **Users** page.

If you click **Cancel** on the Send Message to User page, you will return to the **Users** page and the message will not be sent.

Note: Users assigned the role Caregiver, will receive messages on their mobile app.

Related Topics:

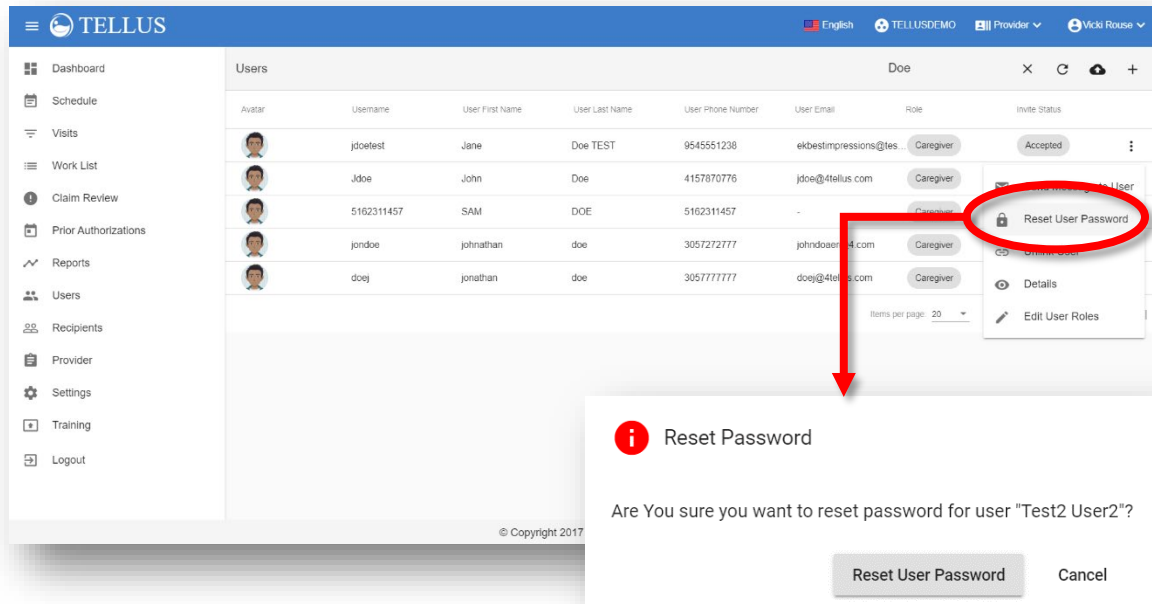
- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Resetting User Passwords

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Resetting User Passwords

You can reset a User's password from the **Users** page. To do so:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. [Find the User](#) whose password you want to reset.
4. Click the submenu icon (vertical dots) to see a list of actions that can be performed for a User.
5. Select **Reset password**.



The screenshot shows the TELLUS interface with the 'Users' page selected. A table lists users with columns for Avatar, Username, User First Name, User Last Name, User Phone Number, User Email, Role, and Invite Status. The user 'Test2 User2' is highlighted. A submenu icon (vertical dots) is clicked, revealing a list of actions: 'Reset User Password', 'Details', and 'Edit User Roles'. The 'Reset User Password' option is circled in red. A red arrow points from this option to a 'Reset Password' pop-up dialog box. The dialog box contains the text: 'Are You sure you want to reset password for user "Test2 User2"?'. At the bottom of the dialog are two buttons: 'Reset User Password' and 'Cancel'.

6. When the **Reset password** pop-up opens click **Reset Password**. The User will receive an email with a temporary password. The next time the User attempts to login, they will be prompted to enter a new password.

If you do not want to reset the password, click **Cancel** to exit the pop-up.

Related Topics:

- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

Unlinking and Removing Users from Tellus eVV and Reassigning Tasks

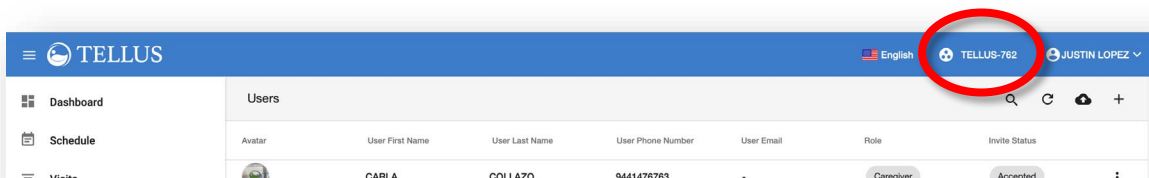
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Unlinking and Removing Users from Tellus eVV and Reassigning Tasks

When you unlink a User, you are removing them from the Tellus system. If the User you are unlinking/removing is a Caregiver, you will also reassign the User's tasks to another User during this process.

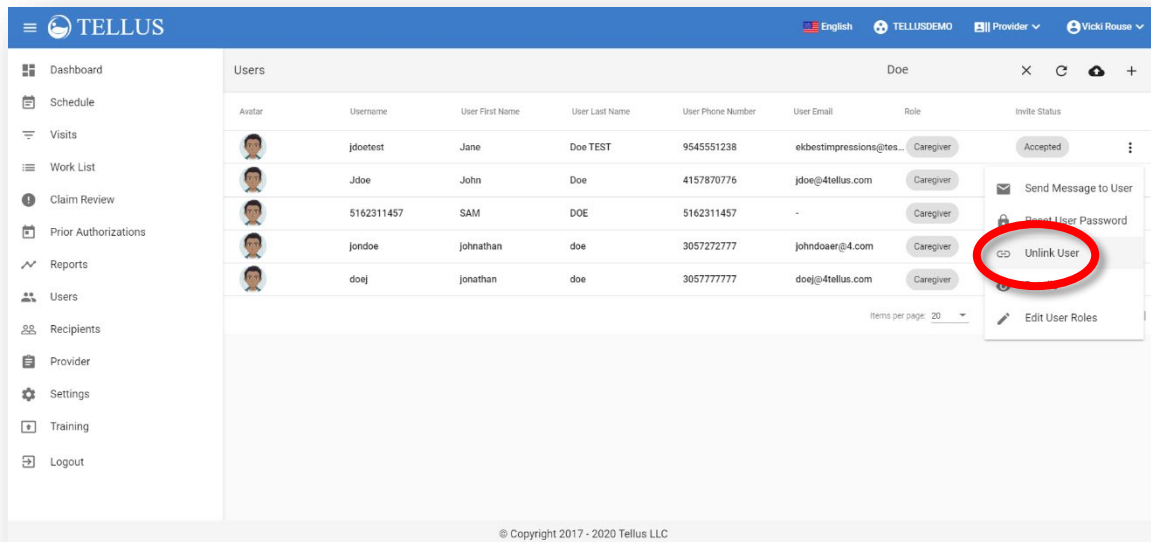
Note: Administrators cannot unlink/remove themselves; removing a User with the role Admin must be done by a different Administrator.

To unlink a User and reassign their tasks to another User.

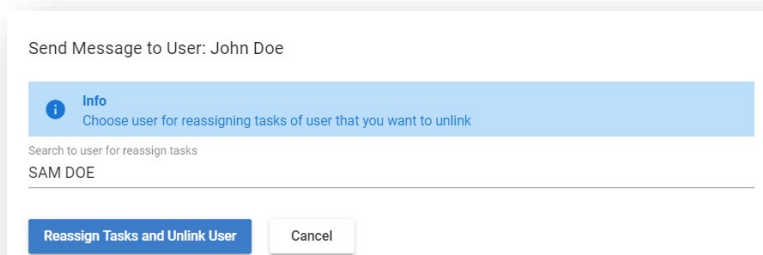
1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the Users option to see the Users page.
3. If your agency has multiple locations, click your agency name in the banner and select the correct location.



4. [Find the User](#) you want to unlink and remove.
5. For the User you want to unlink and remove, click the submenu icon (vertical dots) to see a list of actions that can be performed.
6. Select **Unlink User**.



- When the **Send Message to User** dialog opens, enter all or part of a User name or email address to find the User who the unlinked User's tasks should be reassigned to.



- Click **Reassign Tasks and Unlink User**. That User will be unlinked and removed from the system.

To exit the popup without unlinking the User, click **Cancel**.

Related Topics:

- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Updating User Detail](#)
- [Editing User Roles](#)

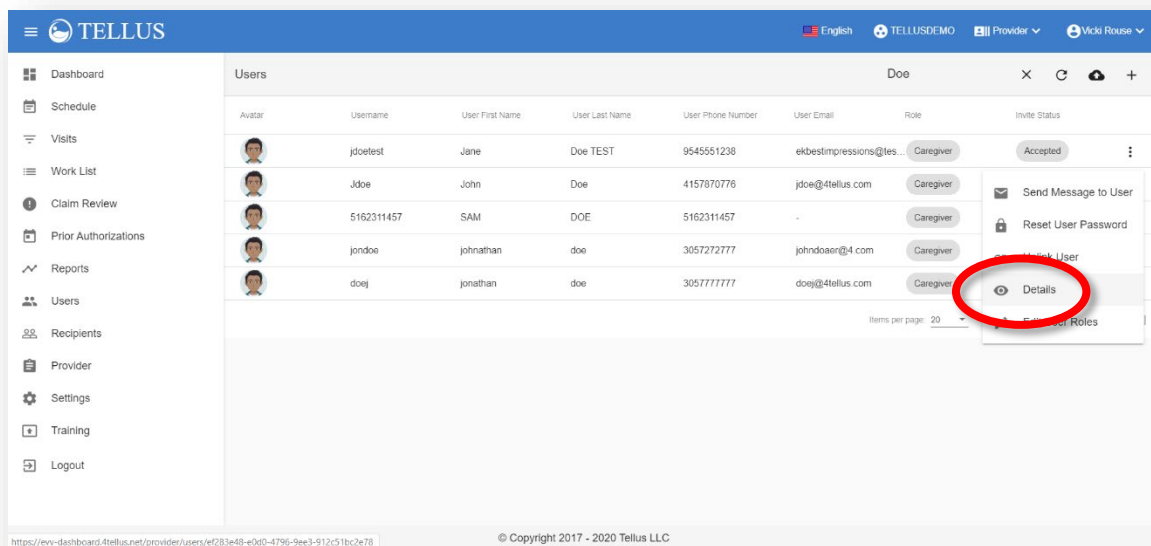
Updating User Detail

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Updating User Detail

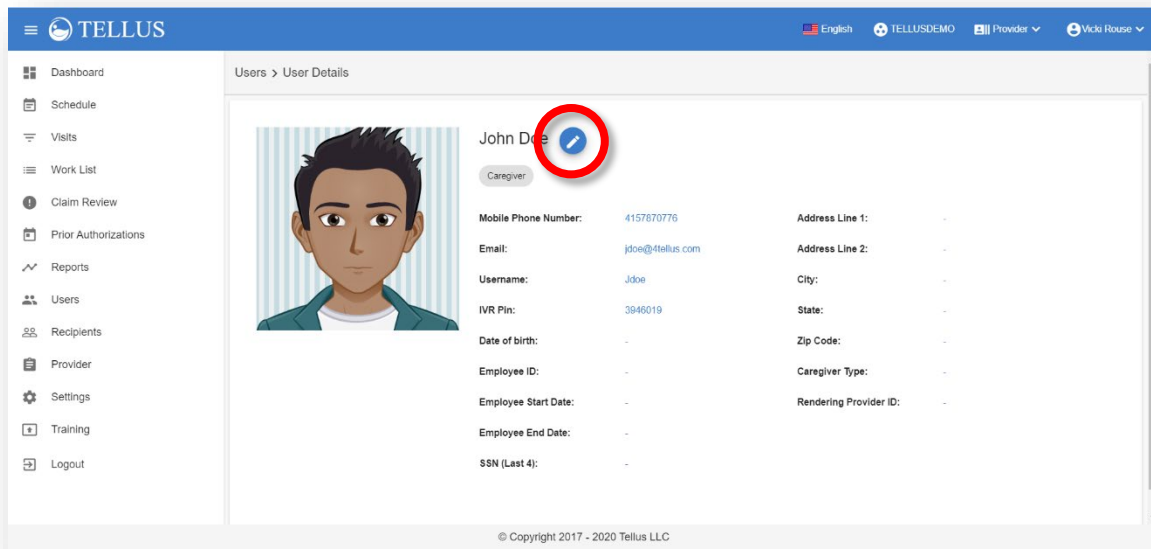
You can update User from the **Users** page.

Note: If the User works for more than one agency, they are the only person who can edit their profile and can do so through the Tellus eVV Mobile app. The Profile option can be found on the Main Menu on the app.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. [Find the User](#) you want to update.
4. Click the submenu icon (vertical dots) to see a list of actions that can be performed for a User.
5. Select **Detail**.




6. When the User Detail screen opens, click the “pencil” icon to open the fields for editing.



TELLUS

English TELLUDEMO Provider Vicky Rouse

Users > User Details

John Doe 

Caregiver

Mobile Phone Number: 4157870776 Address Line 1: -

Email: jdoe@4tellus.com Address Line 2: -

Username: Jdoe City: -

IVR Pin: 3946019 State: -

Date of birth: - Zip Code: -

Employee ID: - Caregiver Type: -

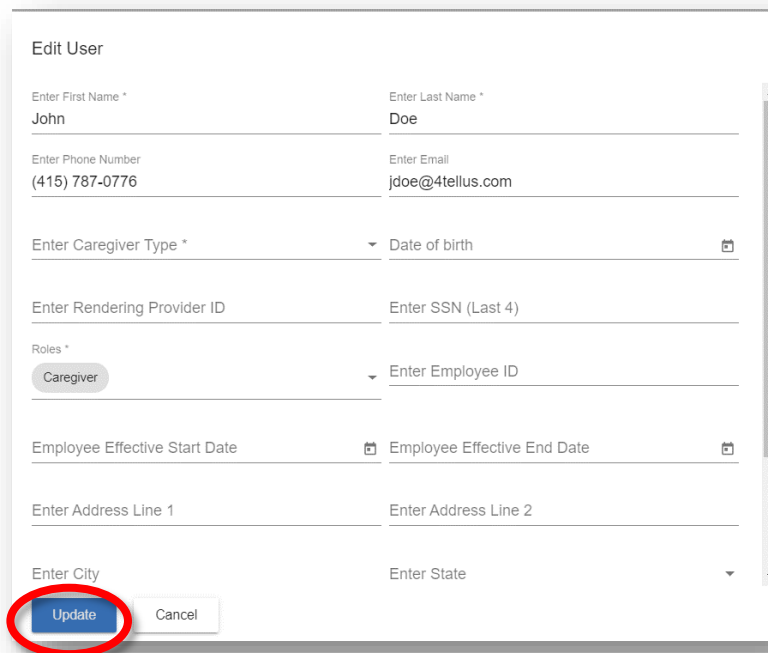
Employee Start Date: - Rendering Provider ID: -

Employee End Date: -

SSN (Last 4): -

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7. Make entries and changes as needed. Scroll down to see additional fields.
8. Click **Update**.



Edit User

Enter First Name * John Enter Last Name * Doe

Enter Phone Number (415) 787-0776 Enter Email jdoe@4tellus.com

Enter Caregiver Type * Date of birth

Enter Rendering Provider ID Enter SSN (Last 4)

Roles * Caregiver Enter Employee ID

Employee Effective Start Date Employee Effective End Date

Enter Address Line 1 Enter Address Line 2

Enter City Enter State

Update Cancel

Related Topics:

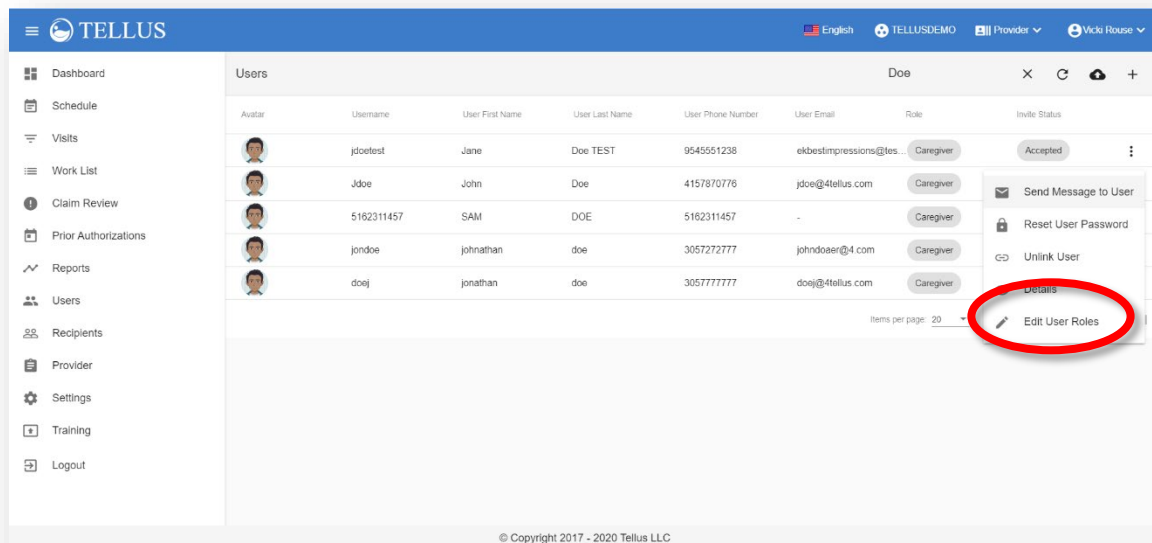
- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Editing User Roles](#)

Editing User Roles

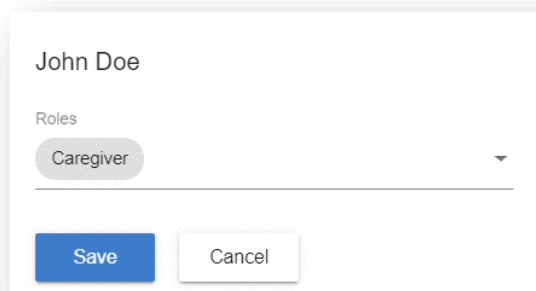
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Users](#) > Editing User Roles

You can edit a User's role from the **Users** page.

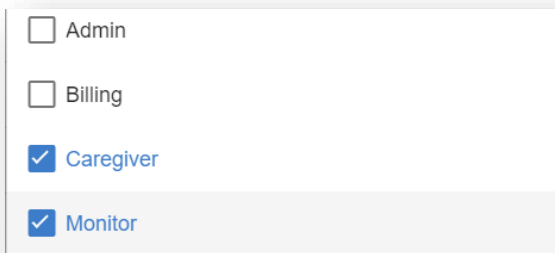
1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Users** option to see the Users page.
3. OPTIONAL: Find the User whose roles you want to change.
4. Click the submenu icon (vertical dots) to see a list of actions that can be performed for a User.
5. Select **Edit User Roles**.



6. When the pop-up dialog opens, use the drop-down menu to see available roles.



7. Add (check) or remove (uncheck) roles that are appropriate for the User. You can select more than one role for a User. The choices are:
 - **Admin** — This role allows the User to view and edit information in the Administrator Console. There is no need to select any other role; Administrators have access to everything in the system.
 - **Billing** — This role allows the User to access Claims functions only: Visits, Work List, Claim Review, and Prior Authorizations. This role can be combined with any other role, except Monitor.
 - **Caregiver** — This role allows the User to view only the information and schedules for the Recipients for whom they provide care. If a User is assigned the Caregiver only, that User will only have access to information on their eVV mobile app; they will not have access to the Administrator Console.
 - **Monitor** — This role allows the User to only view information. Users assigned the Monitor role cannot make any changes using the Administrator Console. This role can be combined with Caregiver only.

A screenshot of a role selection form. It contains four rows, each with a checkbox and a role name. The first two rows, "Admin" and "Billing", have unchecked checkboxes. The last two rows, "Caregiver" and "Monitor", have checked checkboxes. The "Caregiver" and "Monitor" rows are highlighted with a light blue background.

<input type="checkbox"/>	Admin
<input type="checkbox"/>	Billing
<input checked="" type="checkbox"/>	Caregiver
<input checked="" type="checkbox"/>	Monitor

8. Click **Save**.

The information will be saved, and you will return to the **Users** page.

If you do not want to change the User's roles, click **Cancel** to return to the **Users** page; your changes will not be saved.

Related Topics:

- [Viewing Users](#)
- [Viewing User Detail](#)
- [Adding a New User](#)
- [Inviting an Existing User to your Agency](#)
- [Importing a Group of New Users](#)
- [Sending a Message to a User](#)
- [Resetting User Passwords](#)
- [Unlinking and Removing Users from Tellus eVV and Reassigning Tasks](#)
- [Updating User Detail](#)

Managing Recipients

You are here: [Tellus eVW Administrator User Guide](#) > Managing Recipients

Click a topic below:

[Searching for and Viewing Recipients](#)

[Viewing Recipients](#)

[Changing the Number of Recipients Displayed Per Page](#)

[Searching for a Specific Recipient](#)

[Adding a New Recipient](#)

[Adding a Recipient: Entries](#)

[Adding Recipient Information](#)

[Entering Emergency Contact Information](#)

[Entering a Recipient Address](#)

[Entering Payer Subscription Information](#)

[Importing a Group of New Recipients](#)

[Completing the Spreadsheet](#)

[Importing the Spreadsheet](#)

[Editing a Recipient](#)

[Updating General Recipient Information](#)

[Updating Addresses](#)

[Updating an Address](#)

[Adding a New Address](#)

[Setting an Address as Primary](#)

[Deleting an Address](#)

[Updating Payer Subscriptions](#)

[Adding a New Payer](#)

[Deleting a Payer](#)

[Entering Notes](#)

[Entering a Referring Physician](#)

[Uploading Documents for a Recipient](#)

[Managing Uploaded Document](#)

[Deactivating a Recipient](#)

[Activating an Inactive Recipient](#)

Searching for and Viewing Recipients

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Searching for and Viewing Recipients

In this topic you will find instructions for:

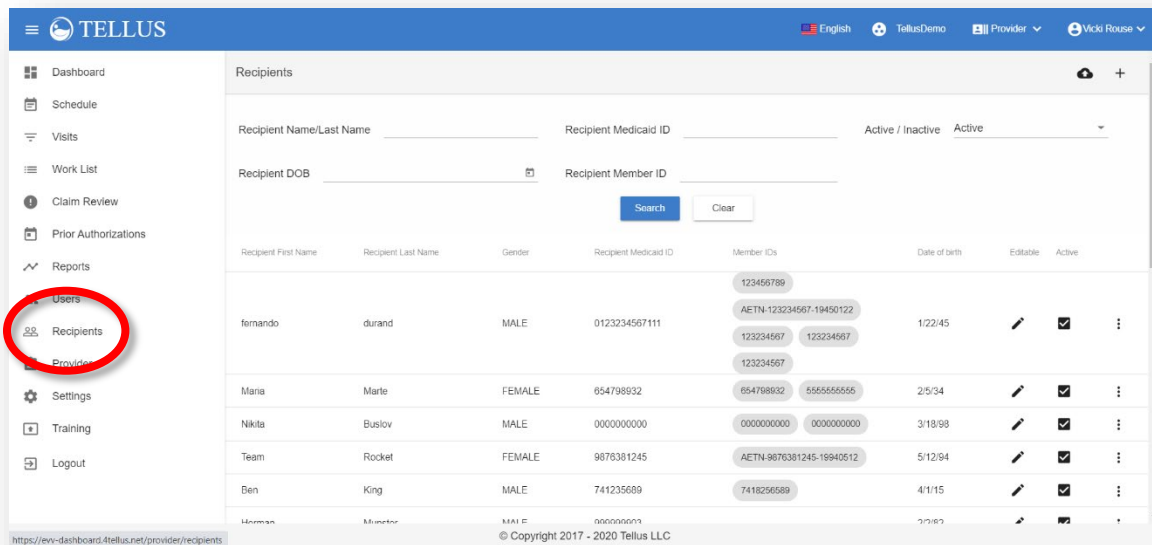
- [Viewing Recipients](#)
- [Changing the Number of Recipients Displayed per Page](#)
- [Searching for a Specific Recipient](#)

Viewing Recipients

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Searching for and Viewing Recipients](#) > Viewing Recipients

To view recipients:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the Recipients option.



The **Recipients** page opens and displays the following information for all Recipients.

- **First name**
- **Last name**
- **Gender**
- **Date of birth**
- Editable:
 - A “pencil icon” indicates that the Recipient details can be edited.
 - An “eye” icon indicates that the Recipients have been uploaded by the Payer and Recipient details can be viewed but not edited.
- A submenu (vertical dots) that offers options for sending messages, resetting password, unlinking/deleting Users, and updating User details and User roles.

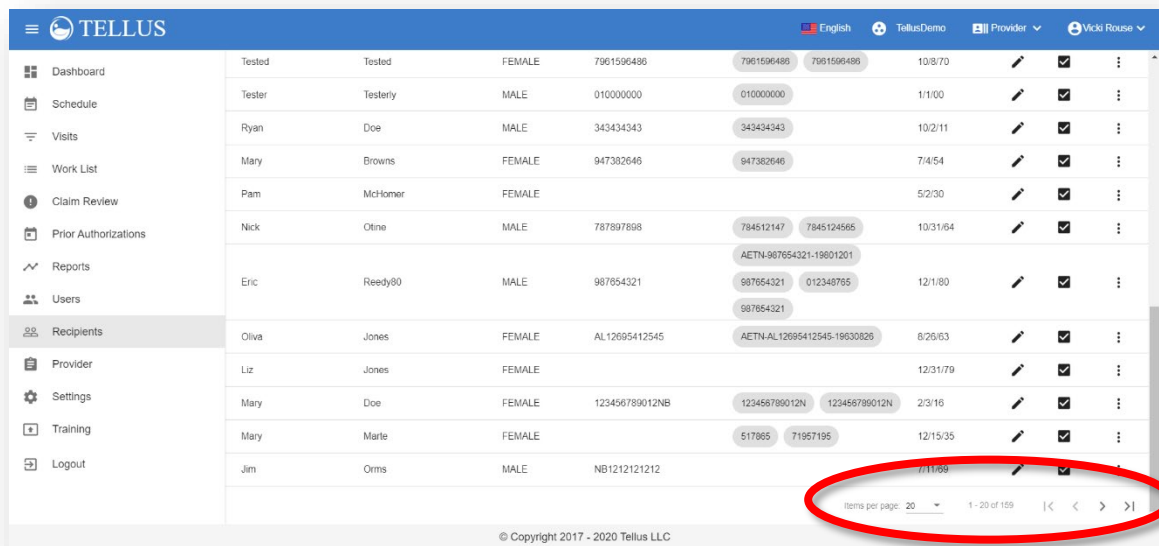
3. You can sort the results by clicking the title of the column for **Recipient First Name, Recipient Last Name, Gender, or Date of Birth**; click the same column title again to reverse the order.

Changing the Number of Recipients Displayed Per Page

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Searching for a viewing Recipients](#) > Changing the Number of Recipients Displayed Per Page

To change the number of Recipients that appear on each page:

1. Scroll to the bottom of the page.
2. Click the **Items per page** dropdown arrow and make a selection: 20, 50 or 100 Recipients per page.



The screenshot displays the Tellus eVV Administrator interface. On the left is a sidebar with navigation links: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients (highlighted), Provider, Settings, Training, and Logout. The main area shows a table of recipients with columns for Name, Last Name, Gender, ID, and various status indicators. At the bottom right, a red circle highlights the 'Items per page' dropdown menu, which is currently set to '20'. Next to it is a counter showing '1 - 20 of 159'.

3. If the number of Recipients exceeds the space available your screen, you can view additional Recipients by clicking the arrows at the bottom of the screen. The Recipients as well as the counter at the bottom updates to reflect the range of records presented (for example, 1-20 of 98 Recipients).

