Tellus eVV Mobile App User Guide Contents

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Getting Started

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Mobile App Overview

Tellus eVV provides a downloadable Mobile App that you can access on your smartphone or tablet. The app allows you, the caregiver, to view your schedule, get turn-by-turn directions to the recipient's location and track mileage in real-time using your smart device's built-in GPS, and verify visits on location, making it easy and efficient for both you and your provider agency.

The Tellus eVV Mobile App:

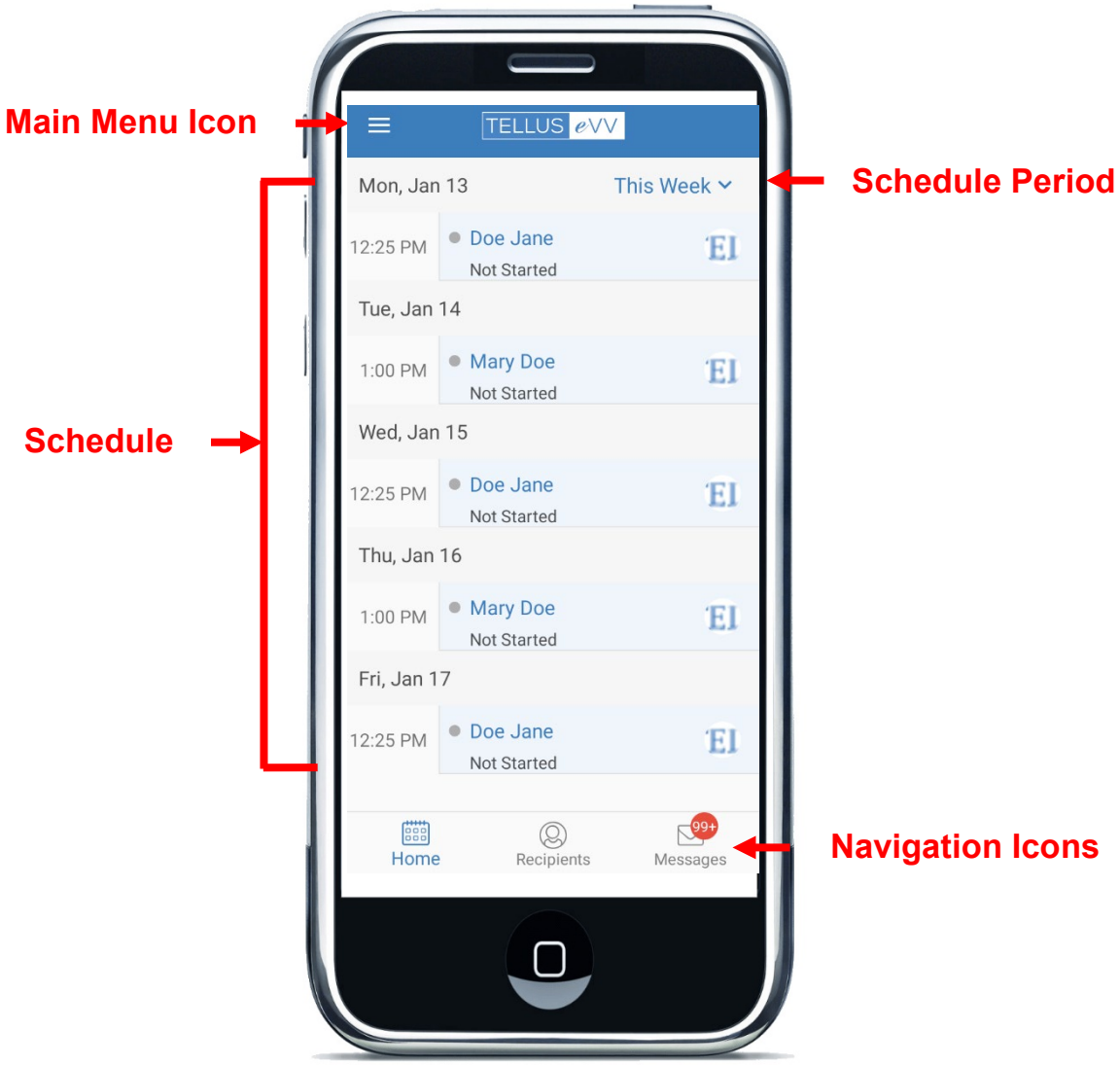
- Is customized and displays your schedule, the recipient's complete care plan with service detail and the recipient's profile.
- Allows validation and verification of services with an electronic signature.
- Allows you and your provider agency administrator to communicate safely and securely.