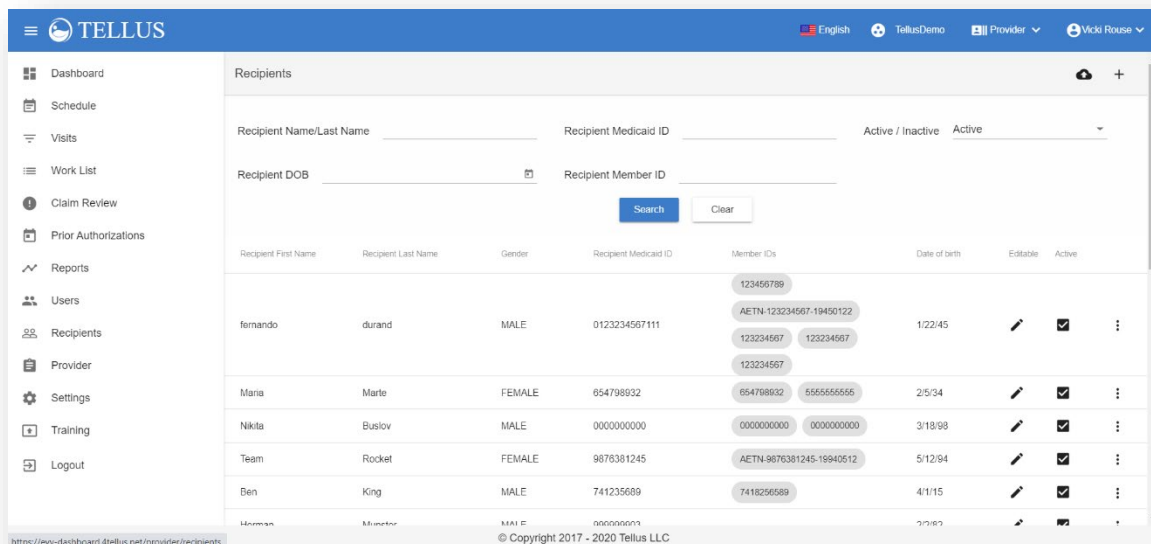
Searching for a Specific Recipient

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Searching for a viewing Recipients](#) > Searching for a Specific Recipient

To search for a specific Recipient:

1. Make an entry in any or all of the fields at the top of the page – **Recipient Name/Last Name, Recipient Medicaid ID, Recipient DOB, Recipient Member ID, and/or Active/Inactive** – to narrow the list of Recipients displayed and then click **Search**.

Click “X” in any field to remove the search criteria.



The screenshot shows the 'Recipients' management page in the Tellus eVV Administrator User Guide. The interface includes a sidebar with navigation links and a main content area with search filters and a table of recipients.

Search Filters:

- Recipient Name/Last Name: _____
- Recipient Medicaid ID: _____
- Active / Inactive: **Active** (dropdown menu)
- Recipient DOB: _____
- Recipient Member ID: _____
- Search** button
- Clear** button

Table of Recipients:

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member IDs	Date of birth	Editable	Active
fernando	durand	MALE	0123234567111	123456789 AETN-123234567-19450122 123234567 123234567 123234567	1/22/45		<input checked="" type="checkbox"/>
Maria	Marle	FEMALE	654708932	654708932 5555555555	2/5/34		<input checked="" type="checkbox"/>
Nikita	Buslov	MALE	0000000000	0000000000 0000000000	3/18/98		<input checked="" type="checkbox"/>
Team	Rocket	FEMALE	9876381245	AETN-9876381245-19940512	5/12/94		<input checked="" type="checkbox"/>
Ben	King	MALE	741235689	7418256589	4/1/15		<input checked="" type="checkbox"/>
Thomas	Munster	MALE	0000000000		3/3/87		<input checked="" type="checkbox"/>

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*Note: The **Active/Inactive** field defaults to “Active.” You can also select Inactive, or All to see both active and inactive users. See [Deactivating a Recipient](#) and [Activating an Inactive Recipient](#) for more information.*

All Recipients who have entries in their profiles that match the search criteria will display.

TELLUS								
<div>English TellusDemo Provider Vicky Rouse</div>								
Dashboard	Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member IDs	Date of birth	Editable	Active
Schedule	fernando	durand	MALE	0123234567111	123456789	1/22/45		
Visits					AETN-123234567-19450122			
Work List					123234567 123234567			
Claim Review	Maria	Marte	FEMALE	654708932	123234567	2/5/34		
Prior Authorizations					654708932 555555555			
Reports	Nikita	Buslov	MALE	000000000	000000000 000000000	3/18/98		
Users	Team	Rocket	FEMALE	9876381245	AETN-9876381245-19940612	5/12/94		
Recipients	Ben	King	MALE	741235689	7418256589	4/1/15		
Provider	Herman	Munster	MALE	999999903		2/2/82		
Settings	Nue	Conden	MALE	000000008		2/2/20		
Training	Connie	Navarro	FEMALE		455547382	12/5/18		
Logout	Tested	Tested	FEMALE	7961596486	7961596486 7961596486	10/8/70		
	Tester	Testerly	MALE	010000000	010000000	1/1/00		
	Ryan	Doe	MALE	343434343	343434343	10/2/11		

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Related Topics

- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)
- [Deactivating a Recipient](#)
- [Activating an Inactive Recipient](#)

Adding a New Recipient

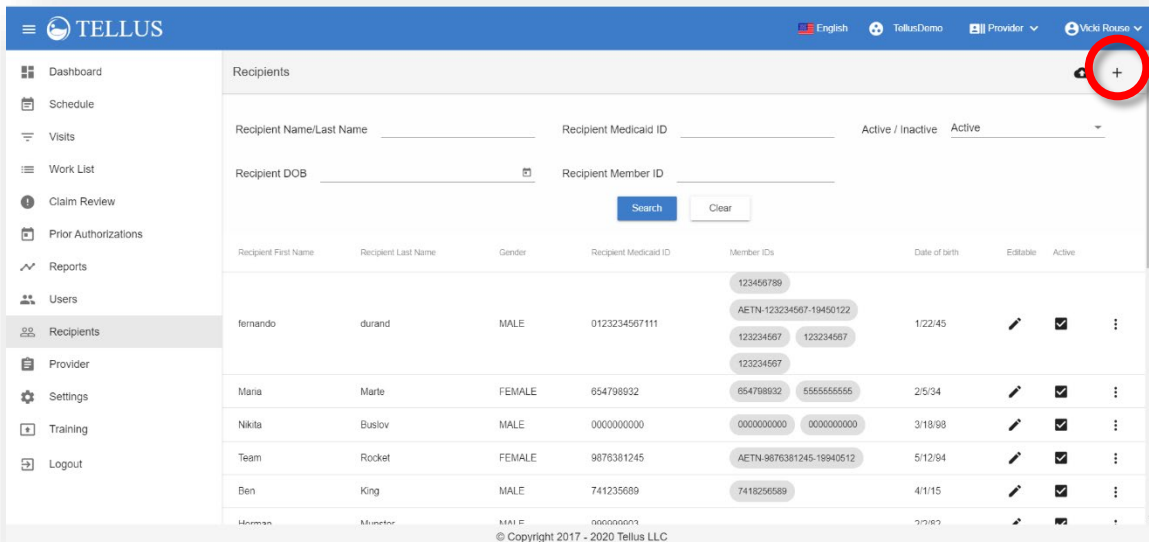
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Adding a New Recipient

Recipients are the people to whom your Caregivers will provide services. There are two ways to add Recipients: you can add individual Recipients or you can [import a group of Recipients](#).

Note: When you add Recipients to the Tellus eVV system they automatically have the status Active; you can inactivate Recipients that you no longer provide services for, who are no longer eligible for services, or who were entered under the wrong agency. See [Deactivating a Recipient](#).

To add an individual Recipient, follow these steps:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Recipients** option to see the **Recipients** page.
3. Click the “add” icon (plus sign) in the upper right corner to open the **Add Recipient** page.

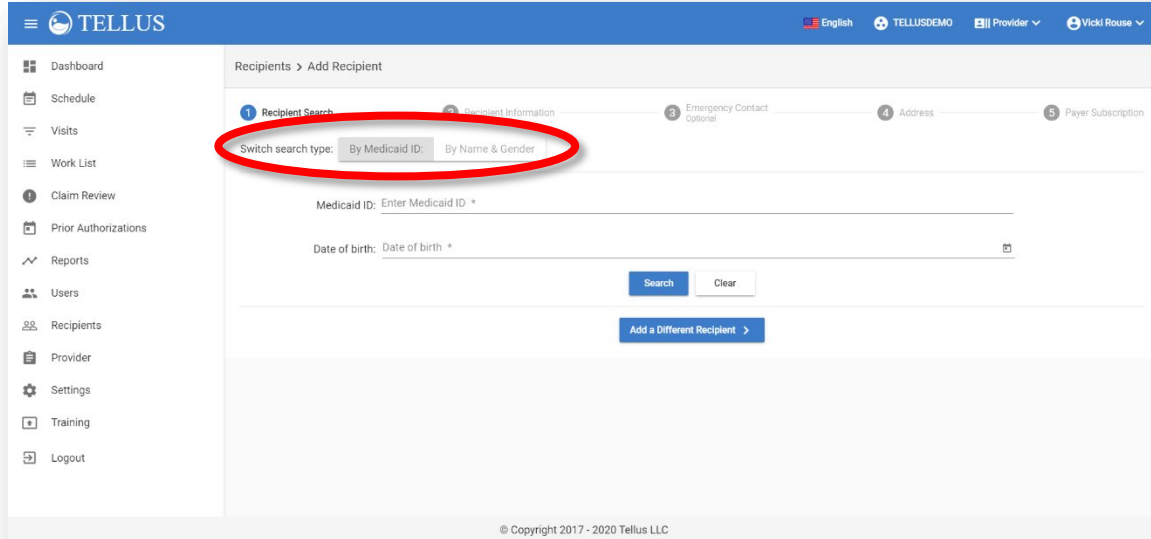


The screenshot displays the 'Recipients' management interface. On the left is a sidebar menu with 'Recipients' highlighted. The main area features search filters and a table of recipients. A red circle highlights the '+' icon in the top right corner of the Recipients section, which is used to add new recipients.

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member IDs	Date of birth	Editable	Active
fernando	durand	MALE	0123234567111	123456789 AETN-123234567-19450122 123234567 123234567	1/22/45		<input checked="" type="checkbox"/>
Maria	Marte	FEMALE	65478932	65478932 5555555555	2/5/34		<input checked="" type="checkbox"/>
Nikita	Buslov	MALE	0000000000	0000000000 0000000000	3/18/98		<input checked="" type="checkbox"/>
Team	Rocket	FEMALE	9876381245	AETN-9876381245-19940512	5/12/94		<input checked="" type="checkbox"/>
Ben	King	MALE	741235689	7418256589	4/1/15		<input checked="" type="checkbox"/>

4. OPTIONAL: When the Recipient Search window opens search to see if the Recipient exists in the system.

- Click **By Medicaid ID** to search by Medicaid ID and date of birth.
- Click **By Name & Gender** to search by name and date of birth.



TELLUS

Recipients > Add Recipient

1 Recipient Search 2 Recipient Information 3 Emergency Contact Optional 4 Address 5 Payer Subscription

Switch search type: By Medicaid ID By Name & Gender

Medicaid ID: Enter Medicaid ID *

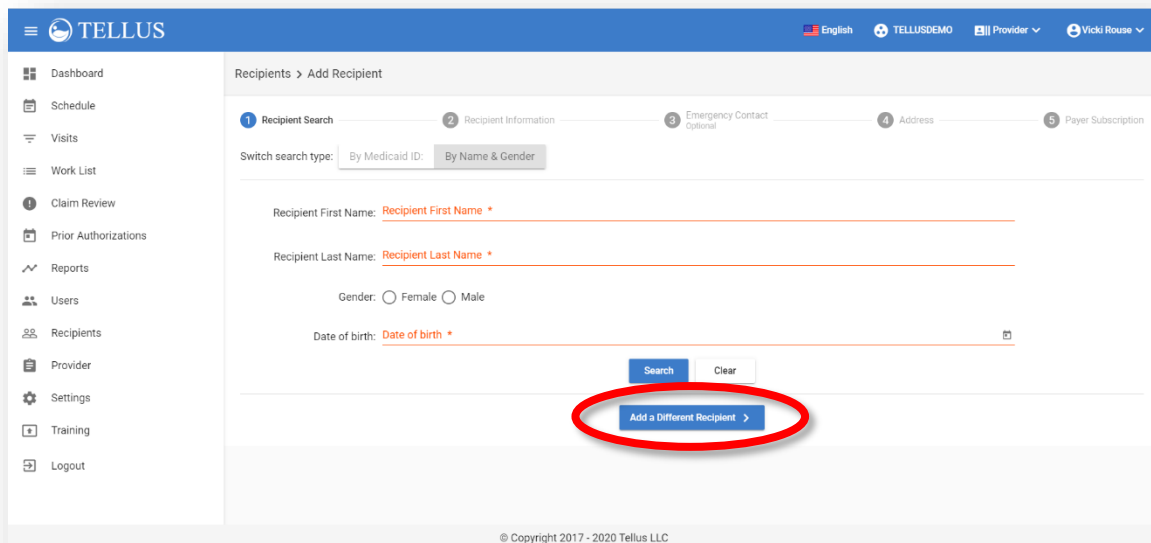
Date of birth: Date of birth *

Search Clear

Add a Different Recipient >

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5. If the User does not exist, click **Add a Different Recipient** to move to the next step in the process: **Recipient Information**.



TELLUS

Recipients > Add Recipient

1 Recipient Search 2 Recipient Information 3 Emergency Contact Optional 4 Address 5 Payer Subscription

Switch search type: By Medicaid ID By Name & Gender

Recipient First Name: Recipient First Name *

Recipient Last Name: Recipient Last Name *

Gender: ☐ Female ☐ Male

Date of birth: Date of birth *

Search Clear

Add a Different Recipient >

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6. Complete the information following the numbered steps on the screen.
Instructions follow in [Adding a Recipient: Entries](#).
7. Click **Save** when you finish making your entries.

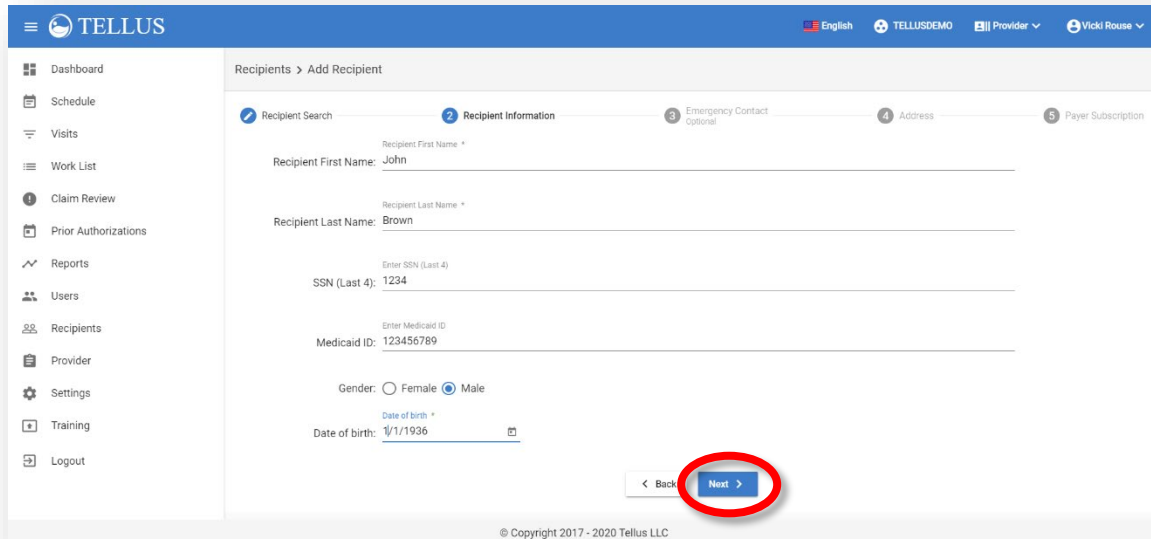
Adding a Recipient: Entries

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Adding a New Recipient](#) >

Adding a Recipient: Entries

Adding Recipient Information

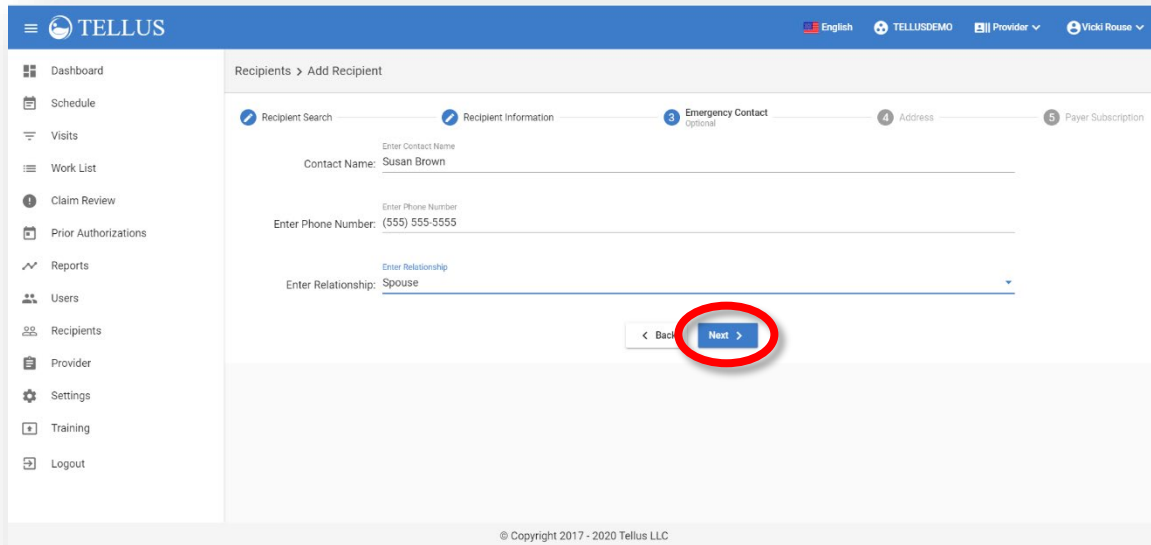
- Complete all required fields (as noted by an *) and as many of the optional fields as possible. You will need to scroll down to see all fields.
 - Recipient First name*:** Enter the new Recipient's first name.
 - Recipient Last name*:** Enter the new Recipient's last name.
 - SSN (Last 4):** Enter the last 4 digits of the new Recipient's social security number.
 - Gender:** Select the gender using the radio buttons. The default selection is male.
 - Date of Birth*:** Enter the new Recipient's date of birth by typing the date by clicking the [calendar icon](#) and selecting a date from the calendar.
- Click **Next** to move to the next step: Emergency Contact Information.



The screenshot shows the TELLUS web application interface. The top navigation bar includes the TELLUS logo, language settings (English), a demo mode indicator (TELLEDEMO), a provider dropdown, and a user profile (Vicki Rouse). The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Recipients > Add Recipient' and displays a progress bar with five steps: 1. Recipient Search, 2. Recipient Information (current step), 3. Emergency Contact optional, 4. Address, and 5. Payer Subscription. The 'Recipient Information' step contains the following fields: 'Recipient First Name' (John), 'Recipient Last Name' (Brown), 'SSN (Last 4)' (1234), 'Medicaid ID' (123456789), 'Gender' (radio buttons for Female and Male, with Male selected), and 'Date of birth' (1/1/1936). At the bottom right of the form, there are two buttons: '< Back' and 'Next >'. The 'Next >' button is circled in red. The footer of the page indicates '© Copyright 2017 - 2020 Tellus LLC'.

*Note: Clicking **Next** does not save your entries. You will save at the last step, Payer Subscription. Do not use your browser's **Back** button at any point while you enter Recipients. If you do, you will return to the main Recipients page and your entries will be lost.*

Entering Emergency Contact Information

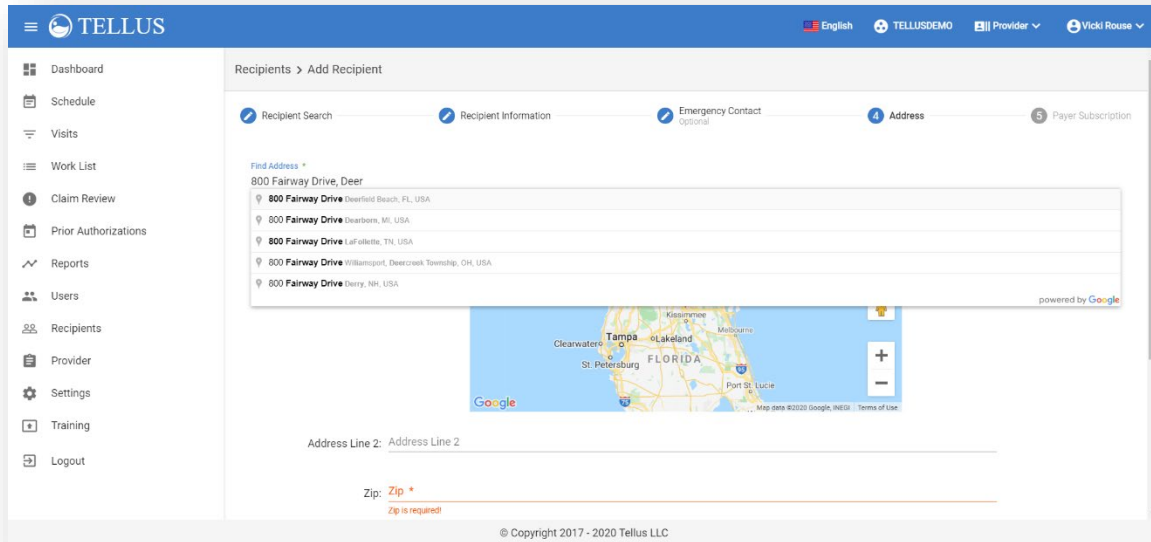


The screenshot shows the TELLUS web application interface. On the left is a sidebar menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Recipients > Add Recipient'. It features a progress bar with five steps: 1. Recipient Search, 2. Recipient Information, 3. Emergency Contact (optional), 4. Address, and 5. Payer Subscription. Step 3 is currently active. Below the progress bar, there are three input fields: 'Enter Contact Name' with the value 'Susan Brown', 'Enter Phone Number' with the value '(555) 555-5555', and 'Enter Relationship' with a dropdown menu showing 'Spouse'. At the bottom of the form, there are two buttons: '< Back' and 'Next >'. The 'Next >' button is highlighted with a red circle.

1. Enter the following contact information.
 - **Contact Name:** Enter an Emergency Contact Name for the Recipient.
 - **Enter Phone Number:** Enter the Emergency Contact's Phone Number.
 - **Enter Relationship:** Use the dropdown list to select the Emergency Contact's relationship to the Recipient. Choose **None, Child, Friend, Other, Parent, Sibling, Spouse, or Unknown.**
2. Click **Next** to move to the next step: **Address**.

*Note: Remember, clicking **Next** does not save your entries. You will save at the last step, Payer Subscription. Do not use your browser's **Back** button; your entries will be lost.*

Entering a Recipient Address



1. Type an address in the **Find Address** field; addresses that match your entry will appear in a dropdown list. You can select one to complete most fields on the page.

Note: If the address you are trying to add is not found in Tellus, open another browser window and use Google to search for the address to see how it appears in their database. For example, Google may have NE as North East or vice versa, or Lakepoint as Lake Point or vice versa.

2. Scroll down to see all fields and make entries and updates as needed.
3. Enter a **Primary Phone** number; this field is required.

If your agency uses IVR instead of the Tellus eVV mobile app, check the **IVR Phone Number** box.

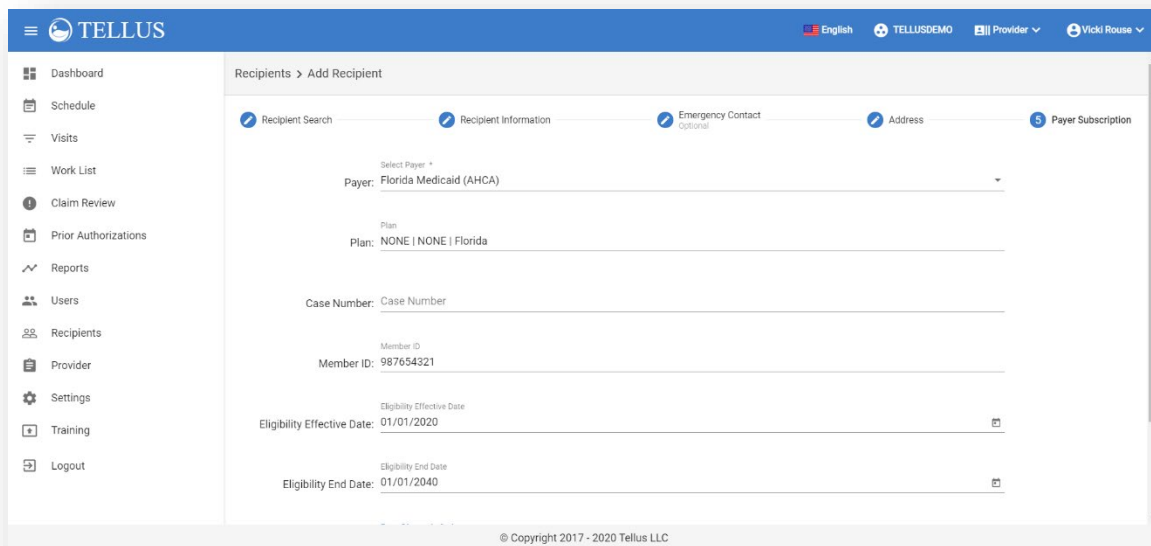
4. If the Recipient has an alternate phone number, enter it in the **Secondary Phone** field.

If your agency uses IVR instead of the Tellus eVV mobile app, check the **IVR Phone Number** box.

5. If this is the first address added for the Recipient, it will automatically be set to Primary. If you return to this Recipient later and [add more addresses](#), you will be able to toggle **Select as Primary** to the right (on) or left (off).
6. Click **Next** to move to the next step: Payer Subscription.

*Note: Remember, clicking **Next** does not save your entries. You will save at the last step, Payer Subscription. Do not use your browser's **Back** button; your entries will be lost.*

Entering Payer Subscription Information



1. Enter the following Payer Subscription information.
 - **Payer***: Select the Payer from the drop-down menu.
 - **Plan**: Click this field to see available plans and select the correct one. The plan has the Plan name, Program name and Jurisdiction.
 - **Case Number**: Enter the case number.
 - **Member ID**: Enter the Member's ID.
 - **Eligibility Effective Date**: Enter the date that eligibility became effective.
 - **Eligibility End Date**: Enter the date that eligibility ends.
 - **Authorization Effective Date**: Enter the date that the prior authorization become effective.
 - **Authorization End Date**: Enter the date that the prior authorizations ends.

- **Diagnosis Code:** Enter at least one diagnosis code.

2. Click **Save** to save the information.

At this step you can also chose to:

- Click **Back** at the bottom of the screen to go back to previous steps to make edits.

Do not use your browser's **Back** button. You will return to the Recipients page and all information will be lost.

- If you need to start over click **Reset** go back to step one of the Add New Recipient processes.

Note: If your agency requires a Referring Physician, you can link one to a Recipient by [Editing a Recipient](#) and [Entering a Referring Physician](#).

Related topics:

- [Searching for and Viewing Recipients](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)
- [Deactivating a Recipient](#)
- [Activating an Inactive Recipient](#)

Importing a Group of New Recipients

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Importing a Group of New Recipients

When you received the email with your logon credentials during the onboarding process for Tellus EVV, you should have received the Tellus eVV Recipient Upload Template spreadsheet and Tellus eVV Recipients Upload Instructions. You can use it to import a group of Recipients into Tellus eVV. To do so you will [complete](#) and [import](#) the spreadsheet; instructions follow.

Completing the Spreadsheet

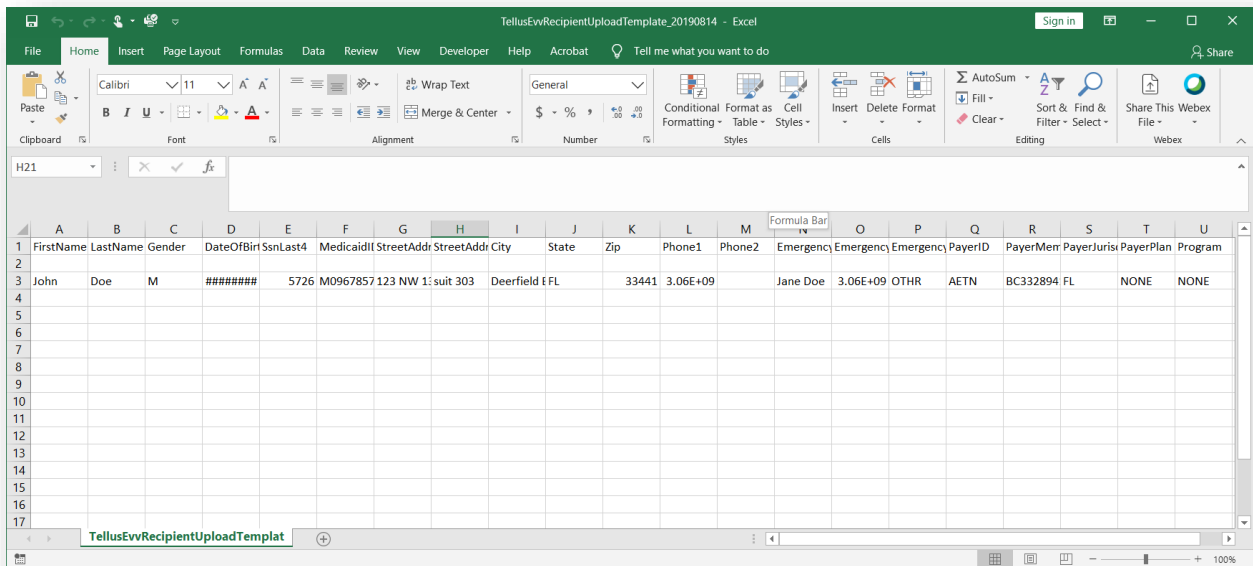
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Importing a Group of New Recipients](#) > Completing the Spreadsheet

When you open the spreadsheet, you will see that Line 2 is an example of how your entries should look; delete the example or type over the example entries following the instructions in Tellus eVV Recipients Upload Instructions.

Note: Commas are never allowed, even in fields that allow special characters.

When you save the spreadsheet, you may want to rename it so you keep the original template for future use.

The spreadsheet is formatted as a .csv (comma separated values) file. Do not change the format when saving.



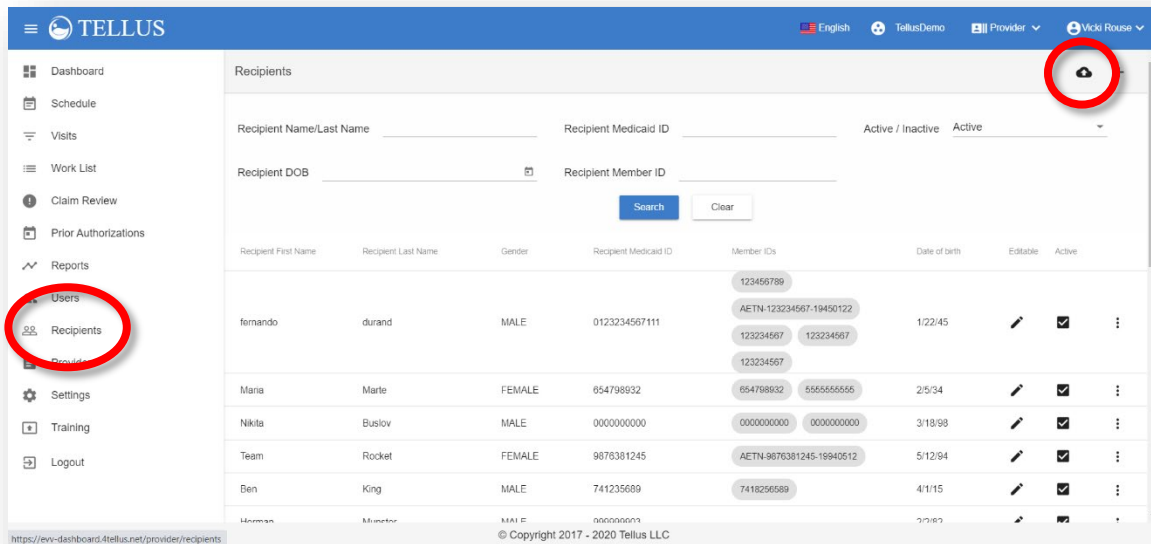
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	FirstName	LastName	Gender	DateOfBirth	SsnLast4	MedicaidId	StreetAddr	StreetAddr	City	State	Zip	Phone1	Phone2	Emergency	Emergency	Emergency	PayerID	PayerMerr	PayerJuris	PayerPlan	Program
2	John	Doe	M	#####	5726	M0967857	123 NW 1: suit 303	Deerfield	FL	33441	3.06E+09	Jane Doe	3.06E+09	OTHR	AETN	BC332894	FL	NONE	NONE	NONE	NONE
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					
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16																					
17																					

Importing the Spreadsheet

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Importing a Group of New Recipients](#) > Importing the Spreadsheet

To import the spreadsheet:

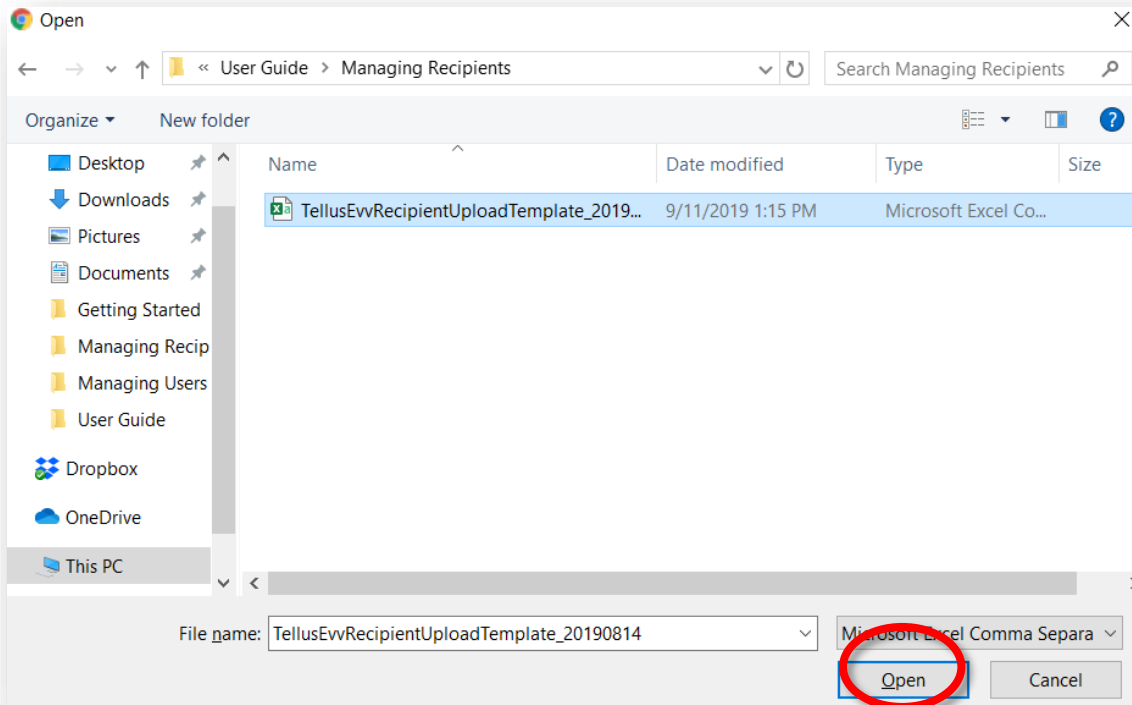
1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click the **Recipients** option to see the Recipients page.
3. Click the “cloud” icon in the upper right corner of the page.



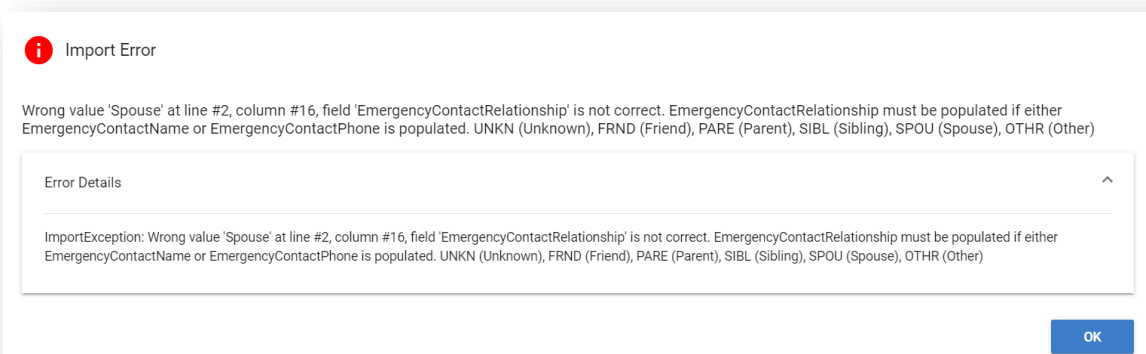
The screenshot shows the Tellus eVV Administrator User Guide interface. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The 'Recipients' option is circled in red. The main content area displays the 'Recipients' page. At the top right of the page, there is a 'cloud' icon circled in red. Below the header, there are search filters for Recipient Name/Last Name, Recipient Medicaid ID, Recipient Member ID, and Recipient DOB. A table lists recipients with columns: Recipient First Name, Recipient Last Name, Gender, Recipient Medicaid ID, Member IDs, Date of birth, Editable, and Active. The table contains several rows of recipient data.

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member IDs	Date of birth	Editable	Active
fernando	durand	MALE	0123234567111	123456789 AETN-123234567-19450122 123234567 123234567 123234567	1/22/45		<input checked="" type="checkbox"/>
Maria	Marle	FEMALE	654798932	654798932 65555555555	2/5/34		<input checked="" type="checkbox"/>
Nikita	Buslov	MALE	0000000000	0000000000 0000000000	3/18/98		<input checked="" type="checkbox"/>
Team	Rocket	FEMALE	9876381245	AETN-9876381245-16940512	5/12/94		<input checked="" type="checkbox"/>
Ben	King	MALE	741235689	7418256589	4/1/15		<input checked="" type="checkbox"/>
Monica	Monster	MALE	0000000000		2/2/97		<input checked="" type="checkbox"/>

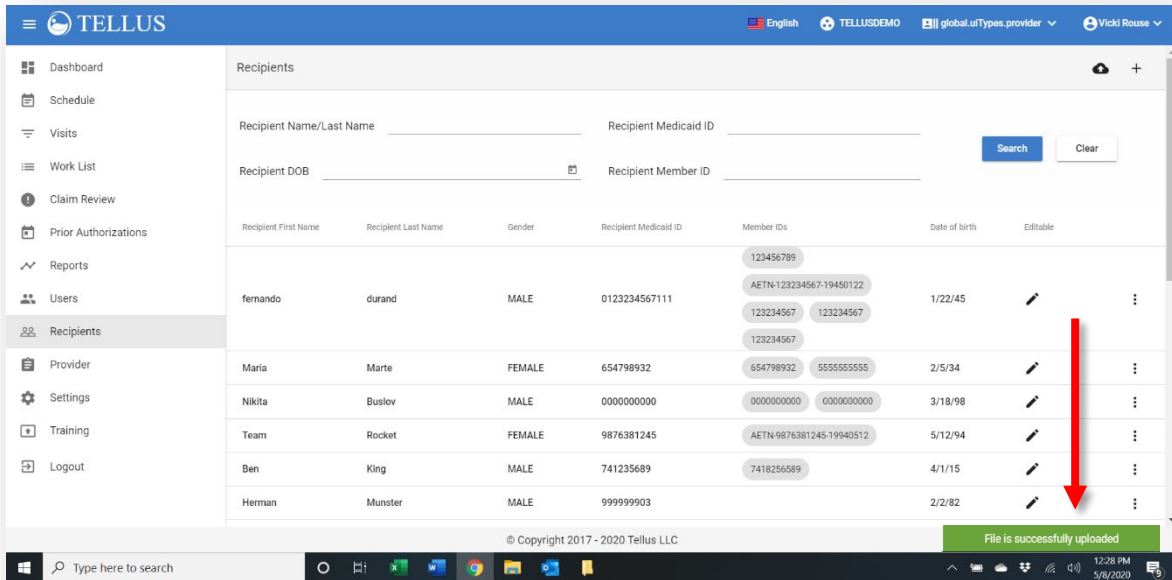
4. Find and select the file you want to upload.
5. Click **Open**.



If there are errors in the spreadsheet a window like the one below will give you information about where the error occurred and how to correct it. Click **OK** to close the error window.



6. If your import is successful, a message will display at the bottom of the Recipient page.



The screenshot shows the TELLUS Recipients page. The left sidebar contains navigation links: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients (selected), Provider, Settings, Training, and Logout. The main content area displays a table of recipients with columns: Recipient First Name, Recipient Last Name, Gender, Recipient Medicaid ID, Member ID, Date of birth, and Editable. A red arrow points to the bottom of the table, where a green message bar states "File is successfully uploaded".

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member ID	Date of birth	Editable
fernando	durand	MALE	0123234567111	123456789 AETN-123234567-19450122 123234567 123234567	1/22/45	[Edit Icon]
Maria	Marte	FEMALE	654798932	654798932 5555555555	2/5/34	[Edit Icon]
Nikita	Buslov	MALE	0000000000	0000000000 0000000000	3/18/98	[Edit Icon]
Team	Rocket	FEMALE	9876381245	AETN-9876381245-19940512	5/12/94	[Edit Icon]
Ben	King	MALE	741235689	7418256589	4/1/15	[Edit Icon]
Herman	Munster	MALE	999999903		2/2/82	[Edit Icon]

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File is successfully uploaded

Related topics:

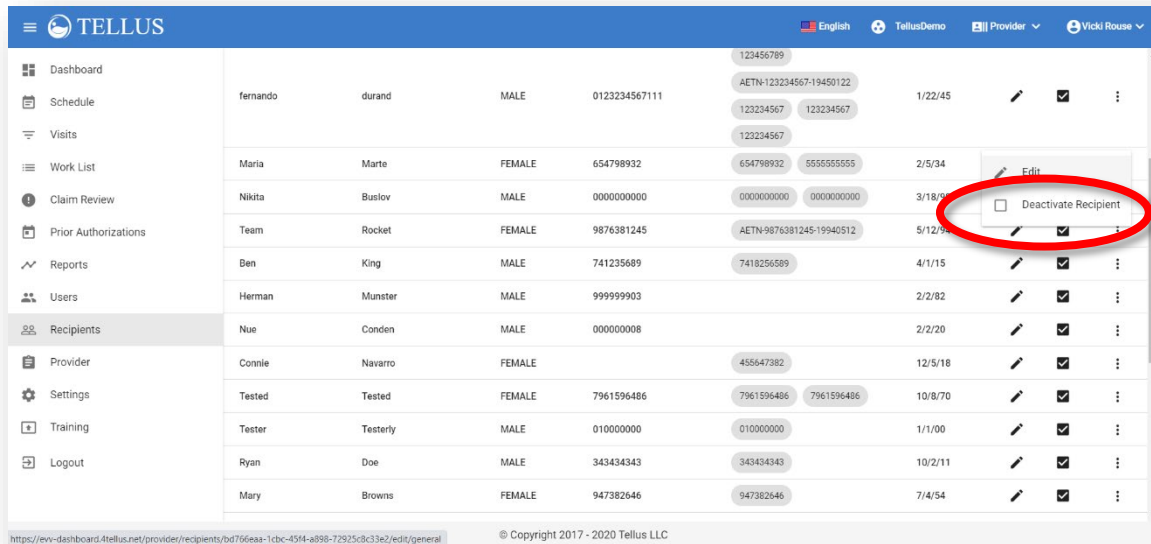
- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)
- [Deactivating a Recipient](#)
- [Activating an Inactive Recipient](#)

Editing a Recipient

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Editing a Recipient

To update information for a Recipient:

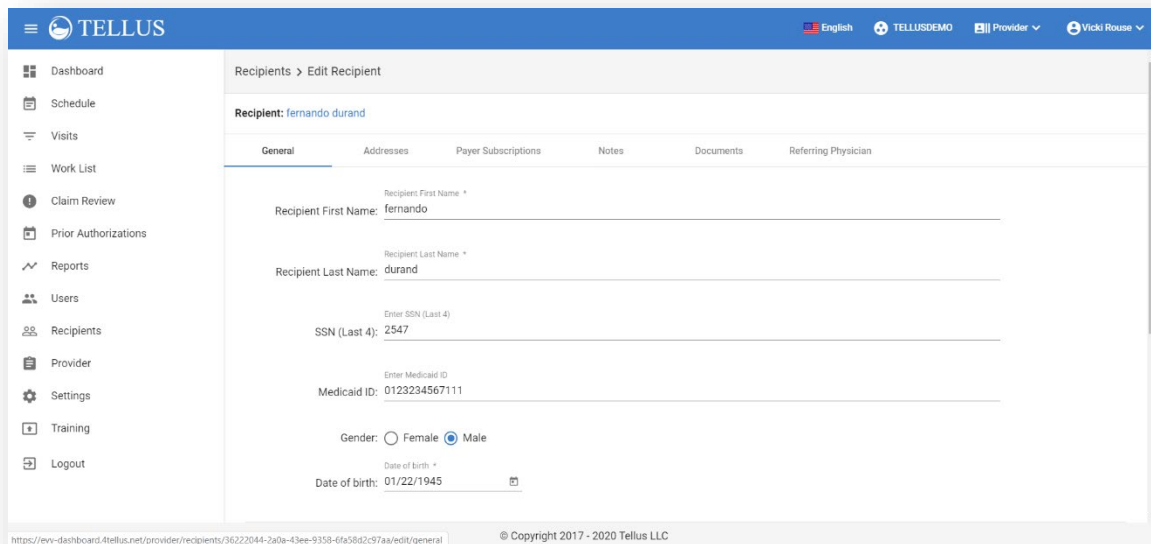
1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Recipients** to see the Recipients page.
3. [Find the Recipient](#) whose information you want to change.
4. Click the submenu icon (vertical dots) and select **Edit**.



5. The **Edit Recipient** page displays the saved data for a Recipient. The following tabs can be reviewed or edited. Detailed instructions follow.

- **[General](#)**: includes all Recipient and emergency contact information
- **[Addresses](#)**: includes the Recipients primary address and any additional addresses that are on file. You can add more addresses for the Recipient on this tab.
- **[Payer Subscriptions](#)**: includes al payer information and eligibility dates. An additional field, **Jurisdiction**, also appears on this tab. Jurisdiction is associated with the Payer and Plan, and indicates the area where the payer offers coverage.

- **Notes**: When a Caregiver or Provider enters notes using their mobile app during a visit, they will appear on the Notes tab. As an administrator, you can also enter notes on the Recipient Notes tab to keep on file; notes entered through the Administrator Console will not go to the mobile app.
- **Documents**: You can upload documents that you have created or scanned into your computer. Documents must be in PDF, .BMP, .JPEG format.
- **Referring Physician**: Allows you to enter and link a Referring Physician to a Recipient so it can be selected when a visit is scheduled.



The screenshot displays the TELLUS Administrator Console interface. On the left is a sidebar menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Recipients > Edit Recipient' and shows the details for a recipient named 'fernando durand'. The form includes fields for Recipient First Name (fernando), Recipient Last Name (durand), SSN (Last 4) (2547), Medicaid ID (0123234567111), Gender (Female, Male - Male is selected), and Date of birth (01/22/1945). The bottom of the page shows a URL and copyright information: '© Copyright 2017 - 2020 Tellus LLC'.

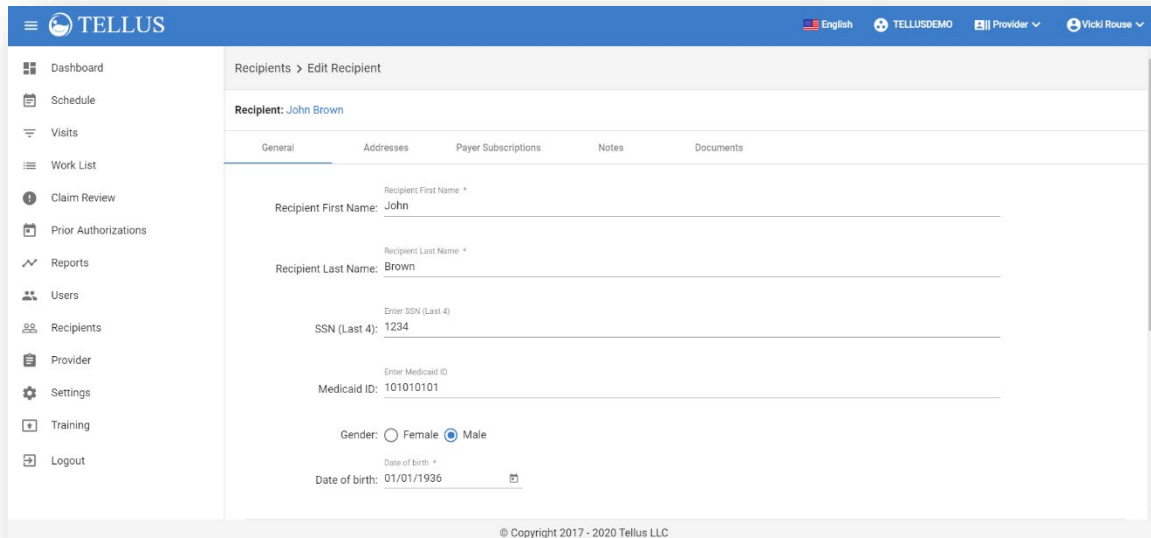
Updating General Recipient Information

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) >

Updating General Recipient Information

The General tab has all the Recipient's basic information as well as emergency contact information that you entered or imported.

1. Update information on this page as needed. If you need help with what to enter in each field, see [Adding Recipient Information](#) and [Entering Emergency Contact Information](#).
2. Scroll to the bottom of the page and click **Save** when you are finished updating, click **Reset** to clear your entries.



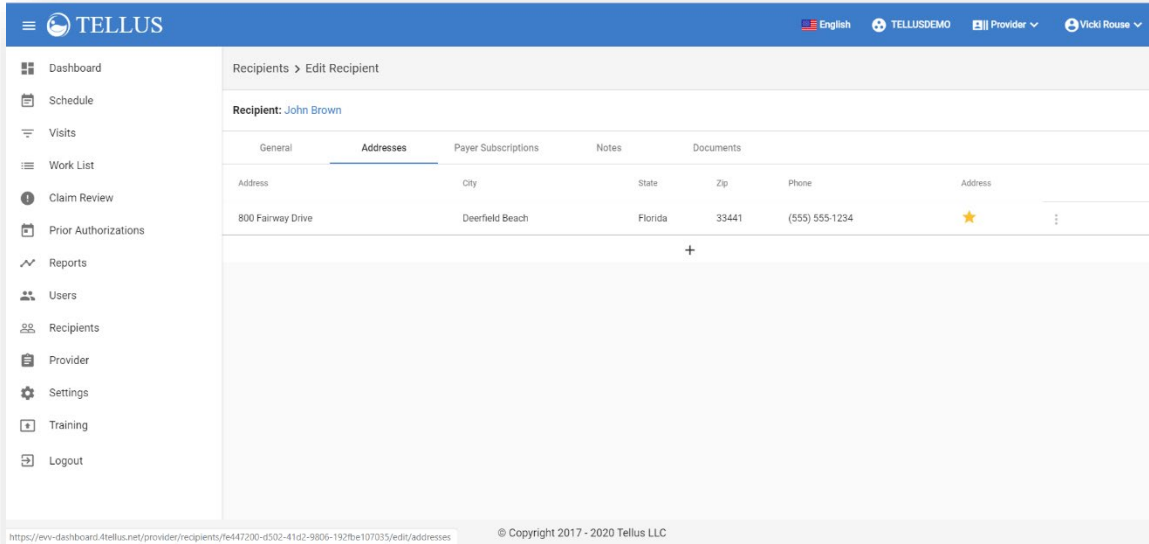
The screenshot displays the 'Edit Recipient' page in the Tellus eVV Administrator User Guide. The interface features a blue header with the Tellus logo and navigation links for English, TELLUSDEMO, Provider, and Vicki Rouse. A left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Recipients > Edit Recipient' and shows the 'General' tab selected. The recipient's name is 'John Brown'. The form includes fields for Recipient First Name (John), Recipient Last Name (Brown), SSN (Last 4) (1234), Medicaid ID (101010101), Gender (Female, Male), and Date of birth (01/01/1936). The page footer indicates '© Copyright 2017 - 2020 Tellus LLC'.

Updating Addresses

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) >

Updating Addresses

All addresses on file for the Recipient are listed on this page. The yellow star indicates the primary address.



Recipients > Edit Recipient

Recipient: John Brown

General		Addresses	Payer Subscriptions	Notes	Documents
Address	City	State	Zip	Phone	Address
800 Fairway Drive	Deerfield Beach	Florida	33441	(555) 555-1234	★

+

https://evv-dashboard.tellus.net/provider/recipients/fe447200-4502-41d2-9806-1927be107035/edit/addresses © Copyright 2017 - 2020 Tellus LLC

On this page you can:

- [Update an address](#)
- [Add a new address](#)
- [Delete an address](#)
- [Set an address as the primary address](#)

Updating an Address

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Addresses](#) > Updating an Address

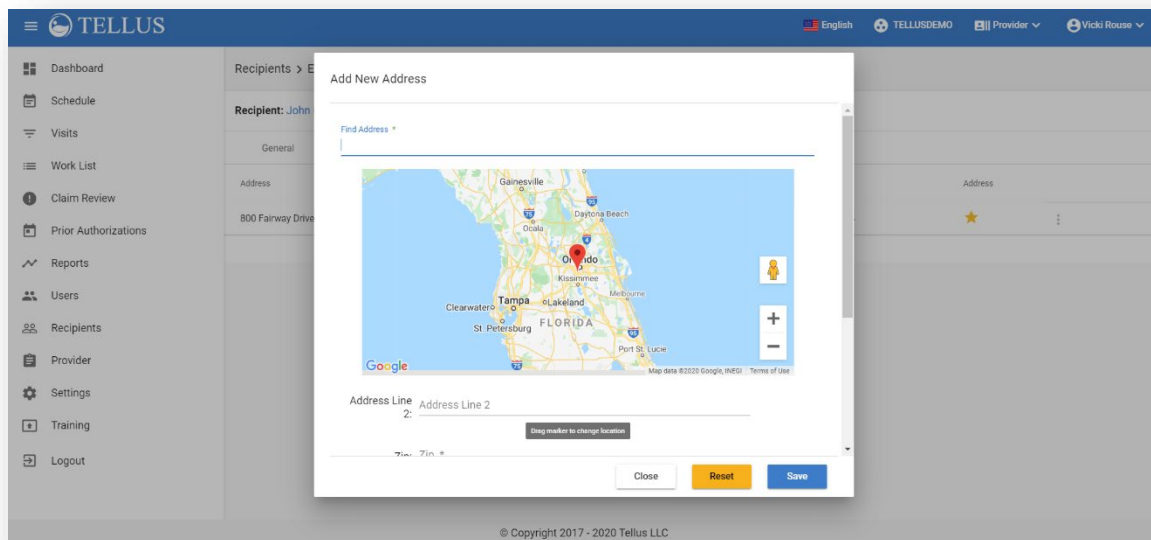
You cannot update an address, but you can [delete an address](#) and [add a new address](#). Instructions are in the sections that follow.

Adding a New Address

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Addresses](#) > Adding a New Address

To add a new address:

1. Click the “add new address” icon (plus sign) at the bottom of the list of addresses to open the Add New Address page.



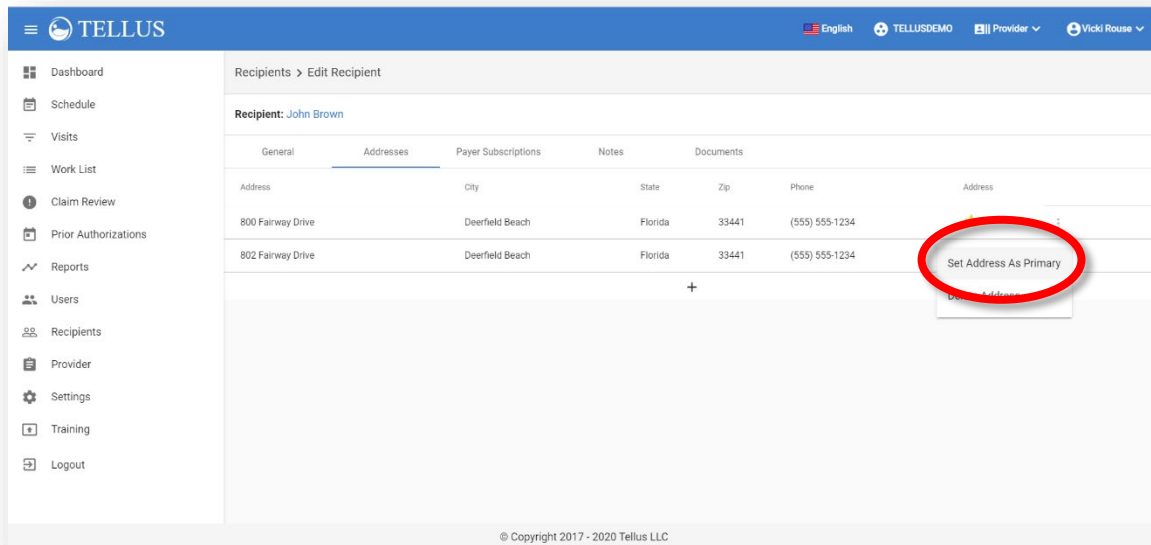
2. [Enter a new address](#) just as you did when you added the Recipient. Be sure to click **Save** when you finish making your entries, or, to clear your entries, click **Reset**.

Setting an Address as Primary

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Addresses](#) > Setting an Address as Primary

To set an address as the primary address for a Recipient:

1. Click the (vertical dots) for the address you want to set as primary.
2. Select **Set Address as Primary**.



The screenshot shows the 'Recipients > Edit Recipient' page for 'Recipient: John Brown'. The 'Addresses' tab is selected, showing a table with the following data:

Address	City	State	Zip	Phone	Address
800 Fairway Drive	Deerfield Beach	Florida	33441	(555) 555-1234	
802 Fairway Drive	Deerfield Beach	Florida	33441	(555) 555-1234	

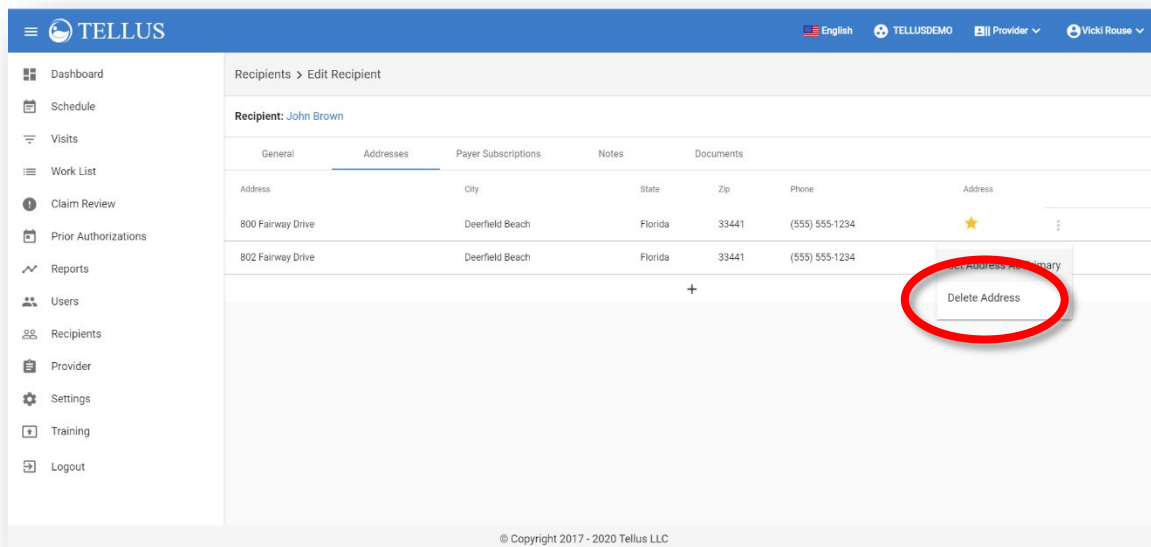
A context menu is open for the second address, with the option 'Set Address As Primary' highlighted by a red circle.

Deleting an Address

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Addresses](#) > Setting an Address as Primary

To delete an address:

1. Click the (vertical dots) for the address you want to delete.
2. Select **Delete Address**.



Related topics:

- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)

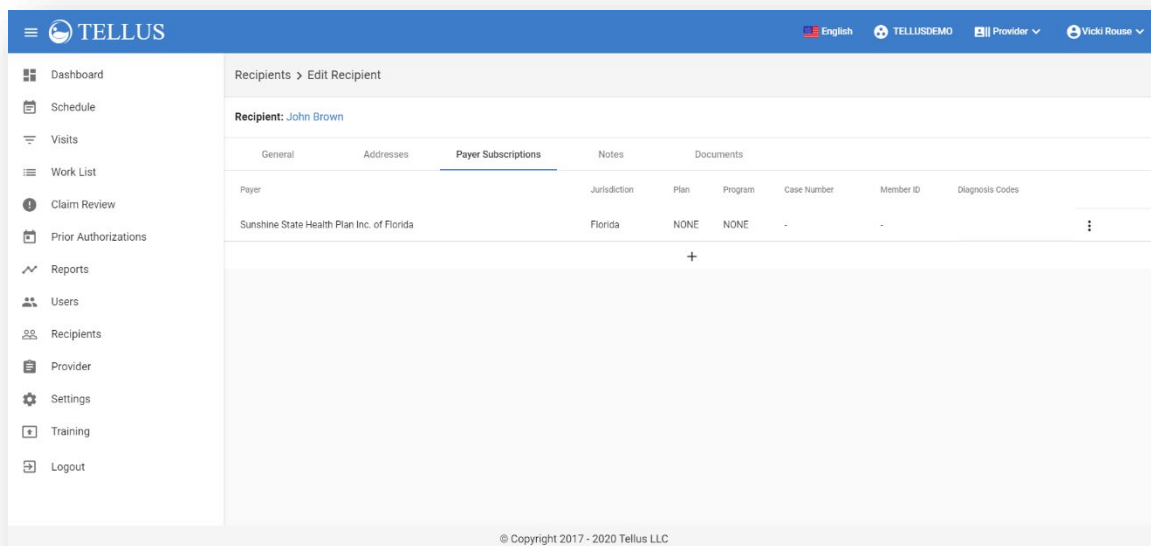
Updating Payer Subscriptions

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) >

Updating Payer Subscriptions

The Payer tab lists all Payers or Health Plans on file for the Recipient. Here you can:

- [Add a new payer](#)
- [Delete a payer](#)



Recipients > Edit Recipient

Recipient: [John Brown](#)

General		Addresses	Payer Subscriptions	Notes	Documents	
Payer	Jurisdiction	Plan	Program	Case Number	Member ID	Diagnosis Codes
Sunshine State Health Plan Inc. of Florida	Florida	NONE	NONE	-	-	
+						

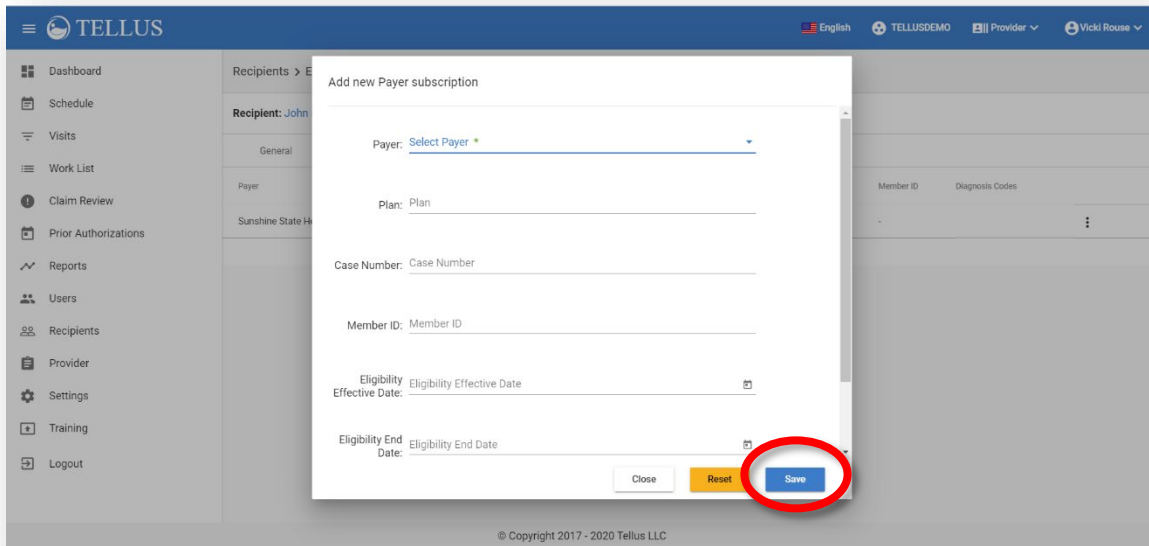
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Adding a New Payer

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Payer Subscriptions](#) > Adding a New Payer

To add a new Payer:

1. Click the “add new payer” icon (plus sign) at the bottom of the list of Payers to open the Add New Payer page. (If you need help with what to enter in payer fields for a Recipient, see [Entering Payer Subscription Information](#).)
2. Be sure to click **Save** when you finish making your entries, or, to clear your entries, click **Reset**.



The screenshot shows the Tellus eVV Administrator User Guide interface. A modal window titled "Add new Payer subscription" is open. The form contains the following fields:

- Payer: [Select Payer *](#) (dropdown menu)
- Plan:
- Case Number:
- Member ID:
- Eligibility Effective Date: (with a calendar icon)
- Eligibility End Date: (with a calendar icon)

At the bottom of the form, there are three buttons: "Close", "Reset", and "Save". The "Save" button is circled in red.

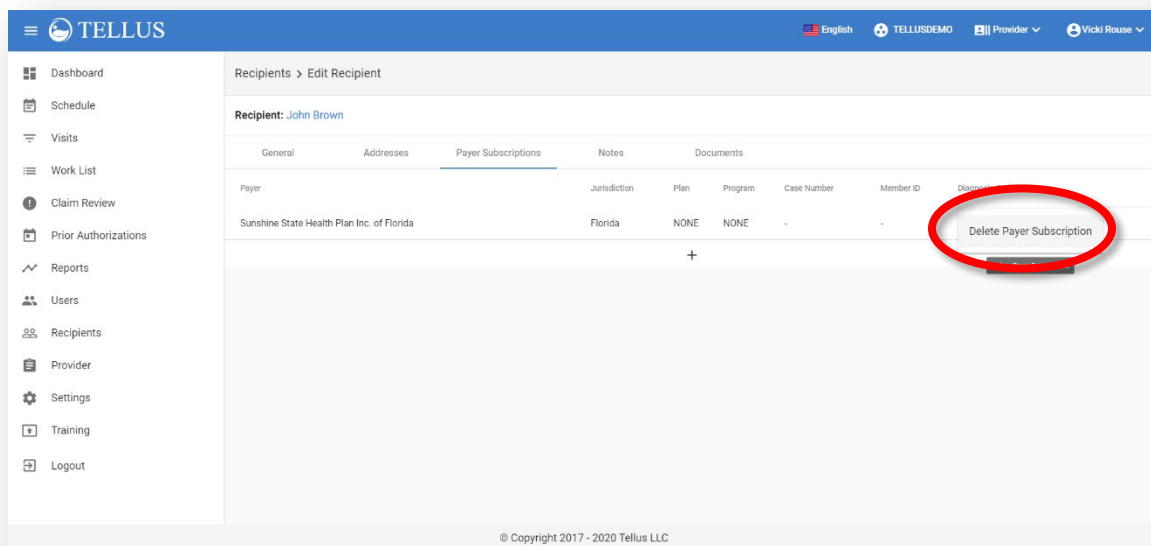
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Deleting a Payer

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > [Updating Payer Subscriptions](#) > Deleting a New Payer

When a Payer is no longer authorized to bill Medicaid (for example, because they did not recertify) or if your agency no longer accepts a Payer, you can delete the Payer:

1. Click the submenu (vertical dots) for the payer you want to delete.
2. Click **Delete Payer Subscription**.



Entering Notes

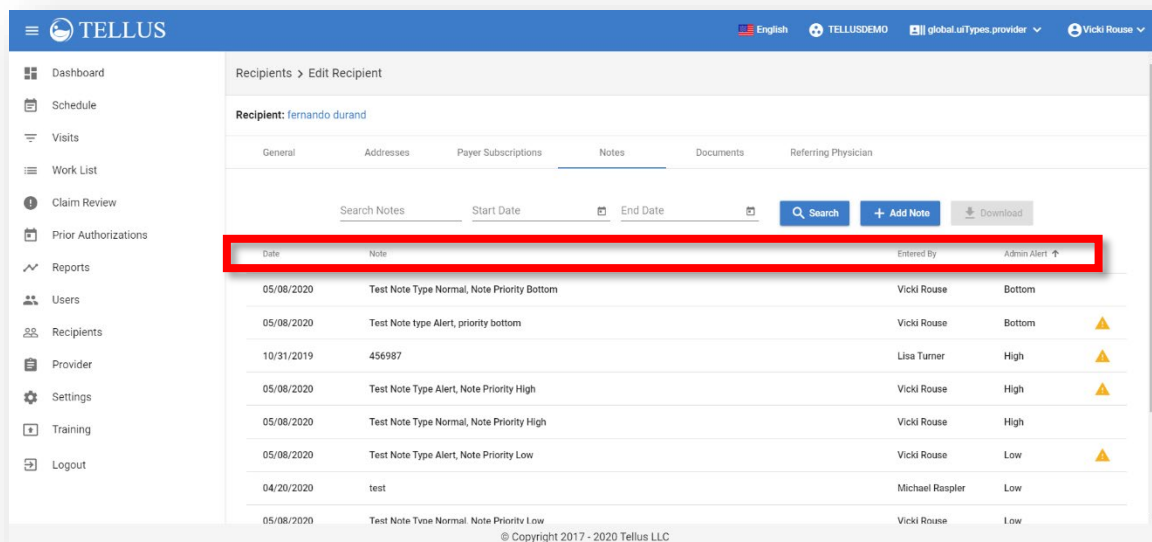
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > Entering Notes

The Notes tab allows you see all notes entered for a Recipient. Notes appear here if they are entered by a Caregiver using their mobile app during a visit, or if they are entered through the Administrator Console.

Note: Notes with a yellow triangle shown, like the one shown below, indicate the note was marked as “Alert My Administrator” when the Caregiver sent it from their mobile app or was marked as “Alert” Note Type when it was entered in the Administrator Console.



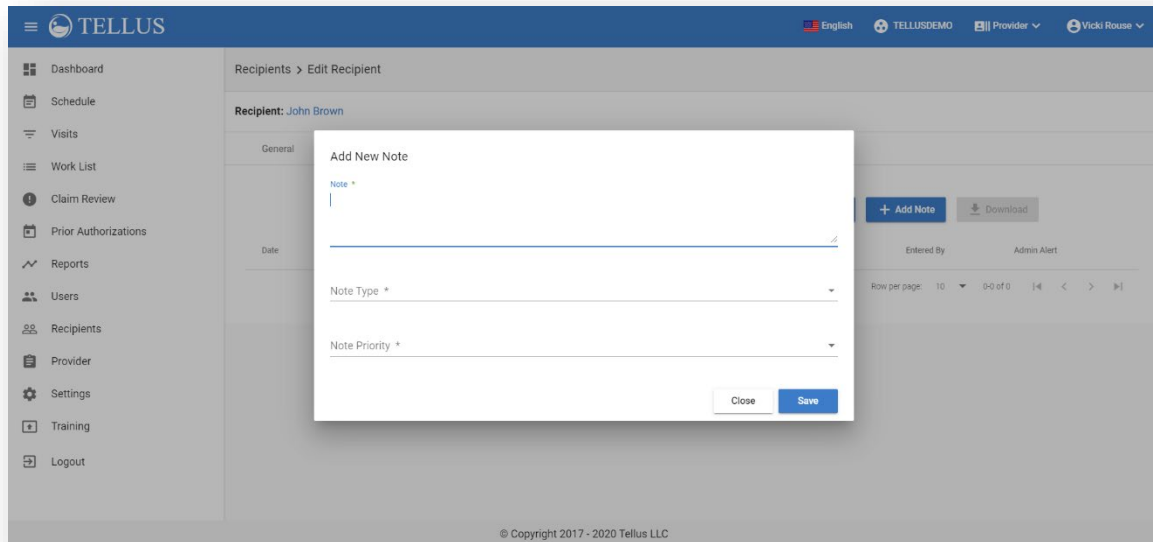
You can search notes by entering information you want to search in the **Search Notes** field or by entering a **Start Date** and **End Date**. You can sort notes by clicking any of the column headings, except Entered by.



Date	Note	Entered By	Admin Alert
05/08/2020	Test Note Type Normal, Note Priority Bottom	Vicki Rouse	Bottom
05/08/2020	Test Note type Alert, priority bottom	Vicki Rouse	Bottom
10/31/2019	456987	Lisa Turner	High
05/08/2020	Test Note Type Alert, Note Priority High	Vicki Rouse	High
05/08/2020	Test Note Type Normal, Note Priority High	Vicki Rouse	High
05/08/2020	Test Note Type Alert, Note Priority Low	Vicki Rouse	Low
04/20/2020	test	Michael Raspler	Low
05/08/2020	Test Note Type Normal, Note Priority Low	Vicki Rouse	Low

You can also add a note:

1. Click **+ Add Note**.



2. Enter your **Note** text.
3. Choose a **Note Type** (None, Alert, Normal).
If you select “Alert,” a yellow triangle, like the one shown below will appear to the right of the note.



4. Choose a **Note Priority** (None, Bottom, High, Low, Normal).

Your selection here will appear in the Note Priority column. When viewing notes for a Recipient, you can click that column heading to sort notes by Note Priority.

5. Click **Save**.

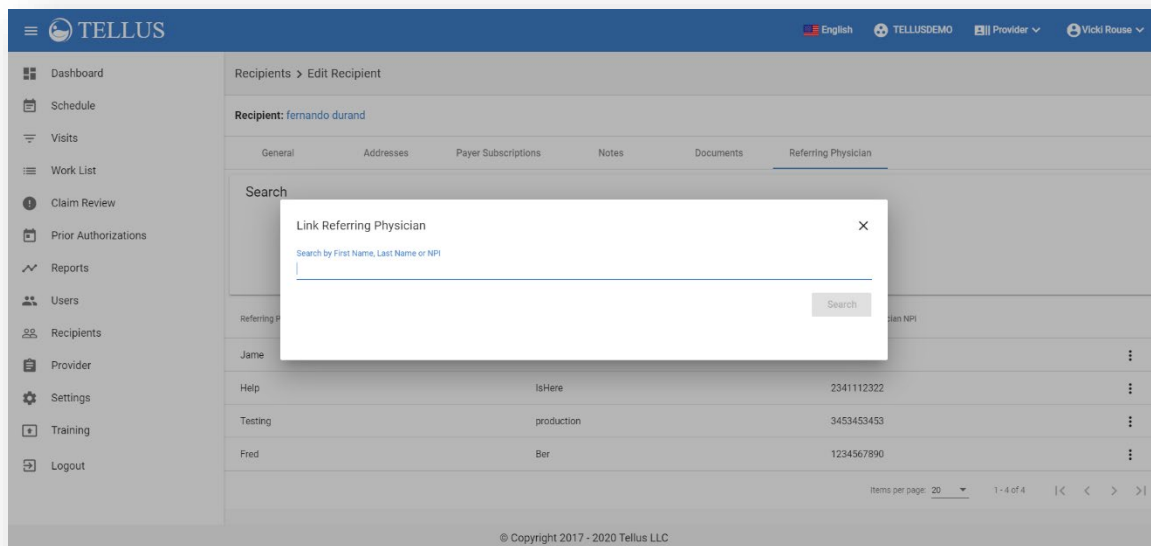
Entering a Referring Physician

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > [Editing a Recipient](#) > Entering a Referring Physician

If your agency requires a Referring Physician for visits, the **Referring Physicians** tab allows you select one or more Referring Physicians and link them to a Recipient.

To add a Referring Physician:

1. Click + **Add Referring Physician**.



2. Enter all or part of a Referring Physician's name and then click **Search**.

If the Referring Physician is found, this dialog box will display:

Link Referring Physician

×

Search by First Name, Last Name or NPI

Fred

Change Search Criteria

Add Different Referring Physician

Search

Referring Physician/s found based on the search parameters

Select Referring Physician to be linked with the Recipient

Referring Physician First Name	Referring Physician Last Name	Referring Physician NPI	
Fred	Ber	1234567890	Linked

Items per page: 20

1 - 1 of 1

<<

<

>

>>

You can click **Add Different Referring Physician** to add another Referring Physician to the Recipient. The Link Referring Physician dialog box below displays.

The Link Referring Physician dialog box will display automatically if the Referring Physician is not found.

Link Referring Physician

×

Search by First Name, Last Name or NPI

John Johnson

Change Search Criteria

Search

Referring Physician Not Found

Add a new Referring Physician. Our system will create the record in DB, and will automatically link the new Referring Physician to the Recipient

Referring Physician First Name

Referring Physician Last Name

Referring Physician NPI

Save

Cancel

3. Enter the Referring Physician's first and last name and 10-digit NPI in the appropriate fields.
4. Click **Save**.

The Referring Physician is linked to the Recipient and can be selected when creating or scheduling a visit.

Related topics:

- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Uploading Documents for a Recipient](#)
- [Deactivating a Recipient](#)
- [Activating an Inactive Recipient](#)

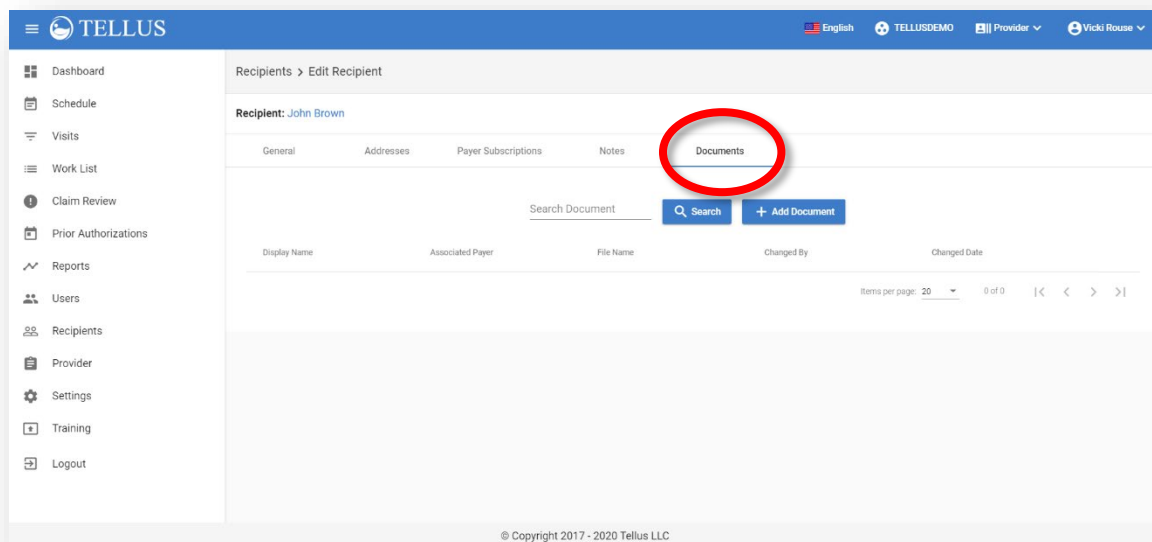
Uploading Documents for a Recipient

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Uploading Documents for a Recipient

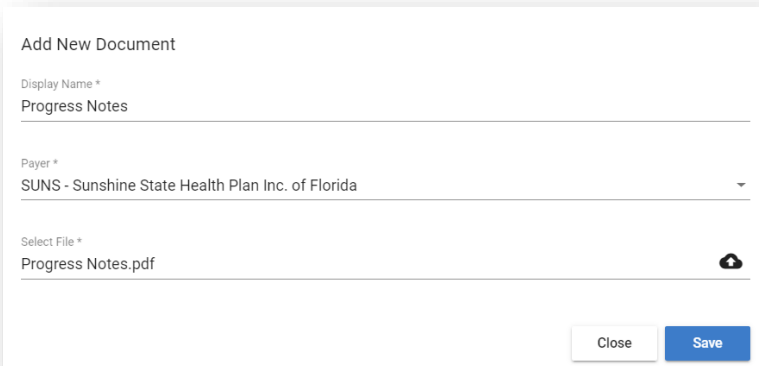
You can upload documents like progress notes or dietary instructions for a Recipient. Documents must be in PDF, .BMP, .JPEG format and maximum file size is 1Mb.

To upload a document:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click Recipients to see the **Recipients** page.
3. [Find the Recipient](#) for whom you want to upload documents.
4. Click the submenu icon (vertical dots) and select **Edit**.
5. Click the **Documents** tab.



6. Click **+ Add Document**.

A screenshot of a web application dialog box titled "Add New Document". It contains three input fields: "Display Name *" with the text "Progress Notes", "Payer *" with a dropdown menu showing "SUNS - Sunshine State Health Plan Inc. of Florida", and "Select File *" with the text "Progress Notes.pdf" and a cloud upload icon. At the bottom right are "Close" and "Save" buttons.

Add New Document

Display Name *
Progress Notes

Payer *
SUNS - Sunshine State Health Plan Inc. of Florida

Select File *
Progress Notes.pdf

Close Save

7. In the Add New Document dialog enter a **Document Name**.
8. Use the dropdown list to select a **Payer**.
9. Click the “cloud” icon next to the **Select File** field to search for and select the file you want to upload.
10. When you return to the Add New Document dialog, click **Save**.

If you do not want to save the document you uploaded, click **Close**.

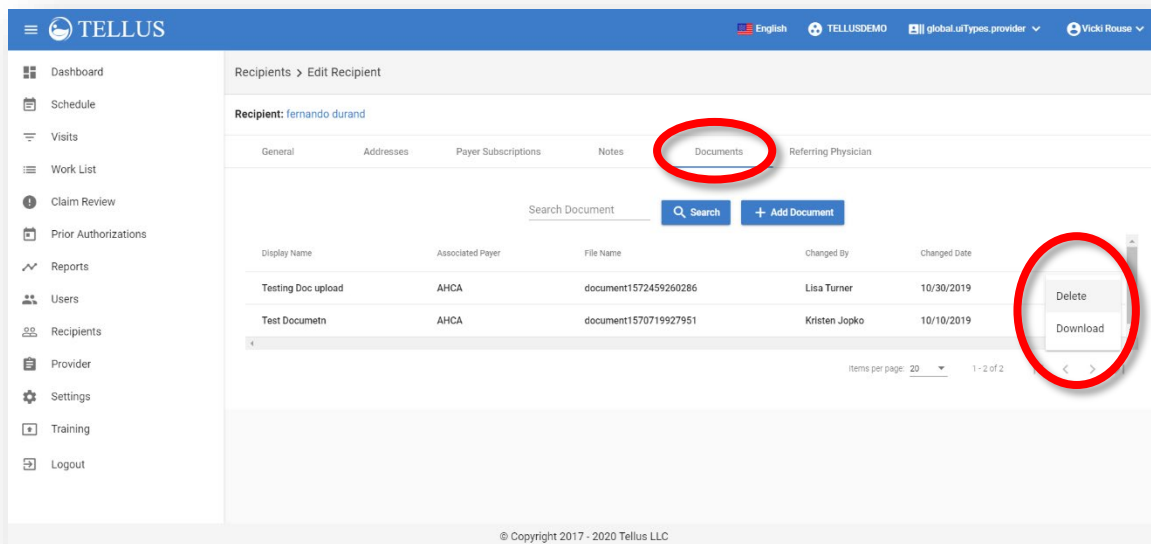
Related topics:

- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)

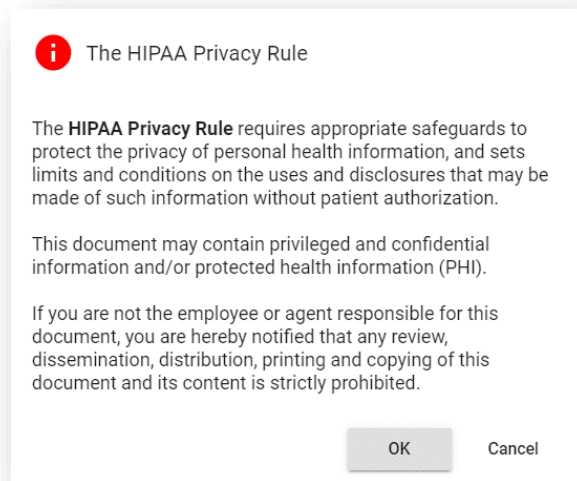
Managing Uploaded Document

You can delete or download documents for a Recipient.

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click Recipients to see the **Recipients** page.
3. [Find the Recipient](#) for whom you want to delete or download a document.
4. Click the submenu icon (vertical dots) and select **Edit**.
5. Click the **Documents** tab.



6. Find the document you want to work with and click the submenu icon (vertical dots).
7. Choose one of the following:
 - **Delete** allows you to remove the document.
 - **Download** allows you to download the document. The following HIPAA Privacy Rule screen will open; click **OK** to continue.



Related topics:

- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Deactivating a Recipient](#)
- [Activating an Inactive Recipient](#)

Deactivating a Recipient

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Deactivating a Recipient

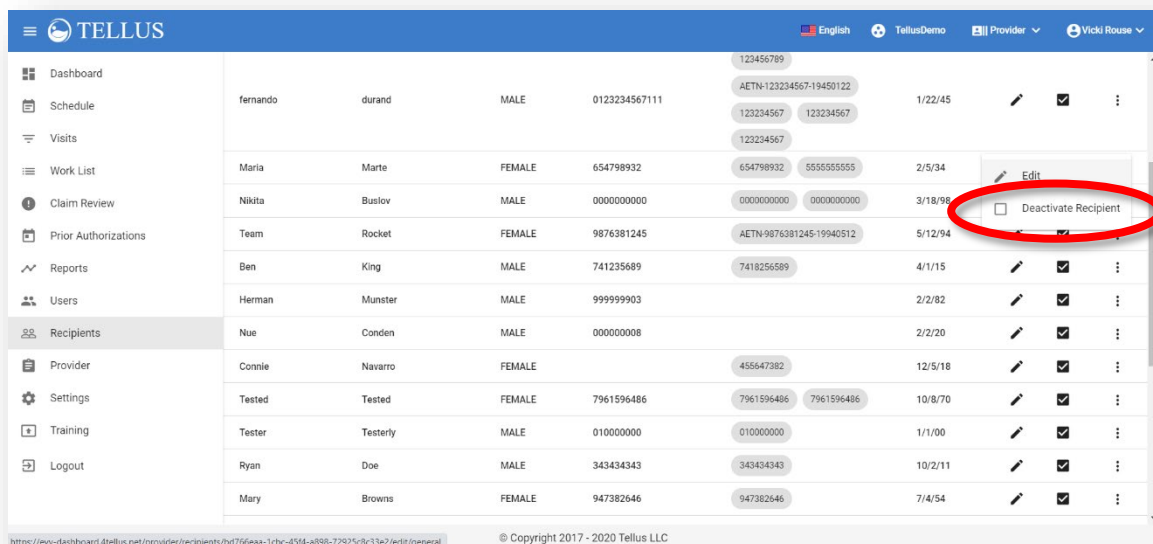
When Recipients are added to the Tellus eVV system they automatically have the status Active. You can deactivate Recipients who you no longer provide services for, who are no longer eligible for services, or who were entered under the wrong agency.

Deactivating a Recipient does not remove them from Tellus eVV; it simply hides the record from view. You can [activate inactive Recipients](#) at any time.

To deactivate a Recipient:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Recipients** to see the Recipients page.
3. [Find the Recipient](#) you want to deactivate.
4. Click the submenu icon (vertical dots) and click the **Deactivate Recipient** option.

The Recipient no longer appears in your Recipients list.



The screenshot shows the Tellus eVV Administrator User Guide interface. The left sidebar contains a navigation menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a table of recipients. The table has columns for Name, Gender, Date of Birth, and a submenu icon (vertical dots). The submenu icon for the recipient 'Nue Conden' is highlighted with a red circle, and the 'Deactivate Recipient' option is visible in the submenu.

Name	Gender	Date of Birth	Submenu Icon
fernando durand	MALE	0123234567111	[Vertical Dots]
Maria Marte	FEMALE	654798932	[Vertical Dots]
Nikita Buslov	MALE	0000000000	[Vertical Dots]
Team Rocket	FEMALE	9876381245	[Vertical Dots]
Ben King	MALE	741235689	[Vertical Dots]
Herman Munster	MALE	999999903	[Vertical Dots]
Nue Conden	MALE	000000008	[Vertical Dots]
Connie Navarro	FEMALE	455547382	[Vertical Dots]
Tested Tested	FEMALE	7961596486	[Vertical Dots]
Tester Testery	MALE	010000000	[Vertical Dots]
Ryan Doe	MALE	343434343	[Vertical Dots]
Mary Browns	FEMALE	947382646	[Vertical Dots]

Related topics:

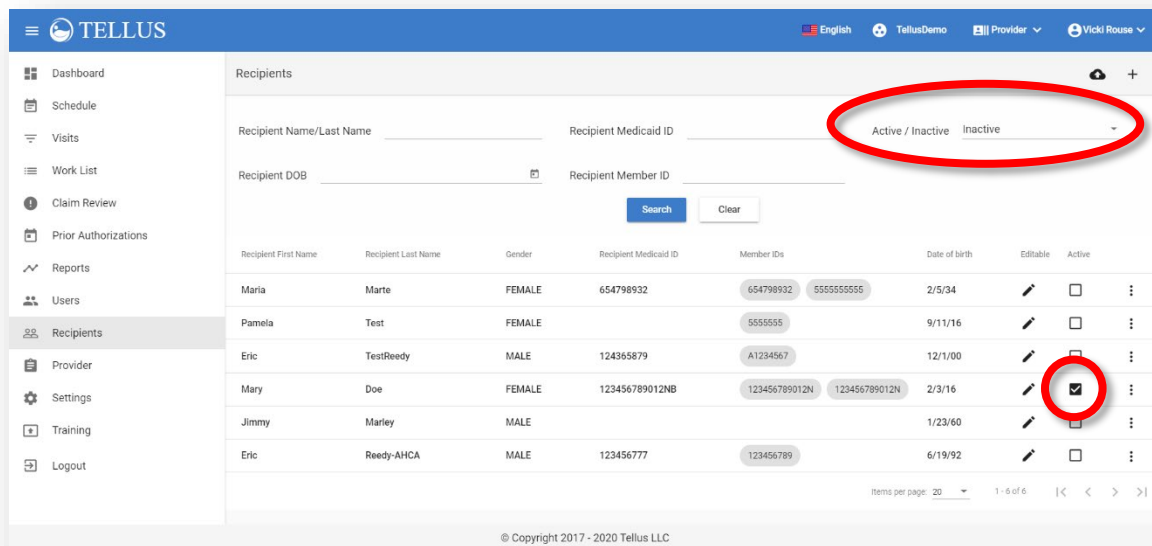
- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)
- [Activating an Inactive Recipient](#)

Activating an Inactive Recipient

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Recipients](#) > Activating an Inactive Recipient

To activate an inactive Recipient:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Recipients** to see the Recipients page.
3. [Find the Recipient](#) you want to activate; be sure to select Inactive in the **Active/Inactive** field.



The screenshot shows the Tellus Recipients page. The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients (highlighted), Provider, Settings, Training, and Logout. The main content area is titled 'Recipients' and includes search filters for Recipient Name/Last Name, Recipient Medicaid ID, Recipient DOB, and Recipient Member ID. A dropdown menu for 'Active / Inactive' is set to 'Inactive'. Below the filters is a table of recipients with columns: Recipient First Name, Recipient Last Name, Gender, Recipient Medicaid ID, Member IDs, Date of birth, Editable, and Active. The 'Active' column contains checkboxes. One checkbox, corresponding to the recipient 'Mary Doe', is checked and circled in red. The footer of the page indicates '© Copyright 2017 - 2020 Tellus LLC'.

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Member IDs	Date of birth	Editable	Active
Maria	Marte	FEMALE	654798932	654798932 555555555	2/5/34		<input type="checkbox"/>
Pamela	Test	FEMALE		5555555	9/11/16		<input type="checkbox"/>
Eric	TestReedy	MALE	124355879	A1234567	12/1/00		<input type="checkbox"/>
Mary	Doe	FEMALE	123456789012NB	123456789012N 123456789012N	2/3/16		<input checked="" type="checkbox"/>
Jimmy	Marley	MALE			1/23/60		<input type="checkbox"/>
Eric	Reedy-AHCA	MALE	123456777	123456789	6/19/92		<input type="checkbox"/>

4. Click the Active checkbox for the Recipient you want to activate.

Related topics:

- [Searching for and Viewing Recipients](#)
- [Adding a New Recipient](#)
- [Importing a Group of New Recipients](#)
- [Editing a Recipient](#)
- [Uploading Documents for a Recipient](#)
- [Deactivating a Recipient](#)

Managing Provider Agencies

You are here: [Tellus eVV Administrator User Guide](#) > Managing Provider Agencies

IMPORTANT: *In most cases, Provider Agencies and Payers (including service codes and payment rates) are uploaded to the Tellus eVV system and you will rarely have to perform the functions discussed in this section. Also, not all Provider Agencies are authorized to perform these functions. Contact Tellus Customer Support if you have questions **before** making changes in the system.*

Click a topic below:

[Searching for a Provider Agency](#)

[Updating Provider Agency Details](#)

[Managing Payers](#)

[Searching for a Payer](#)

[Assigning Tasks to a Payer Service Code](#)

[Manually Adding a New Task for a Payer Service Code](#)

[Deleting Manually Added Tasks for a Payer](#)

[Linking a Payer to a Provider](#)

[Deleting Payers](#)

[Managing Contractors](#)

[Searching for a Contractor](#)

[Linking a Provider to a Contractor](#)

[Deleting a Contractor](#)

[Managing Payer Override Rates](#)

[Searching for a Specific Payer Override Rate](#)

[Adding a Payer Override Rate](#)

[Updating a Payer Override Rate](#)

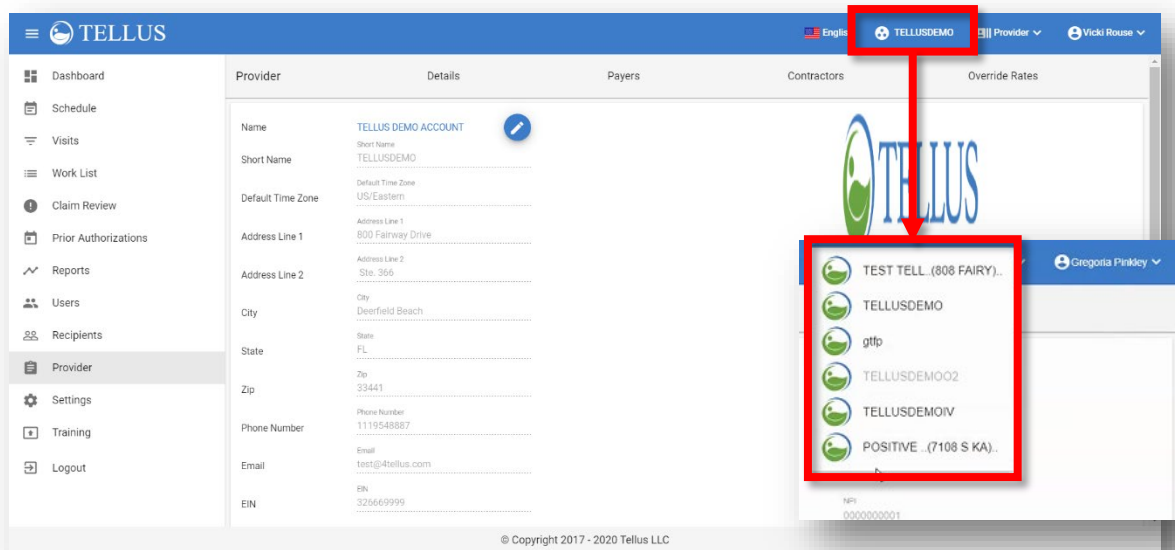
[Restoring a Payer Override Rate](#)

[Deleting a Payer Override Rate](#)

Searching for a Provider Agency

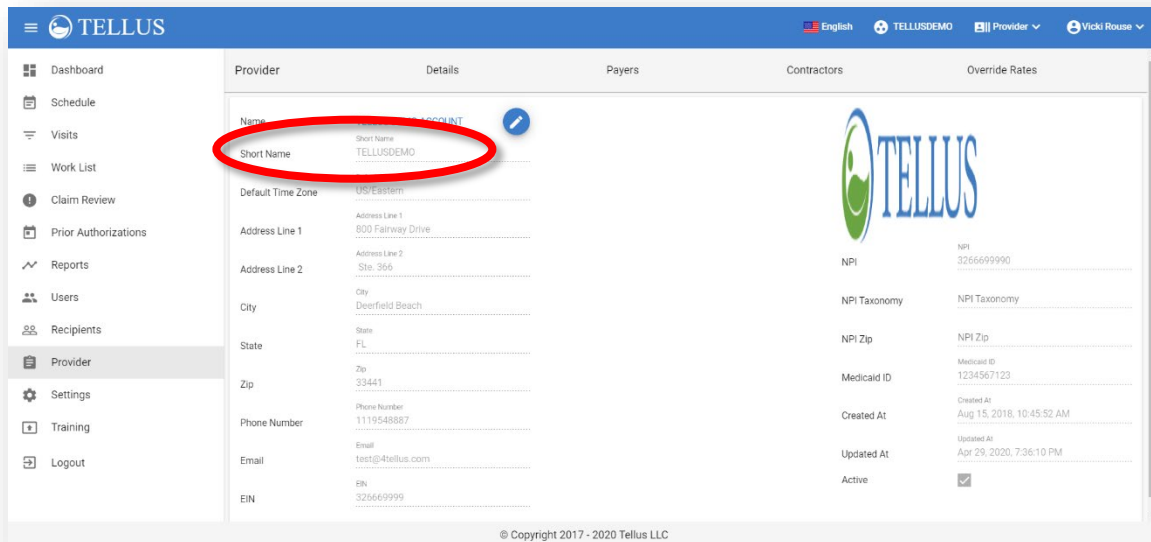
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Searching for a Provider

If your Provider Agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies.



Select the one you want to work with; the **Provider Details** tab will open.

Note: The Provider Short Name is the name that displays in the dropdown list. Users can only see the Provider Agencies they have been invited to. See [Inviting an Existing User to your Agency](#).



Provider	Details	Payers	Contractors	Override Rates
Name	Short Name			
Short Name	TELLUSDEMO			
Default Time Zone	US/Eastern			
Address Line 1	Address Line 2			
Address Line 2	City			
City	State			
State	Zip			
Zip	Phone Number			
Phone Number	Email			
Email	EIN			
EIN				

Related Topics

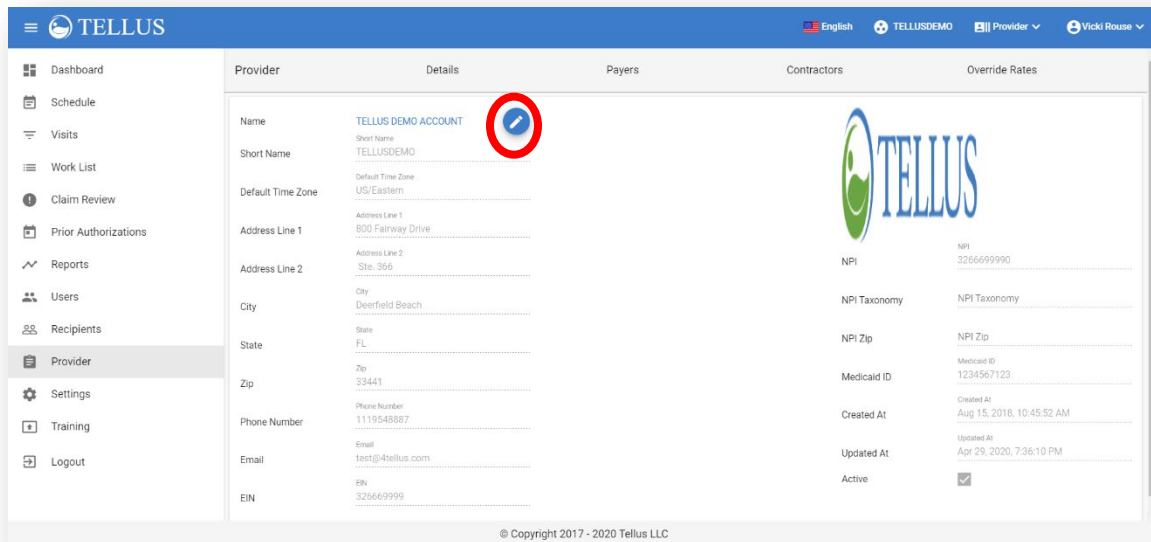
- [Updating Provider Agency Details](#)
- [Managing Payers](#)
- [Managing Contractors](#)
- [Overriding Payer Rates](#)

Updating Provider Agency Details

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Updating Provider Agency Details

To update a Provider Agency's details:

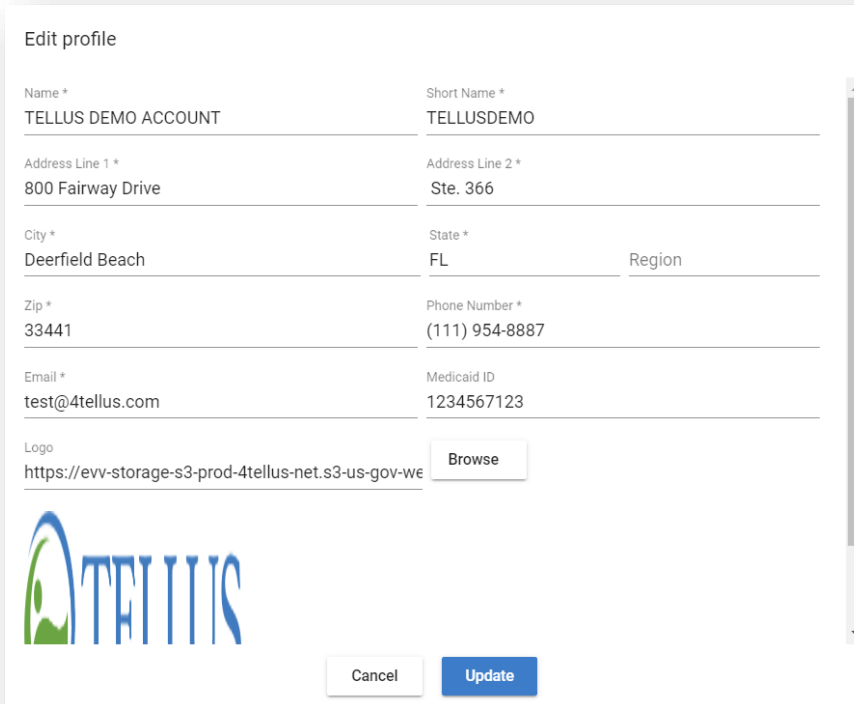
1. If your Provider Agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option; the page opens to the **Details** tab.



TELLUS		English	TELLUSDEMO	Provider	Vicki Rouse
Dashboard	Provider	Details	Payers	Contractors	Override Rates
Schedule	Name	TELLUS DEMO ACCOUNT			
Visits	Short Name	TELLUSDEMO			
Work List	Default Time Zone	US/Eastern			
Claim Review	Address Line 1	800 Fairway Drive			
Prior Authorizations	Address Line 2	Ste. 366			
Reports	City	Deerfield Beach			
Users	State	FL			
Recipients	Zip	33441			
Provider	Phone Number	1119548887			
Settings	Email	test@telltus.com			
Training	EIN	326669999			
Logout	NPI	3266699990			
	NPI Taxonomy	NPI Taxonomy			
	NPI Zip	NPI Zip			
	Medicaid ID	1234567123			
	Created At	Aug 15, 2018, 10:45:52 AM			
	Updated At	Apr 29, 2020, 7:36:10 PM			
	Active	<input checked="" type="checkbox"/>			


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- Click the “pencil icon” to open the **Edit Profile** dialog box.



Edit profile

Name *	TELLUS DEMO ACCOUNT		Short Name *	TELLUSDEMO	
Address Line 1 *	800 Fairway Drive		Address Line 2 *	Ste. 366	
City *	Deerfield Beach		State *	FL	Region
Zip *	33441		Phone Number *	(111) 954-8887	
Email *	test@4tellus.com		Medicaid ID	1234567123	
Logo	https://evv-storage-s3-prod-4tellus-net.s3-us-gov-we		<input type="button" value="Browse"/>		



- Enter new information as needed.
- Click **Update** to save your entries; click **Cancel** if you do not want to save your changes.

Either way, you return to the **Details** tab.

Related Topics

- [Searching for a Provider Agency](#)
- [Managing Contractors](#)
- [Managing Payers](#)
- [Overriding Payer Rates](#)

Managing Payers

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Managing Payers

In this section you will find information about:

- [Searching for a Payer](#)
- [Activating and Deactivating Tasks for a Payer](#)
- [Manually Adding a New Task for a Payer](#)
- [Deleting Manually Added Tasks for a Payer](#)
- [Linking Provider to Payers](#)
- [Deleting Payers](#)

Note: Not all agencies are authorized to add, link, or delete payers.

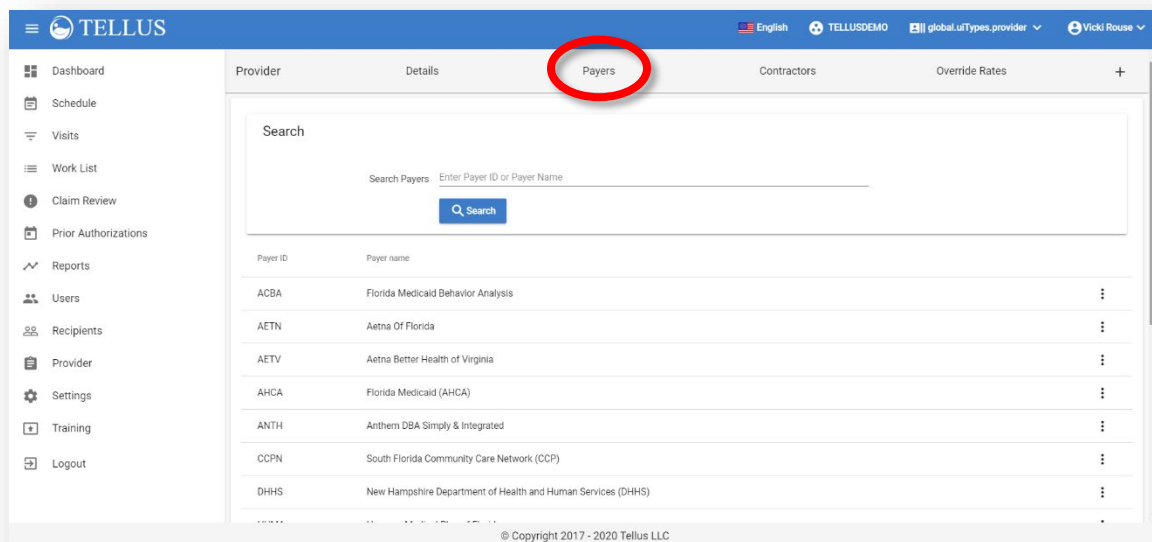
Note: Contracts are not currently used.

Searching for a Payer

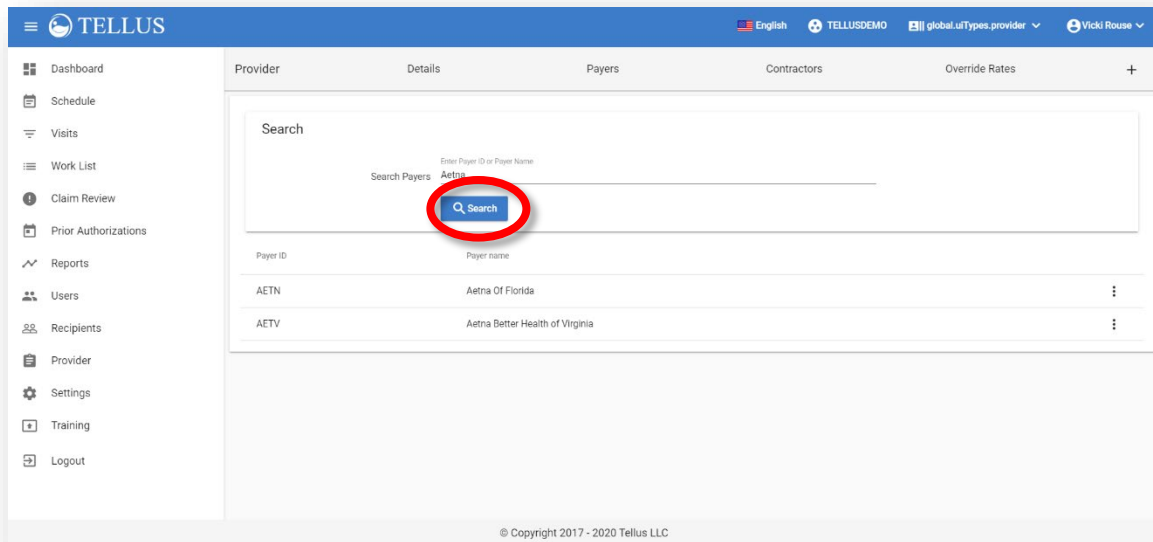
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payers](#) > Searching for a Payer

To search for a Payer:

1. If your Provider Agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab to see the Payers associated with the Provider.



5. Enter all or part of the Payer name in the **Search Payer** field.



6. Click ***Search.***

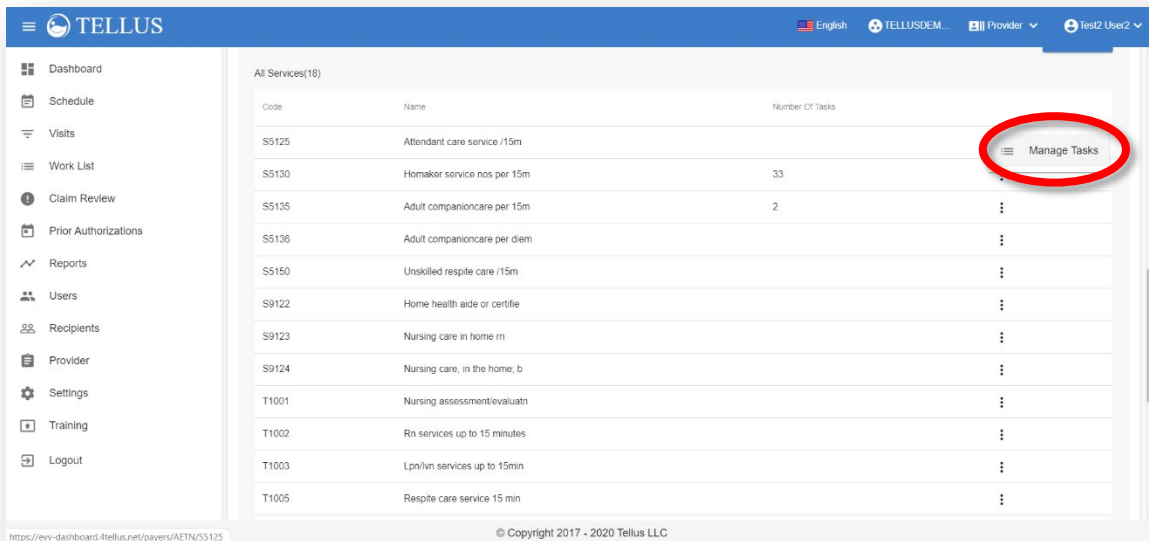
Assigning Tasks to a Payer Service Code

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payers](#) > Assigning a Task to a Payer Service Code

Tasks are part of the Provider/Payer information that is uploaded to the Tellus eVV system. Generally, you will not have to change this information, but on occasion a Payer may allow new services or discontinue others.

On the **Payers** tab, you can activate and deactivate tasks that a Payer is authorized to provide to Recipients.

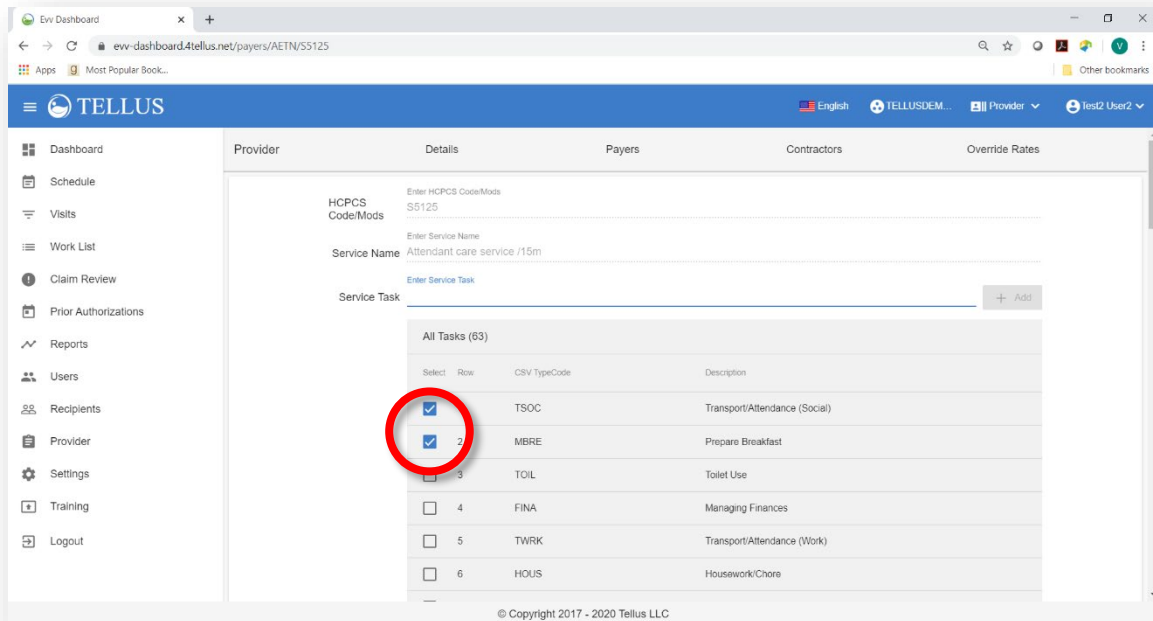
1. If your Provider Agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab.
5. [Find the Payer](#) you want to whose tasks you need to change.
6. Find the task you want to update.
7. Click the submenu (vertical dots) and select **Manage Tasks**.



The screenshot shows the Tellus eVV Administrator User Guide interface. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a table titled 'All Services(18)' with columns: Code, Name, and Number Of Tasks. The table lists various services such as 'Attendant care service /15m', 'Homemaker service nos per 15m', 'Adult companioncare per 15m', 'Adult companioncare per diem', 'Unskilled respite care /15m', 'Home health aide or certifie', 'Nursing care in home m', 'Nursing care, in the home, b', 'Nursing assessment/evaluatin', 'Rn services up to 15 minutes', 'Lpn/lvn services up to 15min', and 'Respite care service 15 min'. A red circle highlights the 'Manage Tasks' option in the submenu (vertical dots) for the first service row.

Code	Name	Number Of Tasks
S5125	Attendant care service /15m	
S5130	Homemaker service nos per 15m	33
S5135	Adult companioncare per 15m	2
S5136	Adult companioncare per diem	
S5150	Unskilled respite care /15m	
S9122	Home health aide or certifie	
S9123	Nursing care in home m	
S9124	Nursing care, in the home, b	
T1001	Nursing assessment/evaluatin	
T1002	Rn services up to 15 minutes	
T1003	Lpn/lvn services up to 15min	
T1005	Respite care service 15 min	

8. When the task page opens, check the tasks that the Payer allows to be provided to Recipients; uncheck those that the Payer does not allow.



Evv Dashboard

evv-dashboard4tellus.net/payers/AETN/S5125

Apps Most Popular Book...

English TELLUSDEM... Provider Test2 User2

Dashboard Schedule Visits Work List Claim Review Prior Authorizations Reports Users Recipients Provider Settings Training Logout

Provider Details Payers Contractors Override Rates

HCPCS Code/Mods S5125

Enter Service Name

Service Name Attendant care service /15m

Enter Service Task

Service Task

All Tasks (63)

Select	Row	CSV TypeCode	Description
<input checked="" type="checkbox"/>	1	TSOC	Transport/Attendance (Social)
<input checked="" type="checkbox"/>	2	MBRE	Prepare Breakfast
<input type="checkbox"/>	3	TOIL	Toilet Use
<input type="checkbox"/>	4	FINA	Managing Finances
<input type="checkbox"/>	5	TWRK	Transport/Attendance (Work)
<input type="checkbox"/>	6	HOUS	Housework/Chore

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9. To add a new task, enter the task name in the Service Task field and then click **+ Add**.



Provider Details Payers Contractors Override Rates

HCPCS Code/Mods S5125

Enter Service Name

Service Name Attendant care service /15m

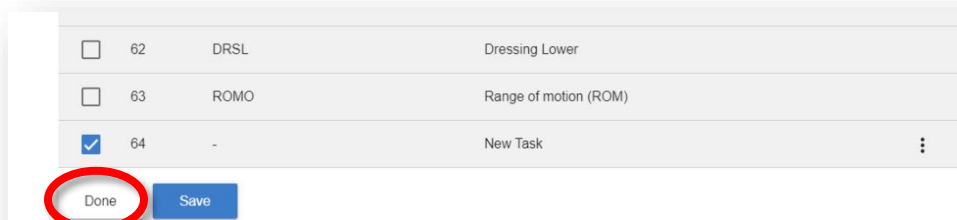
Enter Service Task

Service Task New Task

+ Add

10. The new task is added to the bottom of the list; be sure to check the new task.

11. Scroll to the bottom of the page and click **Done**.



<input type="checkbox"/>	62	DRSL	Dressing Lower
<input type="checkbox"/>	63	ROMO	Range of motion (ROM)
<input checked="" type="checkbox"/>	64	-	New Task

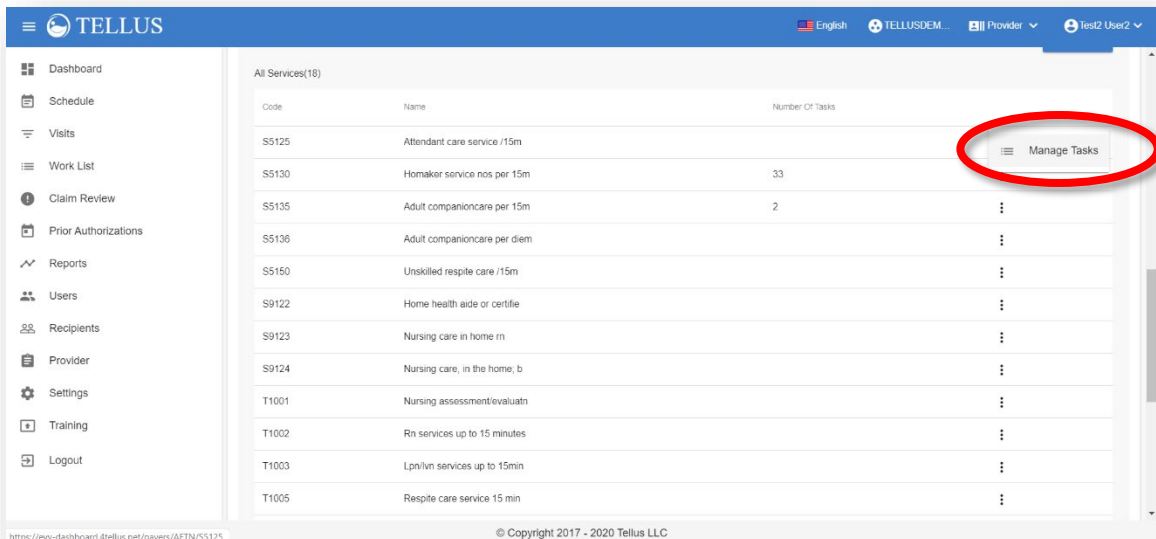
Done Save

Manually Adding a New Task for a Payer Service Code

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payers](#) > Manually Adding a New Task for a Payer Service Code

To add a new task:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab.
5. [Find the Payer](#) that you want to add a task to.
6. Find the task you want to add the task to.
7. Click the submenu (vertical dots) and select **Manage Tasks**.



The screenshot shows the Tellus eVV Administrator User Guide interface. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a table titled 'All Services(18)' with columns: Code, Name, and Number Of Tasks. The table lists various services such as 'Attendant care service /15m', 'Homemaker service nos per 15m', 'Adult companioncare per 15m', 'Adult companioncare per diem', 'Unskilled respite care /15m', 'Home health aide or certifie', 'Nursing care in home rn', 'Nursing care, in the home, b', 'Nursing assessment/evaluath', 'Rn services up to 15 minutes', 'Lpn/lvn services up to 15min', and 'Respite care service 15 min'. A red circle highlights the 'Manage Tasks' option in the submenu (vertical dots) next to the first row of the table.

Code	Name	Number Of Tasks
SS125	Attendant care service /15m	
SS130	Homemaker service nos per 15m	33
SS135	Adult companioncare per 15m	2
SS136	Adult companioncare per diem	
SS150	Unskilled respite care /15m	
S9122	Home health aide or certifie	
S9123	Nursing care in home rn	
S9124	Nursing care, in the home, b	
T1001	Nursing assessment/evaluath	
T1002	Rn services up to 15 minutes	
T1003	Lpn/lvn services up to 15min	
T1005	Respite care service 15 min	

8. Enter the task name in the **Service Task** field and then click **+ Add**.

Provider	Details	Payers	Contractors	Override Rates
HCPCS Code/Mod	Enter HCPCS Code/Mod S5125			
Service Name	Enter Service Name Attendant care service /15m			
Service Task	Enter Service Task New Task			+ Add

9. The new task is added to the bottom of the list; be sure to check the new task.
10. Scroll to the bottom of the page and click **Done**.

<input type="checkbox"/>	62	DRSL	Dressing Lower	
<input type="checkbox"/>	63	ROMO	Range of motion (ROM)	
<input checked="" type="checkbox"/>	64	-	New Task	⋮

[Done](#)
[Save](#)

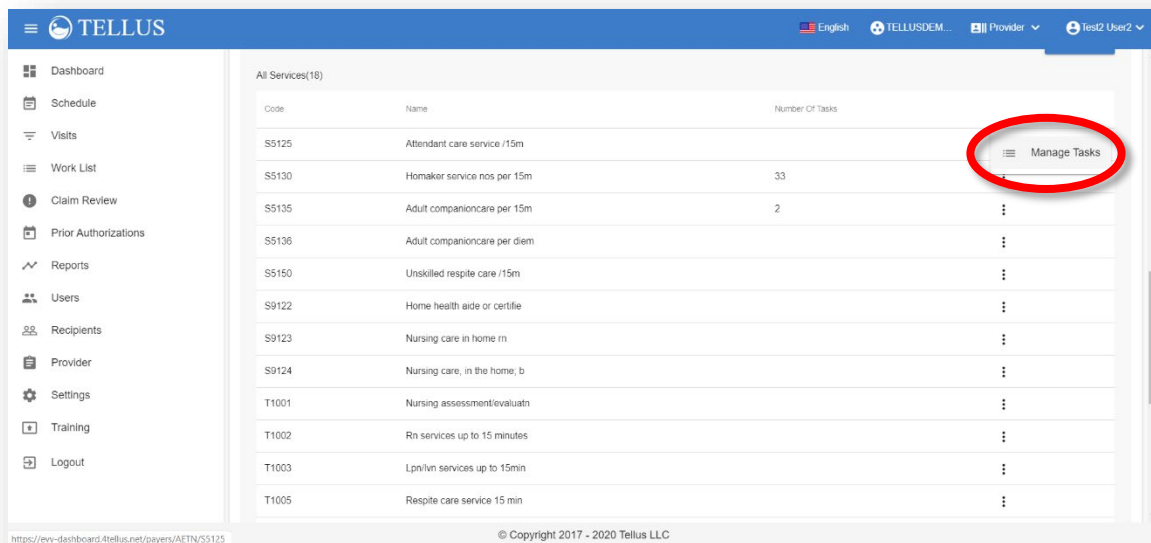
Deleting Manually Added Tasks for a Payer

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Deleting Manually Added Tasks for a Payer

Note: You can only delete tasks that have been entered through the Provider option on the Tellus eVV Administrator console. Tasks that are uploaded with Provider and Payer information cannot be deleted.

To delete a task:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab.
5. [Find the Payer](#) that you want to delete the task from.
6. Find the task you want to delete the task from.
7. Click the submenu (vertical dots) and select **Manage Tasks**.

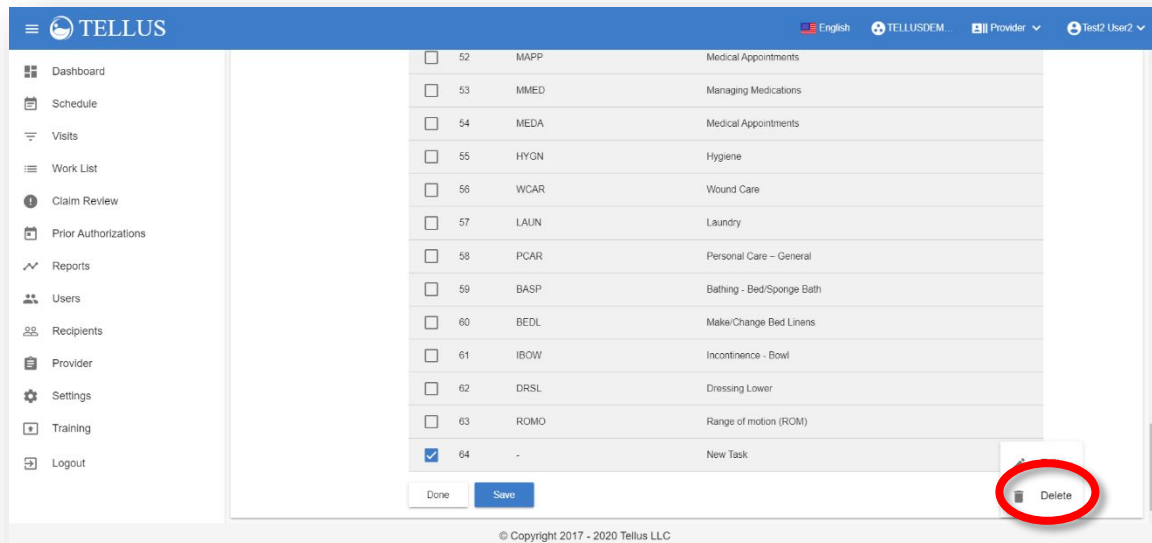


The screenshot shows the Tellus eVV Administrator console interface. On the left is a sidebar menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays a table titled 'All Services(18)' with columns for Code, Name, and Number Of Tasks. The table lists various services such as 'Attendant care service /15m', 'Homemaker service nos per 15m', 'Adult companioncare per 15m', etc. On the right side of the table, there is a vertical ellipsis (three dots) for each row, which is highlighted with a red circle. A red box labeled 'Manage Tasks' is overlaid on this ellipsis, indicating the action to be taken.

Code	Name	Number Of Tasks
SS125	Attendant care service /15m	
SS130	Homemaker service nos per 15m	33
SS135	Adult companioncare per 15m	2
SS136	Adult companioncare per diem	
SS150	Unskilled respite care /15m	
S9122	Home health aide or certife	
S9123	Nursing care in home rn	
S9124	Nursing care, in the home, b	
T1001	Nursing assessment/evaluath	
T1002	Rn services up to 15 minutes	
T1003	Lpn/lvn services up to 15min	
T1005	Respite care service 15 min	

8. Find the task you want to delete; remember, only tasks that have been entered through this option can be deleted.
9. Click the submenu (vertical dots) and select **Manage Tasks**.

Note: At this time, you can only delete tasks; you cannot edit them.



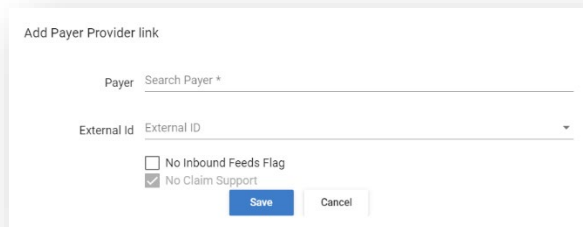
10. Scroll to the bottom of the page and click **Done**.

Linking a Payer to a Provider

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payers](#) > Linking a Payer to a Provider

Note: Not all agencies are authorized to link new payers.

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab.
5. [Find the Payer](#) you want to link.
6. Click the “add payer” icon (plus sign) in the upper right corner of the page.



Add Payer Provider link

Payer Search Payer *

External ID External ID

☐ No Inbound Feeds Flag

☒ No Claim Support

Save Cancel

7. Click the **Payer** field; a list of Payers that are currently in the Tellus eVV system display.
8. Select the Payer you want to link to the Provider; the **External ID** field will populate automatically based on your selection.

Note: Checkboxes at the bottom of the window default to the correct settings; do not change them.

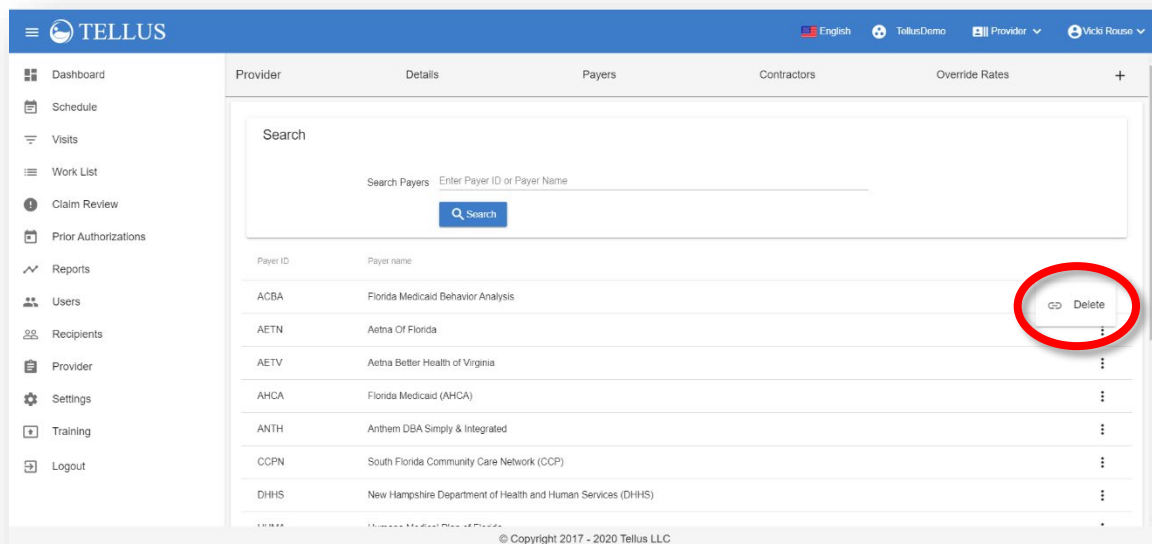
9. Click **Save**.

Deleting Payers

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payers](#) > Deleting Payers

Note: Not all agencies are authorized to delete payers.

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Payers** tab.
5. [Find the Payer](#) you want to delete.
6. Click Payers tab, click submenu (vertical dots), select **Delete**.



Related Topics

- [Searching for a Provider Agency](#)
- [Managing Contractors](#)
- [Updating Provider Agency Details](#)
- [Overriding Payer Rates](#)

Managing Contractors

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Managing Contractors

In this section you will find information about:

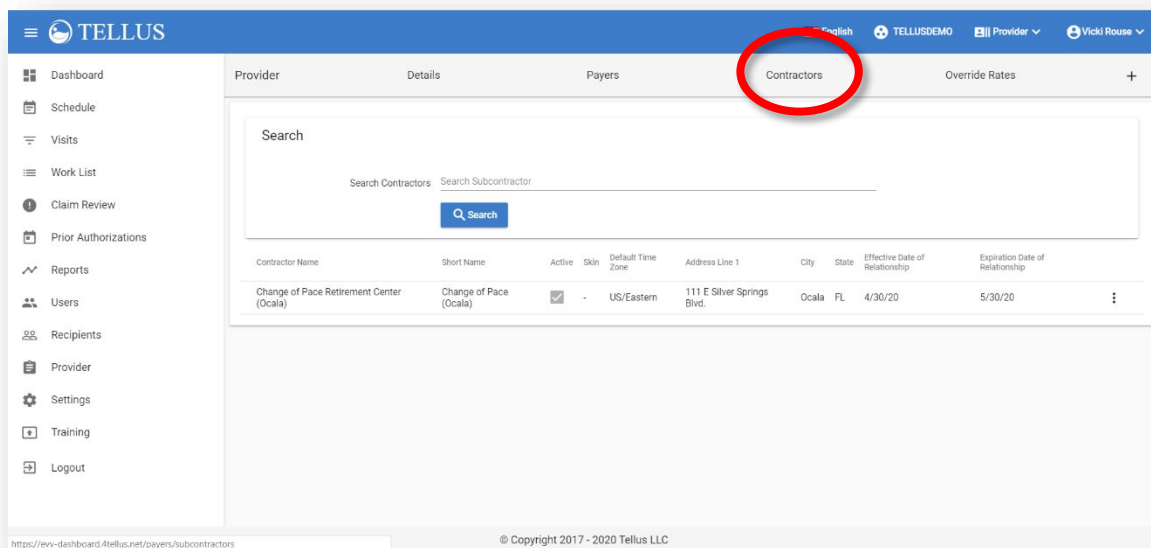
- [Searching for a Contractor](#)
- [Linking a Provider to Contractors](#)
- [Deleting a Contractor](#)

Searching for a Contractor

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Contractors](#) > Searching for a Contractor

To find a Contractor:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Contractors** tab to see the Contractors associated with the Provider.

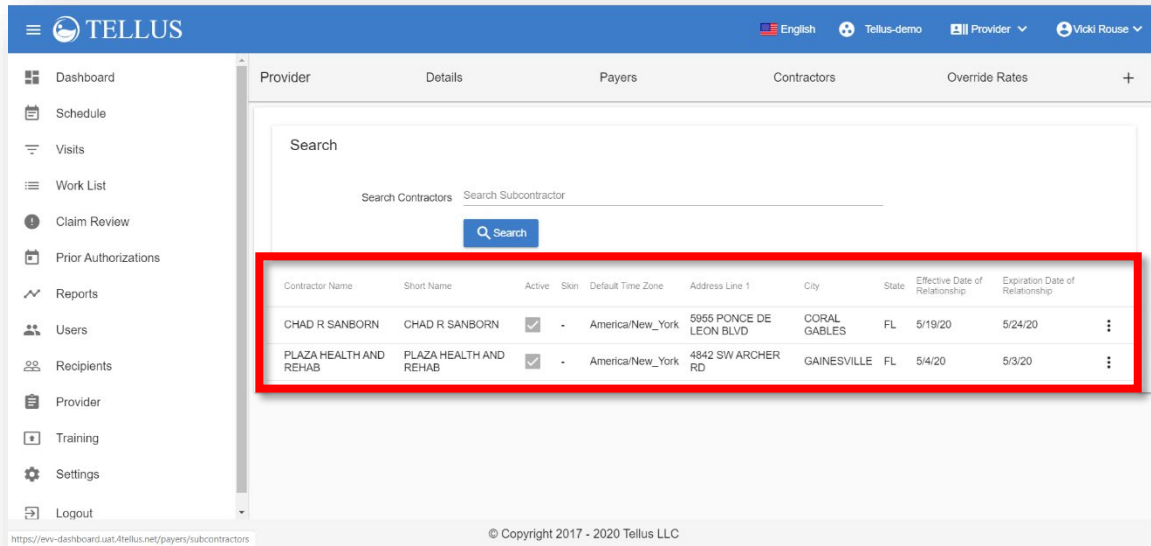


The screenshot shows the Tellus eVV Administrator interface. The top navigation bar includes the Tellus logo, language settings (English), user information (TELLUSDEMO), and provider selection (Provider, Vicki Rouse). The left sidebar contains a 'Main Menu' with options like Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area displays the 'Contractors' tab for a selected provider. A red circle highlights the 'Contractors' tab in the top navigation bar. Below the tab, there is a search section with 'Search Contractors' and 'Search Subcontractor' fields, and a 'Search' button. A table lists contractors with columns: Contractor Name, Short Name, Active, Skin, Default Time Zone, Address Line 1, City, State, Effective Date of Relationship, and Expiration Date of Relationship. One contractor is listed: 'Change of Pace Retirement Center (Ocala)' with a short name of 'Change of Pace (Ocala)', active status checked, skin '-', default time zone 'US/Eastern', address '111 E Silver Springs Blvd.', city 'Ocala', state 'FL', effective date '4/30/20', and expiration date '9/30/20'.

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship
Change of Pace Retirement Center (Ocala)	Change of Pace (Ocala)	<input checked="" type="checkbox"/>	-	US/Eastern	111 E Silver Springs Blvd.	Ocala	FL	4/30/20	9/30/20

5. Enter all or part of the Contractor name in the **Search Contractor** field.

6. Click **Search**; results display at the bottom of the page.



Search

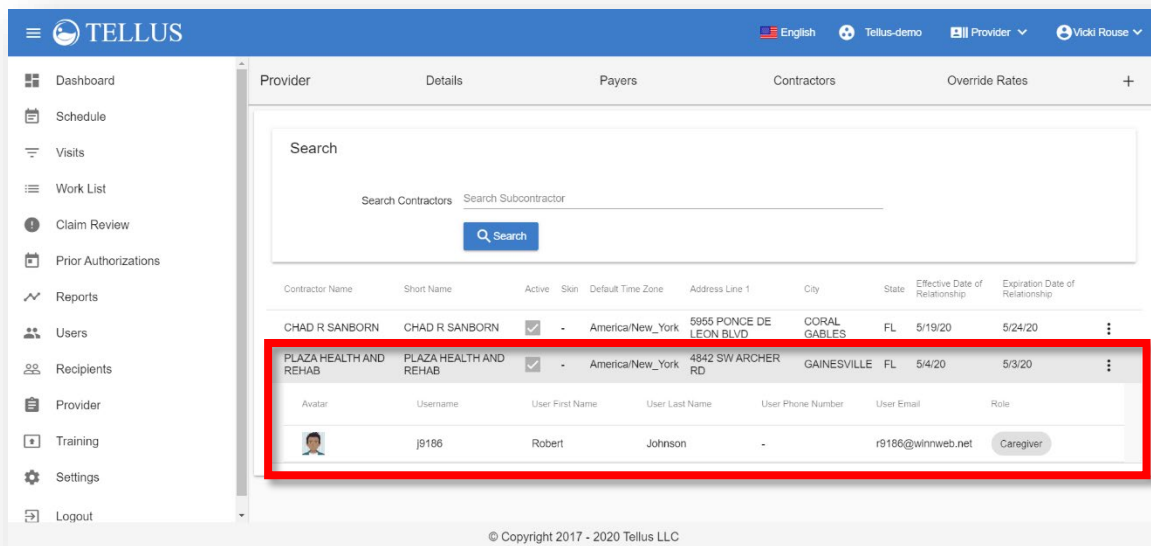
Search Contractors Search Subcontractor

Q Search

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship
CHAD R SANBORN	CHAD R SANBORN	<input checked="" type="checkbox"/>	-	America/New_York	5955 PONCE DE LEON BLVD	CORAL GABLES	FL	5/19/20	5/24/20
PLAZA HEALTH AND REHAB	PLAZA HEALTH AND REHAB	<input checked="" type="checkbox"/>	-	America/New_York	4842 SW ARCHER RD	GAINESVILLE	FL	5/4/20	5/3/20

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7. Click a line to see Contractor details.




Search

Search Contractors Search Subcontractor

Q Search

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship
CHAD R SANBORN	CHAD R SANBORN	<input checked="" type="checkbox"/>	-	America/New_York	5955 PONCE DE LEON BLVD	CORAL GABLES	FL	5/19/20	5/24/20
PLAZA HEALTH AND REHAB	PLAZA HEALTH AND REHAB	<input checked="" type="checkbox"/>	-	America/New_York	4842 SW ARCHER RD	GAINESVILLE	FL	5/4/20	5/3/20

Avatar	Username	User First Name	User Last Name	User Phone Number	User Email	Role
	j9166	Robert	Johnson	-	r9166@winweb.net	Caregiver

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Linking a Provider to a Contractor

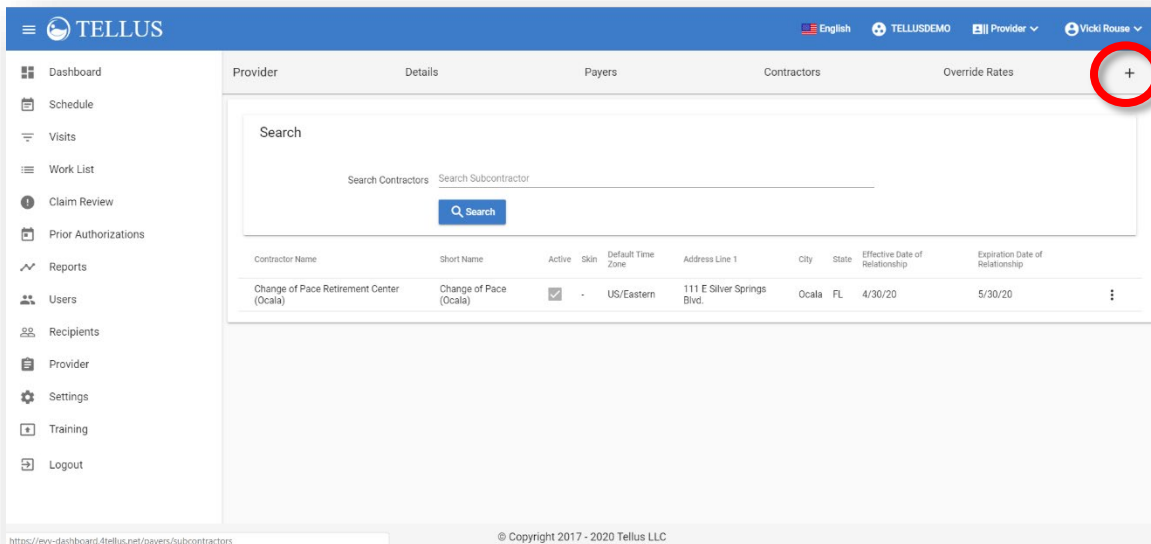
You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Contractors](#) > Linking a Provider to a Contractor

Tellus allows Provider Agencies to link with other Provider Agencies (Contractors) to ensure adequate staff are available to provide the services Recipients need. The Contractor will be able to add Users, will have access to your Recipients, and will be able to schedule visits for them.

Note: You can only link to Contractors (Providers) that already exist in the Tellus eVV system.

To link your agency with a Contractor:

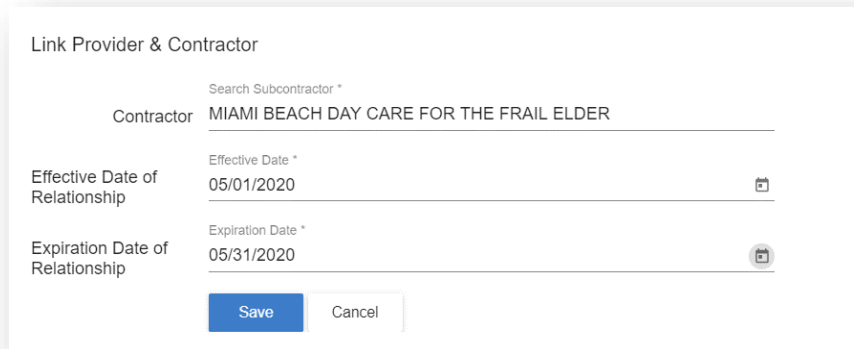
1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Contractors** tab.
5. Click the “plus sign” in the top right corner of the page.



The screenshot shows the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), user information (TELLUSDEMO), and a dropdown menu for the current user (Vicki Rouse). The left sidebar contains a 'Main Menu' with various options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Provider' and has tabs for 'Details', 'Payers', 'Contractors', and 'Override Rates'. The 'Contractors' tab is selected, and a red circle highlights a plus sign in the top right corner of the page. Below the tabs, there is a search bar with 'Search Contractors' and 'Search Subcontractor' options. A table lists contractors, with one entry visible: 'Change of Pace Retirement Center (Ocala)'.

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship
Change of Pace Retirement Center (Ocala)	Change of Pace (Ocala)	<input checked="" type="checkbox"/>	-	US/Eastern	111 E Silver Springs Blvd.	Ocala	FL	4/30/20	5/30/20


- When the **Link Provider & Contractor** window opens, click the **Contractor** field and select the Contractor you want to link to your Provider Agency.




Link Provider & Contractor

Search Subcontractor *

Contractor MIAMI BEACH DAY CARE FOR THE FRAIL ELDER

Effective Date of Relationship 05/01/2020 

Expiration Date of Relationship 05/31/2020 

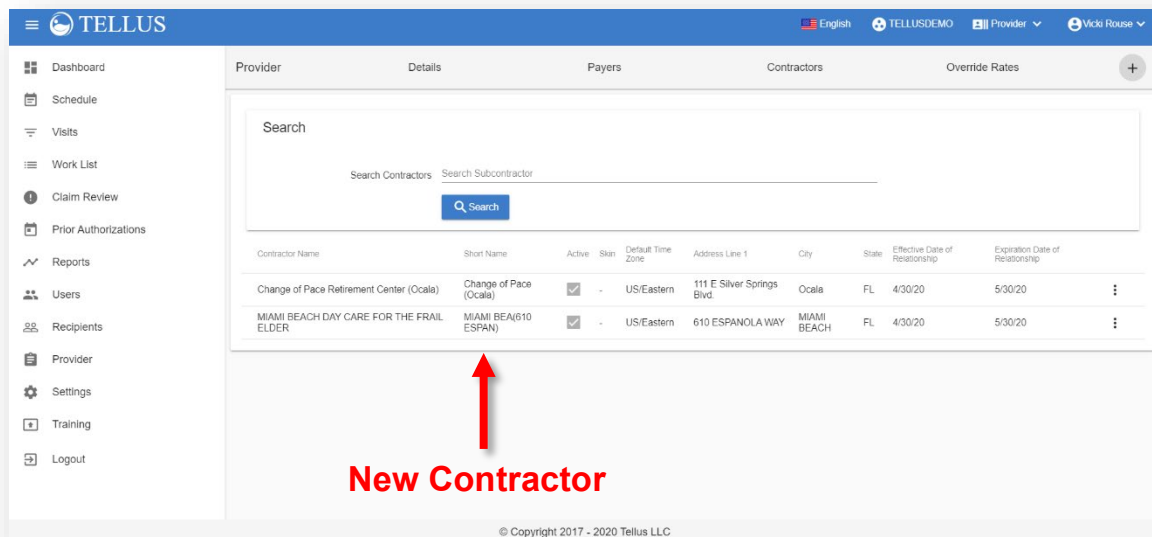
Save Cancel

- Enter the duration of the contract; click the [calendar icon](#) in the **Effective Date of Relationship** and **Expiration Date of Relationship** fields and select the appropriate dates.

The Contractor will be able to add Users, will have access to your Recipients, and will be able to schedule visits for them during this period only.

- Click **Save**.

The Provider is added to the list of Contractors.



TELLUS

English TELLUDEMO Provider Vicky Rouse

Dashboard Schedule Visits Work List Claim Review Prior Authorizations Reports Users Recipients Provider Settings Training Logout

Provider Details Payers Contractors Override Rates

Search

Search Contractors Search Subcontractor

Search

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship	
Change of Pace Retirement Center (Ocala)	Change of Pace (Ocala)	<input checked="" type="checkbox"/>	-	US/Eastern	111 E Silver Springs Blvd.	Ocala	FL	4/30/20	5/30/20	⋮
MIAMI BEACH DAY CARE FOR THE FRAIL ELDER	MIAMI BEA/610 ESPAN	<input checked="" type="checkbox"/>	-	US/Eastern	610 ESPANOLA WAY	MIAMI BEACH	FL	4/30/20	5/30/20	⋮

New Contractor

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Related Topics

- [Searching for a Provider](#)
- [Updating Provider Details](#)
- [Managing Payers](#)
- [Adding Provider Override Rates](#)

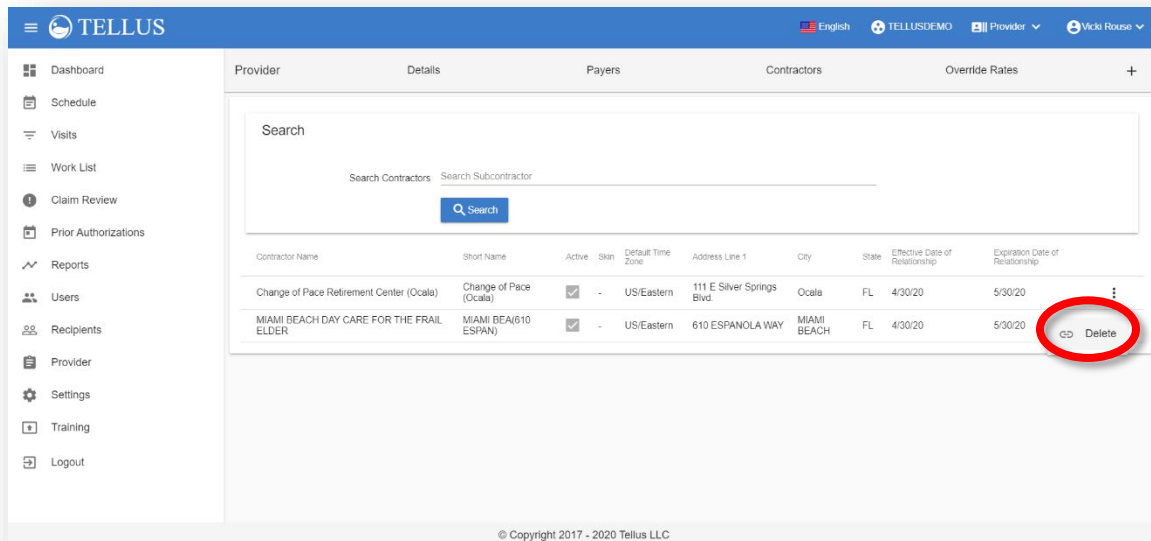
Deleting a Contractor

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Contractors](#) > Deleting a Contractor

You can delete a Contractor at any time; when you do, they will no longer have access to your Recipients and can no longer schedule visits for them.

To delete a Contractor

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Contractors** tab.
5. Click submenu (vertical dots) to the right of the Contractor you want to remove and then select **Delete**.



The screenshot shows the Tellus eVV Administrator interface. The left sidebar contains a 'Main Menu' with options like Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Settings, Training, and Logout. The main content area is titled 'Contractors' and features a search bar and a table of contractors. The table has columns for Contractor Name, Short Name, Active, Skin, Default Time Zone, Address Line 1, City, State, Effective Date of Relationship, and Expiration Date of Relationship. Two contractors are listed: 'Change of Pace Retirement Center (Ocala)' and 'MIAMI BEACH DAY CARE FOR THE FRAIL ELDER'. The 'Delete' button in the submenu for the second contractor is circled in red.

Contractor Name	Short Name	Active	Skin	Default Time Zone	Address Line 1	City	State	Effective Date of Relationship	Expiration Date of Relationship
Change of Pace Retirement Center (Ocala)	Change of Pace (Ocala)	<input checked="" type="checkbox"/>	-	US/Eastern	111 E Silver Springs Blvd.	Ocala	FL	4/30/20	5/30/20
MIAMI BEACH DAY CARE FOR THE FRAIL ELDER	MIAMI BEA(010 ESPAN)	<input checked="" type="checkbox"/>	-	US/Eastern	610 ESPANOLA WAY	MIAMI BEACH	FL	4/30/20	5/30/20

Related Topics

- [Searching for a Provider Agency](#)
- [Updating Provider Agency Details](#)
- [Managing Payers](#)
- [Updating Provider Details](#)
- [Overriding Payer Rates](#)

Managing Payer Override Rates

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > Managing Payer Override Rates

In this section you will find information about:

- [Searching for a Specific Payer Override Rate](#)
- [Adding a Payer Override Rate](#)
- [Updating a Payer Override Rate](#)
- [Restoring a Payer Override Rate](#)
- [Deleting a Payer Override Rate](#)

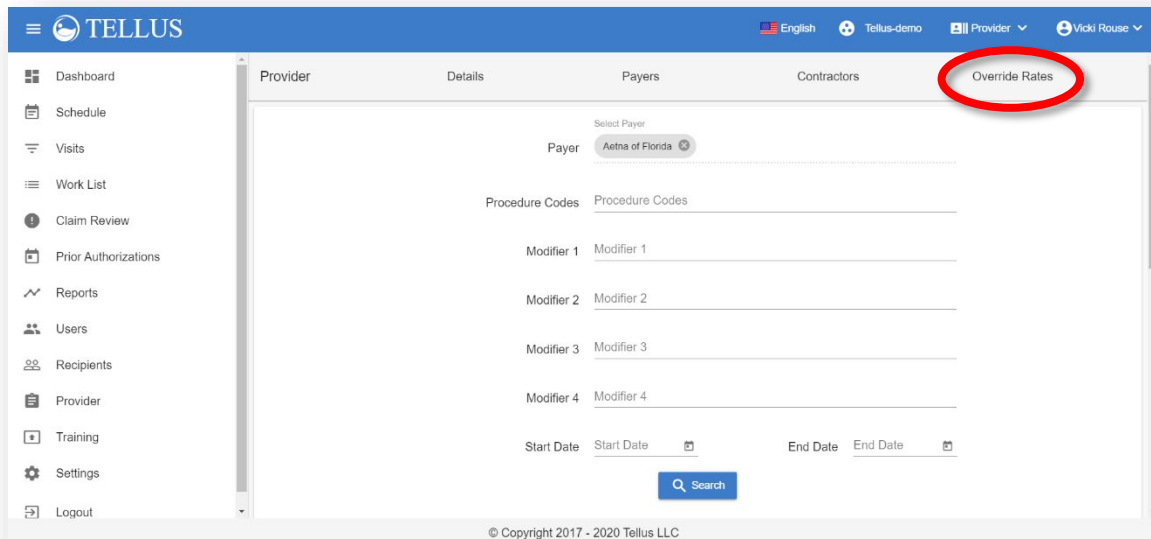
Note: Not all agencies are authorized to override Payer rates.

Searching for a Specific Payer Override Rate

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payer Override Rates](#) > Searching for a Specific Payer Override Rate

To find a Payer Override Rate:

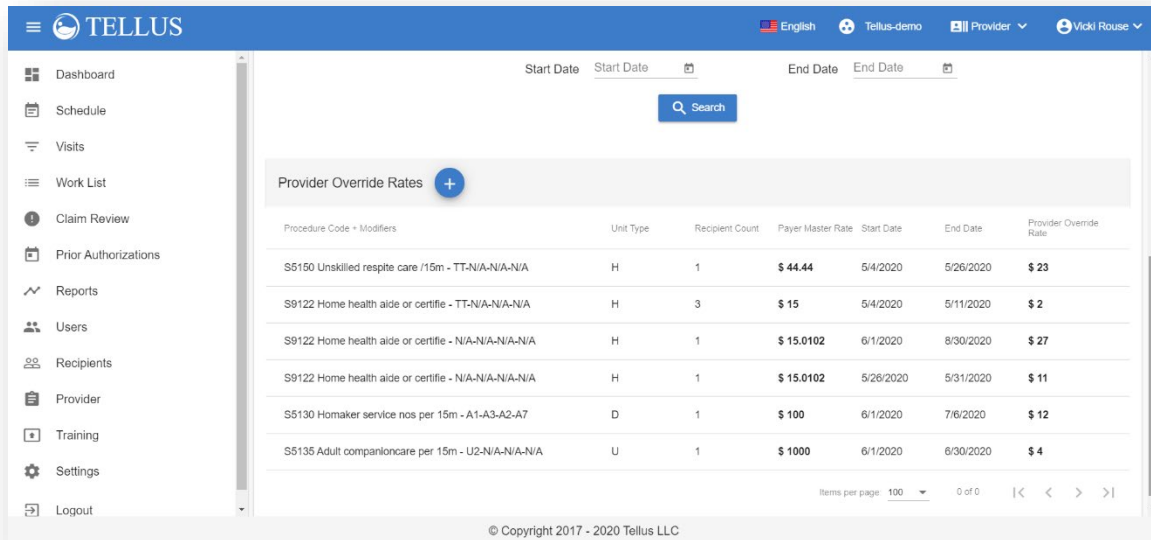
1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Override Rates** tab.



The screenshot shows the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), user information (Tellus-demo, Provider, Vicki Rouse), and a dropdown menu. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area is titled 'Provider' and has tabs for 'Details', 'Payers', 'Contractors', and 'Override Rates'. The 'Override Rates' tab is selected and circled in red. Below the tabs, there is a 'Select Payer' dropdown menu with 'Aetna of Florida' selected. Below this, there are fields for 'Procedure Codes', 'Modifier 1', 'Modifier 2', 'Modifier 3', and 'Modifier 4'. At the bottom, there are 'Start Date' and 'End Date' fields with calendar icons, and a 'Search' button. The footer indicates '© Copyright 2017 - 2020 Tellus LLC'.

5. Select a **Payer**.
6. Use the dropdown lists to select a **Procedure Code** and any **Modifiers** you want in order to narrow your list of results.

7. Click **Search**.
8. Scroll down to see the results.



The screenshot shows the TELLUS web application interface. On the left is a sidebar menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area has a top navigation bar with 'English', 'Tellus-demo', 'Provider', and 'Vicki Rouse'. Below this is a search bar with 'Start Date' and 'End Date' filters and a 'Search' button. The main table is titled 'Provider Override Rates' and contains the following data:

Procedure Code + Modifiers	Unit Type	Recipient Count	Payer Master Rate	Start Date	End Date	Provider Override Rate
S5150 Unskilled respite care /15m - TT-N/A-N/A-N/A	H	1	\$ 44.44	5/4/2020	5/26/2020	\$ 23
S9122 Home health aide or certifie - TT-N/A-N/A-N/A	H	3	\$ 15	5/4/2020	5/11/2020	\$ 2
S9122 Home health aide or certifie - N/A-N/A-N/A-N/A	H	1	\$ 15.0102	6/1/2020	8/30/2020	\$ 27
S9122 Home health aide or certifie - N/A-N/A-N/A-N/A	H	1	\$ 15.0102	5/26/2020	5/31/2020	\$ 11
S5130 Homaker service nos per 15m - A1-A3-A2-A7	D	1	\$ 100	6/1/2020	7/6/2020	\$ 12
S5135 Adult companioncare per 15m - U2-N/A-N/A-N/A	U	1	\$ 1000	6/1/2020	6/30/2020	\$ 4

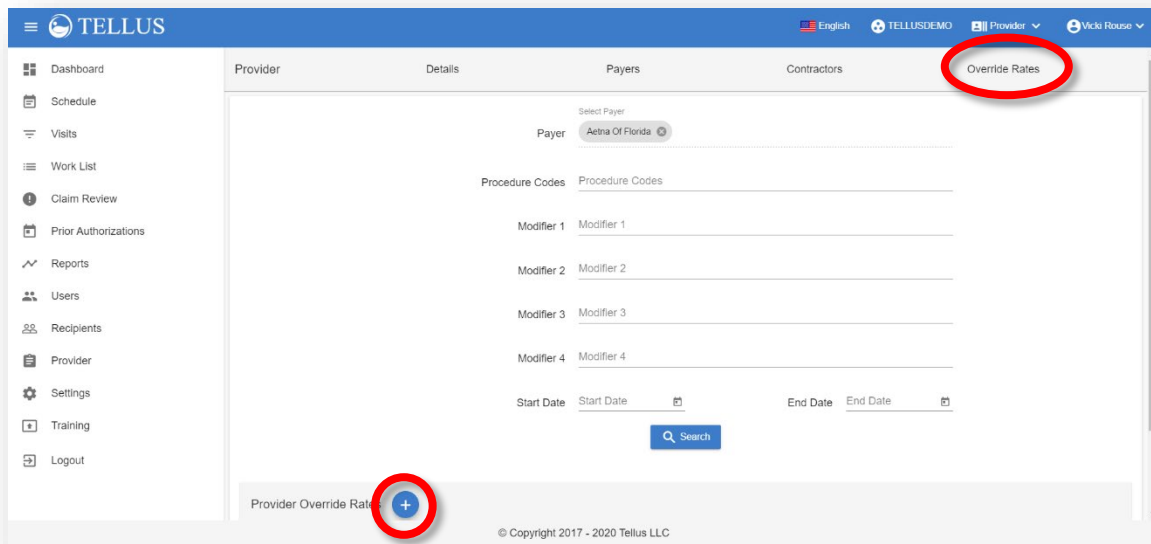
At the bottom of the table, there is a pagination control showing 'Items per page: 100' and '0 of 0'.

Adding a Payer Override Rate

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payer Override Rates](#) > Adding a Payer Override Rate

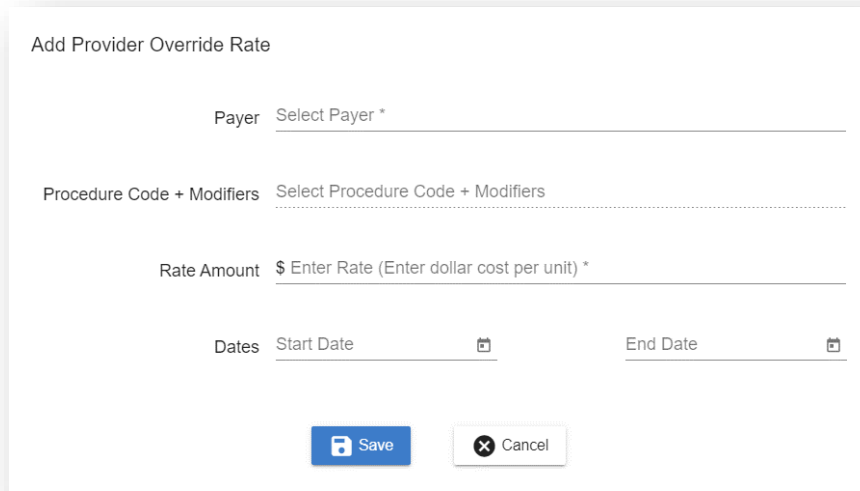
To add an override rate:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Override Rates** tab.



The screenshot displays the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), user information (TELLUSDEMO, Provider, Mike Rouse), and a red circle highlighting the 'Override Rates' tab. The left sidebar contains a 'Main Menu' with various navigation options. The main content area shows the 'Override Rates' tab with fields for Payer (Aetna Of Florida), Procedure Codes, Modifier 1 through 4, Start Date, and End Date. A red circle highlights a plus sign icon in the bottom left corner of the main content area.

5. Click the “add Provider Override Rates” icon (plus sign at bottom left of page).

A screenshot of a web form titled "Add Provider Override Rate". The form contains four main input sections: "Payer" with a dropdown menu labeled "Select Payer *"; "Procedure Code + Modifiers" with a dropdown menu labeled "Select Procedure Code + Modifiers"; "Rate Amount" with a text input field labeled "\$ Enter Rate (Enter dollar cost per unit) *"; and "Dates" with two date input fields labeled "Start Date" and "End Date", each accompanied by a calendar icon. At the bottom of the form are two buttons: a blue "Save" button with a floppy disk icon and a white "Cancel" button with a close icon.

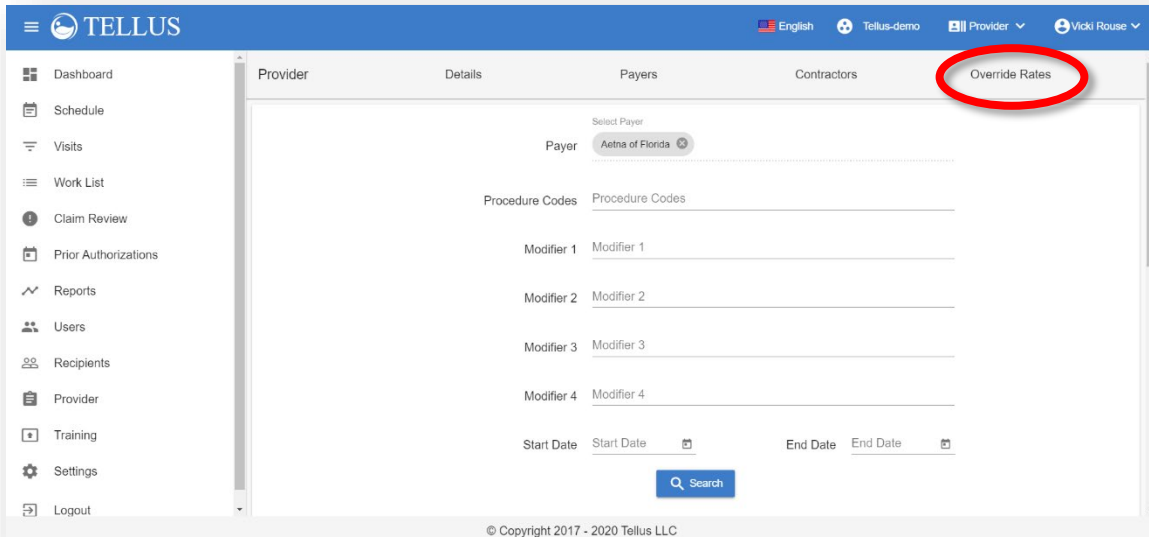
6. Click the **Payer** field and select the Payer whose rates you want to Override.
7. Click the **Procedure Code + Modifiers** field to select that service you want to override the rate for.
8. In the **Rate Amount** field, enter the new rate.
9. Enter the duration of the rate; click the [calendar icon](#) in the **Start Date** and **End Date** fields and select the appropriate dates.
10. Click **Save**.

Updating a Payer Override Rate

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payer Override Rates](#) > Updating a Payer Override Rate

To update a Payer Override Rate:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Override Rates** tab.



The screenshot shows the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), user information (Tellus-demo, Provider, Vicki Rouse), and a dropdown menu. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area is titled 'Provider' and has tabs for 'Details', 'Payers', 'Contractors', and 'Override Rates'. The 'Override Rates' tab is selected and circled in red. Below the tabs, there is a 'Select Payer' dropdown menu with 'Aetna of Florida' selected. Below this, there are fields for 'Procedure Codes', 'Modifier 1', 'Modifier 2', 'Modifier 3', and 'Modifier 4'. At the bottom, there are 'Start Date' and 'End Date' fields with calendar icons, and a 'Search' button. The footer indicates '© Copyright 2017 - 2020 Tellus LLC'.

5. [Search for the override rate](#) you want to update.
6. When results display, click the line for the override rate you want to update.

TELLUS

English Tellus-demo Provider Vicki Rouse

Start Date Start Date End Date End Date

Search

Provider Override Rates +

Procedure Code + Modifiers	Unit Type	Recipient Count	Payer Master Rate	Start Date	End Date	Provider Override Rate
S5150 Unskilled respite care /15m - TT-N/A-N/A-N/A	H	1	\$ 44.44	5/4/2020	5/26/2020	\$ 23
S9122 Home health aide or certifie - TT-N/A-N/A-N/A	H	3	\$ 15	5/4/2020	5/11/2020	\$ 2
S9122 Home health aide or certifie - N/A-N/A-N/A-N/A	H	1	\$ 15.0102	6/1/2020	8/30/2020	\$ 27

Edit Provider Override Rate

Provider TIN/EIN: 000000011

Enter Rate (Enter dollar cost per unit) *

Rate Amount \$ 27

Dates 06/01/2020 08/30/2020

Save Restore Delete

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7. Make changes as needed, and then click **Save**.

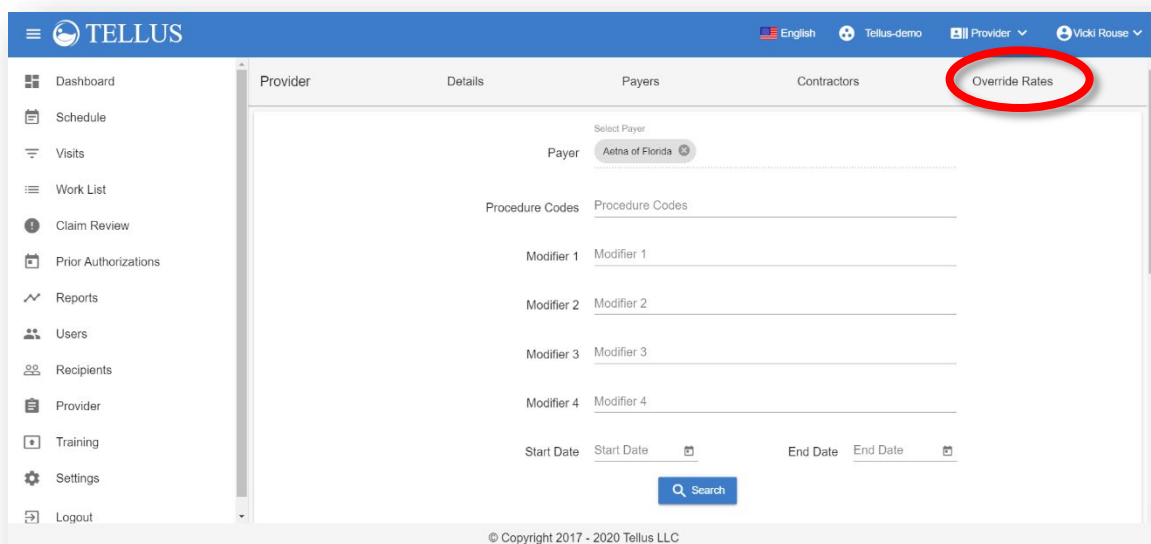
Restoring a Payer Override Rate

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payer Override Rates](#) > Restoring a Payer Override Rate

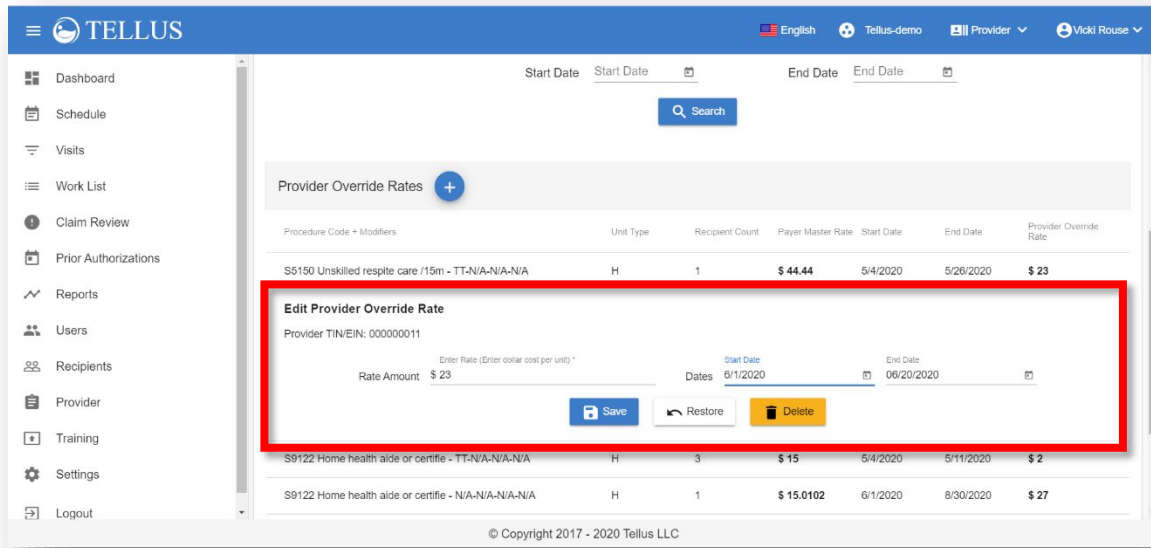
Override rates have a start and end date and are only applied to claims for visits that occur during that time. After the end date, the override rate expires, and Tellus eVV applies the original billing rate to the service.

You can restore an expired override rate:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Override Rates** tab.



5. [Search for the override rate](#) you want to restore.
6. When results display, click the line for the override rate you want to restore.



The screenshot shows the TELLUS web application interface. On the left is a sidebar with navigation links: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area is titled 'Provider Override Rates' and includes a search bar. Below the search bar is a table of override rates. The first row is highlighted with a red box, indicating it is the selected record for editing.

Procedure Code + Modifiers	Unit Type	Recipient Count	Payer Master Rate	Start Date	End Date	Provider Override Rate
S5150 Unskilled respite care /15m - TT-N/A-N/A-N/A	H	1	\$ 44.44	5/4/2020	5/26/2020	\$ 23
S9122 Home health aide or certifie - TT-N/A-N/A-N/A	H	3	\$ 15	5/4/2020	5/11/2020	\$ 2
S9122 Home health aide or certifie - N/A-N/A-N/A-N/A	H	1	\$ 15.0102	6/1/2020	8/30/2020	\$ 27

The 'Edit Provider Override Rate' form for the first entry includes the following fields:

- Provider TIN/EIN: 000000011
- Rate Amount: \$ 23
- Start Date: 6/1/2020
- End Date: 06/20/2020

Buttons for 'Save', 'Restore', and 'Delete' are located at the bottom of the form.

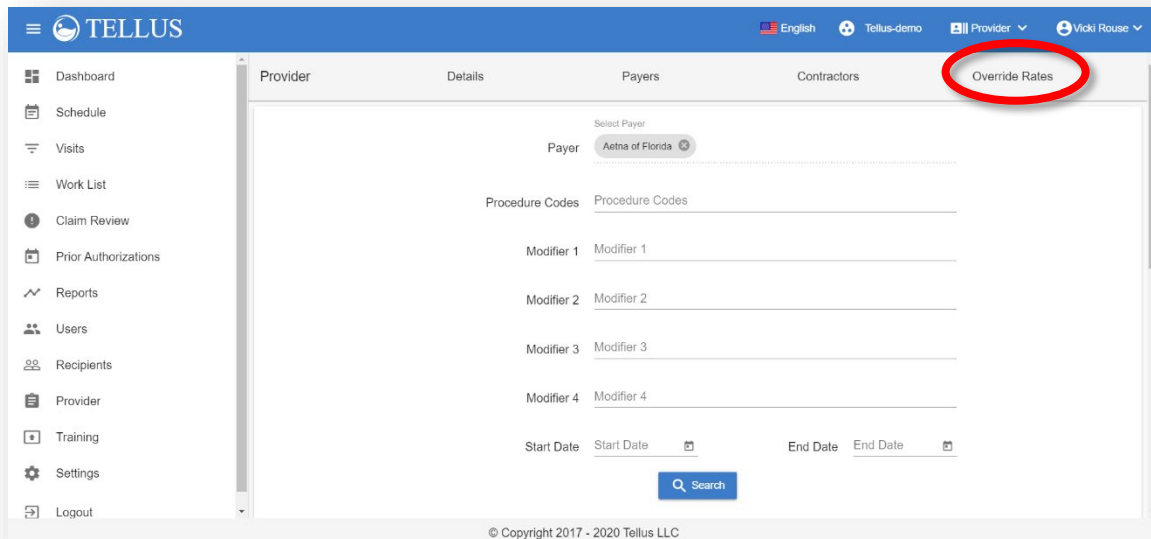
7. Change the **Start Date** and **End Date**.
8. Click **Restore**.

Deleting a Payer Override Rate

You are here: [Tellus eVV Administrator User Guide](#) > [Managing Provider Agencies](#) > [Managing Payer Override Rates](#) > Deleting a Payer Override Rate

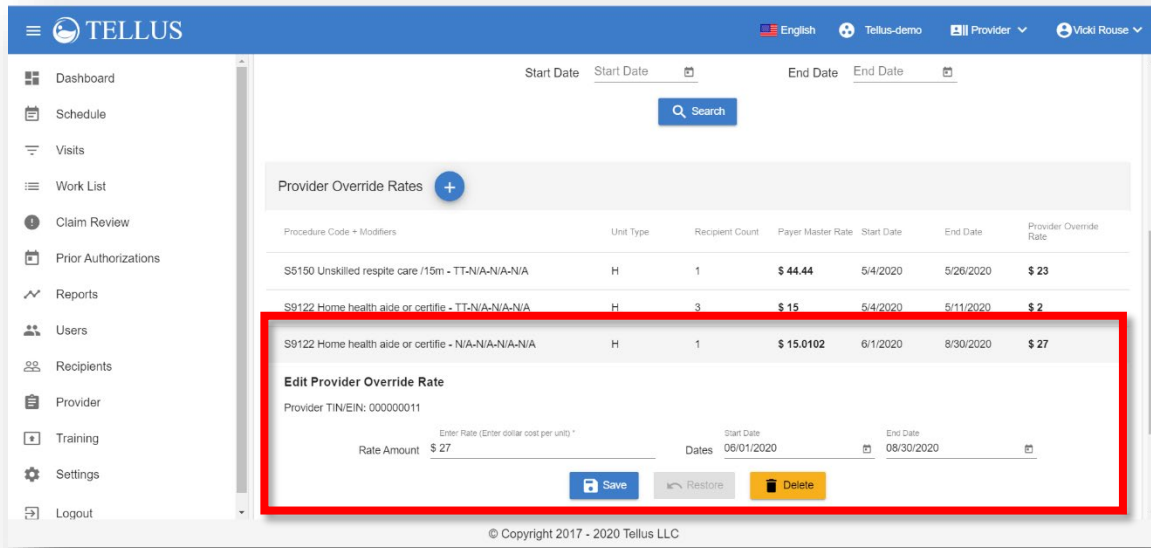
To delete a Payer Override Rate:

1. If your Provider agency has multiple locations, click the agency name in the banner to see a dropdown list of all agencies and select the one you want to update.
2. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
3. Click the **Provider** option.
4. Click the **Override Rates** tab.



The screenshot shows the Tellus eVV Administrator User Guide interface. The top navigation bar includes the Tellus logo, language settings (English), user information (Tellus-demo, Provider, Vicki Rouse), and a dropdown menu. The left sidebar contains a 'Main Menu' with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports, Users, Recipients, Provider, Training, Settings, and Logout. The main content area is titled 'Provider' and has tabs for 'Details', 'Payers', 'Contractors', and 'Override Rates'. The 'Override Rates' tab is selected and circled in red. Below the tabs, there is a 'Select Payer' dropdown menu with 'Aetna of Florida' selected. Below this, there are fields for 'Procedure Codes', 'Modifier 1', 'Modifier 2', 'Modifier 3', and 'Modifier 4'. At the bottom, there are 'Start Date' and 'End Date' fields with calendar icons, and a 'Search' button. The footer indicates '© Copyright 2017 - 2020 Tellus LLC'.

5. [Search for the override rate](#) you want to delete.
6. When results display, click the line for the override rate you want to delete.



TELLUS

English Tellus-demo Provider Vicki Rouse

Start Date Start Date End Date End Date

Search

Provider Override Rates +

Procedure Code + Modifiers	Unit Type	Recipient Count	Payer Master Rate	Start Date	End Date	Provider Override Rate
S5150 Unskilled respite care /15m - TT-N/A-N/A-N/A	H	1	\$ 44.44	5/4/2020	5/26/2020	\$ 23
S9122 Home health aide or certifie - TT-N/A-N/A-N/A	H	3	\$ 15	5/4/2020	5/11/2020	\$ 2
S9122 Home health aide or certifie - N/A-N/A-N/A-N/A	H	1	\$ 15.0102	6/1/2020	8/30/2020	\$ 27

Edit Provider Override Rate

Provider TIN/EIN: 000000011

Enter Rate (Enter dollar cost per unit) *

Rate Amount \$ 27

Dates Start Date 06/01/2020 End Date 08/30/2020

Save Restore Delete

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7. Click **Delete**.

Related Topics

- [Searching for a Provider](#)
- [Searching for a Provider Agency](#)
- [Updating Provider Agency Details](#)
- [Managing Payers](#)
- [Managing Contractors](#)

Reporting

You are here: [Tellus eVW Administrator User Guide](#) > Reporting

Click a topic below:

[Generating a Report](#)

[Exporting a Report](#)

Generating a Report

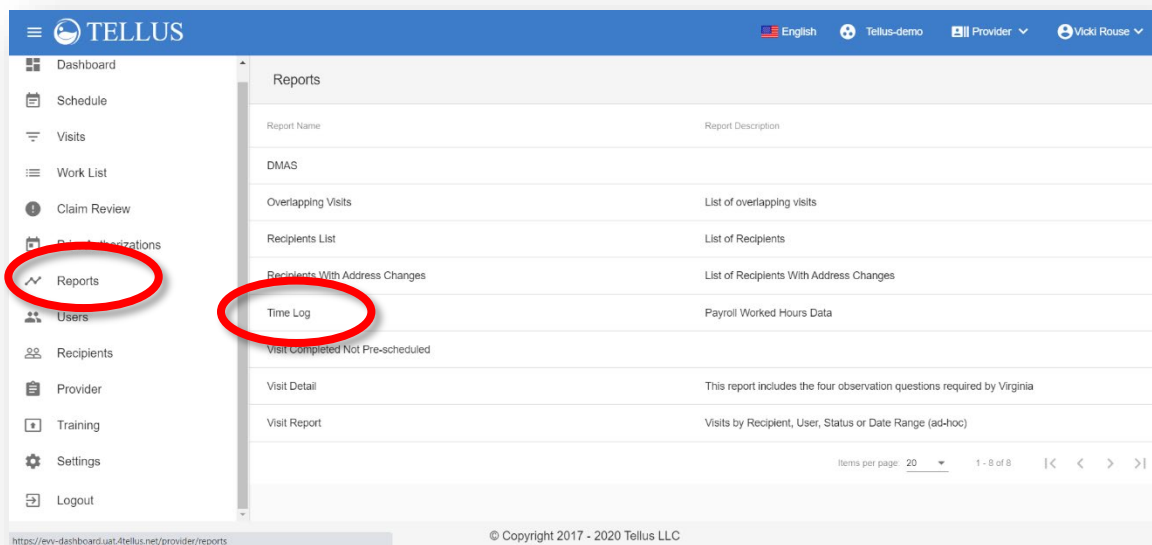
You are here: [Tellus eVV Administrator User Guide](#) > [Reporting](#) > Generating a Report

The Administrator Console offers several reports, including the Time Log report that gives you a list of hours worked by Caregiver, and the Visit Report that lets you see a list of completed tasks for Recipients (tasks are not shown in Visit Detail).

The Time Log report is used as an example in these instructions to show you how to generate a report. Filters are different for each report, but making selections and generating all reports is the same.

To generate one of the standardized reports:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Reports**.





3. Click the name of the report you want to generate.
4. When the report displays, you will see filters on the left side of the page.

You may need to scroll down to see all filters.

Reports > Time Log

Export ▼ Zoom in 🔍 Zoom out 🔍

Start Date
2020-05-06 

End Date
2020-05-06 

Recipient
Available: 2 Selected: 0
Search list... 🔍
Jimmy Marley
John Chung
✓ All ✗ None ☑ Invert

Caregiver
Available: 1 Selected: 0
Search list... 🔍
Dale Carr

TELLUS DEMO ACCOUNT
Time Log
Time Log: May 6, 2020 - May 6, 2020

Caregiver	Recipient Name	Payer ID	Procedure Code	Scheduled Start Time	Scheduled End Time	Scheduled Hours	Actual Start Time	Actual End Time
Dale Carr	Jimmy Marley	AETH	T1019	05/06/2020 9:05:40 AM	05/06/2020 9:35:40 AM	0.50	05/06/2020 9:05:40 AM	05/06/2020 10:35:40 AM
Dale Carr	John Chung	AETH	S9122 TT	05/06/2020 10:15:49 AM	05/06/2020 10:45:49 AM	0.50	05/06/2020 10:15:49 AM	05/06/2020 10:45:49 AM
Grand Totals:						1.00		

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5. Make your entries and selections for any or all of the available filters.
 - For some reports, like the Time Log Report shown, you may be able to enter a range, such as dates, for the data you want to see. Use the dropdown calendar for the **Start Date** and **End Date** to choose the date range you want to see payroll for.
 - Filters like **Recipient** that have tabs titled **Available** and **Selected** allow you to choose from a list. You can:

- Check **All** at the bottom of the list to see all data elements that appear on the **Available** tab.
When you do, all elements will appear on the **Selected** tab and the number on the **Selected** tab will be updated.
 - Click individual elements on the **Available** tab if you only want to see a few data elements on the report. Your selections will appear on the **Selected** tab and the number on that tab will change to the number of data elements you selected.
 - Remove any individual element you selected on either the **Available** or **Selected** tab. Click the “x” to the left of the data element you do not want included on the report.
 - Remove all data elements you selected by clicking **None** on the **Available** tab; the **Selected** tab will be updated accordingly.
6. After making all your entries and selections, click **Apply**.

Reports > Time Log

Start Date
2020-01-01

End Date
2020-05-27

Recipient

Available: 44
Selected: 4

Search list...

Aaron Becker
Mary Doe
fernando durand
Bradley Marte
Jimmy Marley
Bob Hammond
Nikita Buslov
Chris Fernican
Beres Brown
Fred Flintstone

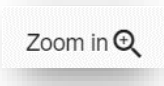
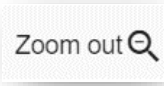
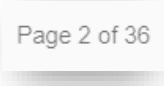




☒ All
☒ None
☒ Invert

Caregiver

Available: 39
Selected: 0

Search list...

7. Use the buttons listed below to view the contents of the report. Zoom options appear at the top of the page; paging options appear at the bottom of the page. You may need to scroll down to see them. You can also [export the report](#).

Button	Description
	Zoom in to enlarge report.
	Zoom out to reduce size of report.
	See the number of the page displayed as well as the total number of pages in the report.
	Return to the first page of the report.
	Move back one page.
	Move forward one page.
	Move to last page of the report.

Related Topic

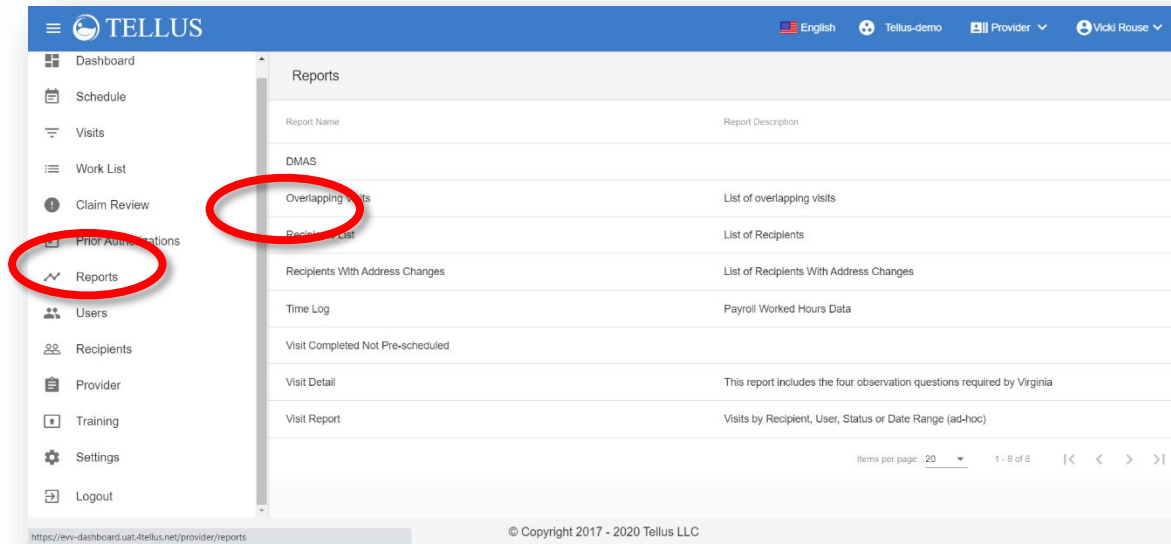
- [Exporting a Report](#)

Exporting a Report

You are here: [Tellus eVV Administrator User Guide](#) > [Reporting](#) > Exporting a Report

To generate one of the standardized reports:

1. Expand the **Main Menu**. (See [Viewing the Main Menu](#) for more information).
2. Click **Reports**.
3. Click the name of the report you want to generate.



4. Use the filters to [select the data](#) you want included on your report and then click **Apply**.

Reports > Payroll report

Export ▼ Zoom in 🔍 Zoom out 🔍

Start Date
2019-09-18

End Date
2019-09-18

Recipient
Available: 4 Selected: 0
Search list...
Bob Hammond
fernando durand
John Chung
Peter Cliff
☐ Select ... ☐ Desele... ☐ Invert

Caregiver
Available: 2 Selected: 0
Search list...
Dale Carr

TELLUS DEMO ACCOUNT
Payroll Report
Payroll Period: September 18, 2019 - September 18, 2019

Caregiver Name	Recipient Name	Procedure Code	Scheduled Start Time	Scheduled End Time	Scheduled Hours	Actual Start Time	Actual End Time
Cameron, Salazar 5555555555 18282704609 cameron.salazar@4tellus.com							
	Maria, Marte DOB: 02/05/1934	T1019	09/18/2019 2:45:33 PM	09/18/2019 4:45:33 PM	2.00	09/18/2019 2:50:48 PM	09/18/2019 2:56:27 PM
Totals:					2.00		
Dale, Carr 19547194556 dale.carr@4tellus.com							
	Bob, Hammond DOB: 01/23/1961	S5130	09/18/2019 2:45:05 PM	09/18/2019 3:00:05 PM	0.25	09/18/2019 1:50:37 PM	09/18/2019 1:52:19 PM
	John, Chung DOB: 01/01/1967	S5130	09/18/2019 11:00:54 AM	09/18/2019 11:30:54 AM	0.50	09/18/2019 1:20:59 PM	09/18/2019 1:23:58 PM
	Peter, Cliff DOB: 01/23/1961	S5130	09/18/2019 2:05:26 PM	09/18/2019 2:35:26 PM	0.50	09/18/2019 1:46:27 PM	09/18/2019 1:48:59 PM
	John, Chung DOB: 01/01/1967	S9122	09/18/2019 11:00:54 AM	09/18/2019 11:30:54 AM	0.50	09/18/2019 1:20:59 PM	09/18/2019 1:23:58 PM

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5. Click the **Export** dropdown and select the format for your report.

TELLUS

English TELLUSDEMO Provider Vicki Rouse

Reports > Time Log

Start Date: 2020-05-07 End Date: 2020-05-07

PDF

Excel (Paginated)

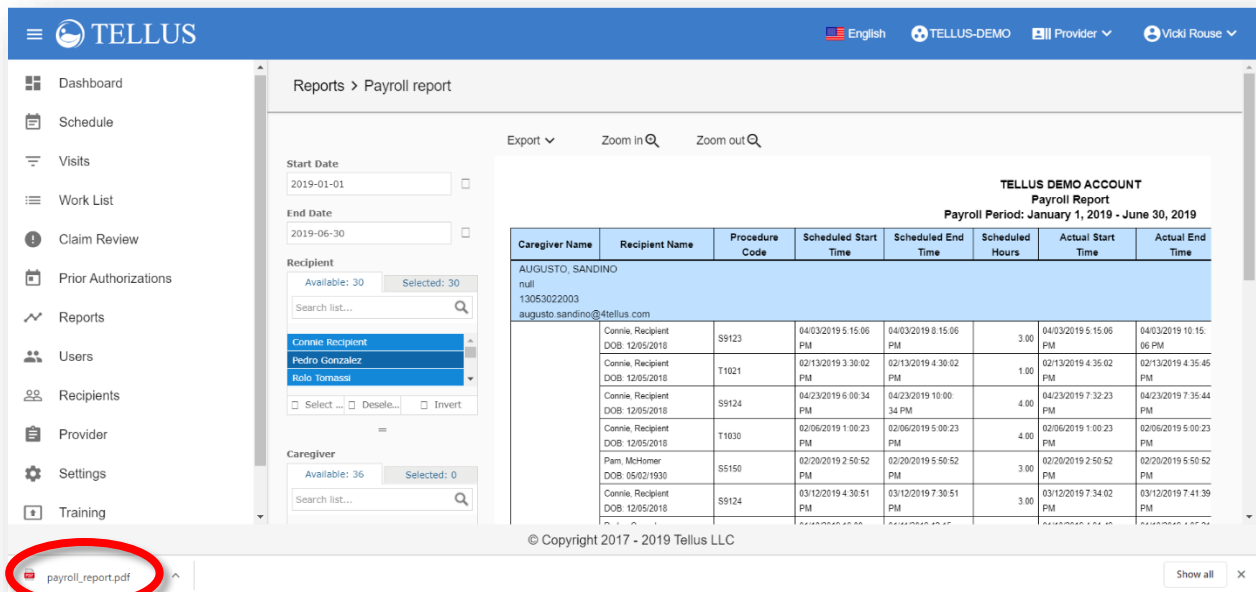
XLSX (Paginated)

TELLUS DEMO ACCOUNT
Time Log
Time Log: May 7, 2020 - May 7, 2020

Recipient Name	Payer ID	Procedure Code	Scheduled Start Time	Scheduled End Time	Scheduled Hours	Actual Start Time	Actual End Time
Chris Barker	AETH	S5130	05/07/2020 12:20:21 PM	05/07/2020 12:50:21 PM	0.50	05/07/2020 12:20:21 PM	05/07/2020 12:50:21 PM
Conrado Caduco	Peter Parker	AETH	05/07/2020 12:25:22 PM	05/07/2020 2:35:22 PM	2.00	05/07/2020 12:25:22 PM	05/07/2020 2:35:22 PM
Dale Carr	Aaron Becker	AETH	05/07/2020 5:05:12 AM	05/07/2020 5:50:12 AM	0.75	05/07/2020 7:36:12 AM	05/07/2020 9:30:12 AM
Grand Totals:					3.25		

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6. When the report is downloaded, it will appear at the bottom left of your screen.



TELLUS

English TELLUS-DEMO Provider Vicki Rouse

Dashboard Schedule Visits Work List Claim Review Prior Authorizations Reports Users Recipients Provider Settings Training

Reports > Payroll report

Export Zoom In Zoom out

Start Date: 2019-01-01 End Date: 2019-06-30

Recipient: Available: 30 Selected: 30 Search list...

Connie, Recipient Pedro Gonzalez Rolo, Tomasani

Caregiver: Available: 36 Selected: 0 Search list...

TELLUS DEMO ACCOUNT Payroll Report Payroll Period: January 1, 2019 - June 30, 2019

Caregiver Name	Recipient Name	Procedure Code	Scheduled Start Time	Scheduled End Time	Scheduled Hours	Actual Start Time	Actual End Time
AUGUSTO, SANDINO	Connie, Recipient	S9123	04/03/2019 5:15:06 PM	04/03/2019 8:15:06 PM	3.00	04/03/2019 5:15:06 PM	04/03/2019 10:15:06 PM
13053022003	Connie, Recipient	T1021	02/13/2019 3:30:02 PM	02/13/2019 4:30:02 PM	1.00	02/13/2019 4:35:02 PM	02/13/2019 4:35:45 PM
augusto.sandino@4tellus.com	Connie, Recipient	S9124	04/23/2019 6:00:34 PM	04/23/2019 10:00:34 PM	4.00	04/23/2019 7:32:23 PM	04/23/2019 7:35:44 PM
	Connie, Recipient	T1030	02/06/2019 1:00:23 PM	02/06/2019 5:00:23 PM	4.00	02/06/2019 1:00:23 PM	02/06/2019 5:00:23 PM
	Pam, McHomer	S5150	02/20/2019 2:50:52 PM	02/20/2019 5:50:52 PM	3.00	02/20/2019 2:50:52 PM	02/20/2019 5:50:52 PM
	Connie, Recipient	S9124	03/12/2019 4:30:51 PM	03/12/2019 7:30:51 PM	3.00	03/12/2019 7:34:02 PM	03/12/2019 7:41:39 PM

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payroll_report.pdf Show all

7. Click the download indicator to open the report.

Related Topic

- [Generating a Report](#)