The app's home page (which displays your schedule) has these components:

- **Main Menu:** Located at the top left of the screen, the menu provides options that let you request a password change, get help, view provider agencies, update your profile, choose the language you want to see in the app, choose face or fingerprint ID if your device offers it, and log out.
- Schedule period dropdown: Located at the top right of the home page where you view your schedule, allows you to select the time period you want to see your schedule for. You can choose **Today** (the default), **Last Week**, **This Week**, or **Next Week**.
- Navigation icons at the bottom of the screen organize information and provide access to different types of information:
  - **Home**: Displays your schedule for the schedule period you select. For each scheduled visit, you will see the visit day, date, time, recipient's name, and appointment status (**Not Started**, **Late, Missed**, **In Progress** and **Completed**). When you select a visit, you can see:
    - The recipient's complete care plan with service detail.

- Services and tasks, which you and the Recipient (or their designated signer) sign off with an electronic signature.

- **Recipients:** Shows all the recipients for whom you provide care. You can see:
  - Recipient addresses and choose one to open Google maps to get directions.
  - Phone numbers.
  - Emergency contact information.
  - Documents that have been uploaded by your administrator.
  - Any notes you may have entered for completed visits or that your administrator has entered.
- **Messages:** Allows your provider agency administrator to communicate with you safely and securely. You cannot send or reply to messages; you can only receive them.



Related Topics

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Installing the Mobile App

The Mobile App can be downloaded via the app stores available on any smart mobile device.

Android

1. On your Android device, locate the Play Store.
2. Open the Play Store app.
3. Search, or browse, for **Tellus eVV+**.
4. Select the Tellus eVV+ app.
5. Tap ***Install***.

   The app will download to your device. You are now ready to self-register.

Apple iOS

1. On your iPhone, iPad or iPod Touch, locate the Apple App Store.
2. Search, or browse, for **Tellus eVV+**.
3. Select the Tellus eVV+ app.
4. Tap ***Get*** on the right side of the screen, then follow the instructions to ***Install.***

   If asked, enter your Apple login credentials.

   The app will download to your device. You are now ready to self-register.

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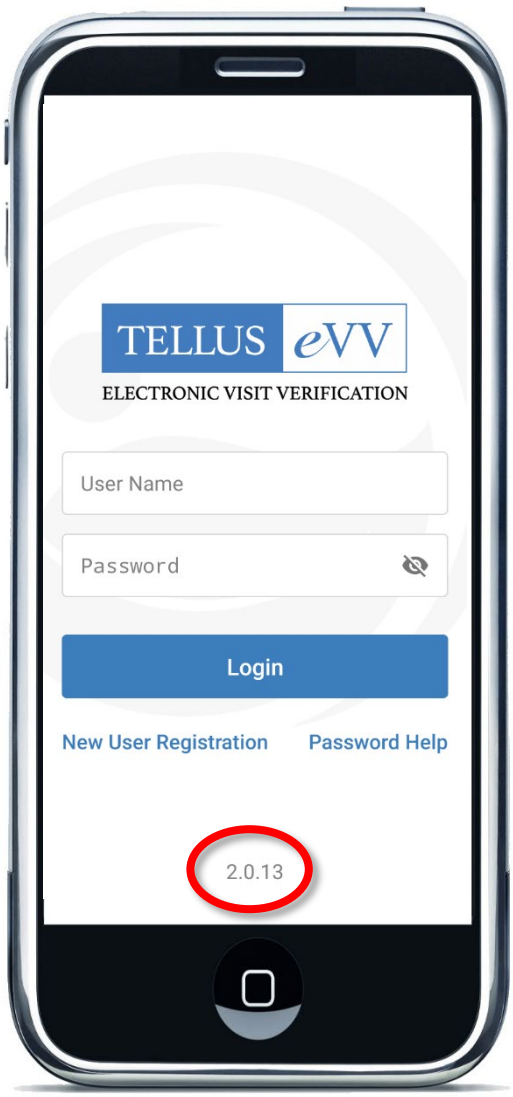
Updating your App

Tellus regularly releases updates to our mobile app. The most recent version of the Tellus eVV software is iOS 2.0.14 and Android 2.0.13.

To confirm the version of the Tellus eVV software that is on your smart device, open the Tellus application from the smart device. The version number appears at the bottom of the logon page.



If the current version isn't iOS 2.0.14 or Android 2.0.13, you should update your app.

It is also important to be on the most current version of your device's operating system. Watch this YouTube video to learn how:
https://www.youtube.com/watch?v=BzToB7fB2t0

Updating Tellus eVV on an Android Device

1. On your Android, go to Play Store.
2. Find and open the Tellus eVV+ app.
3. Touch ***Update***.

Updating Tellus eVV on an Android Device

Note: If you have an Apple 11, Tellus eVV+ will update automatically. For previous versions, follow the instructions below.

1. On your Apple, go to Apple Store.
2. Find and open the Tellus eVV+ app.
3. Touch ***Update***.

> *Note: If your device supports auto updating, it is best to set the device to "auto update."*

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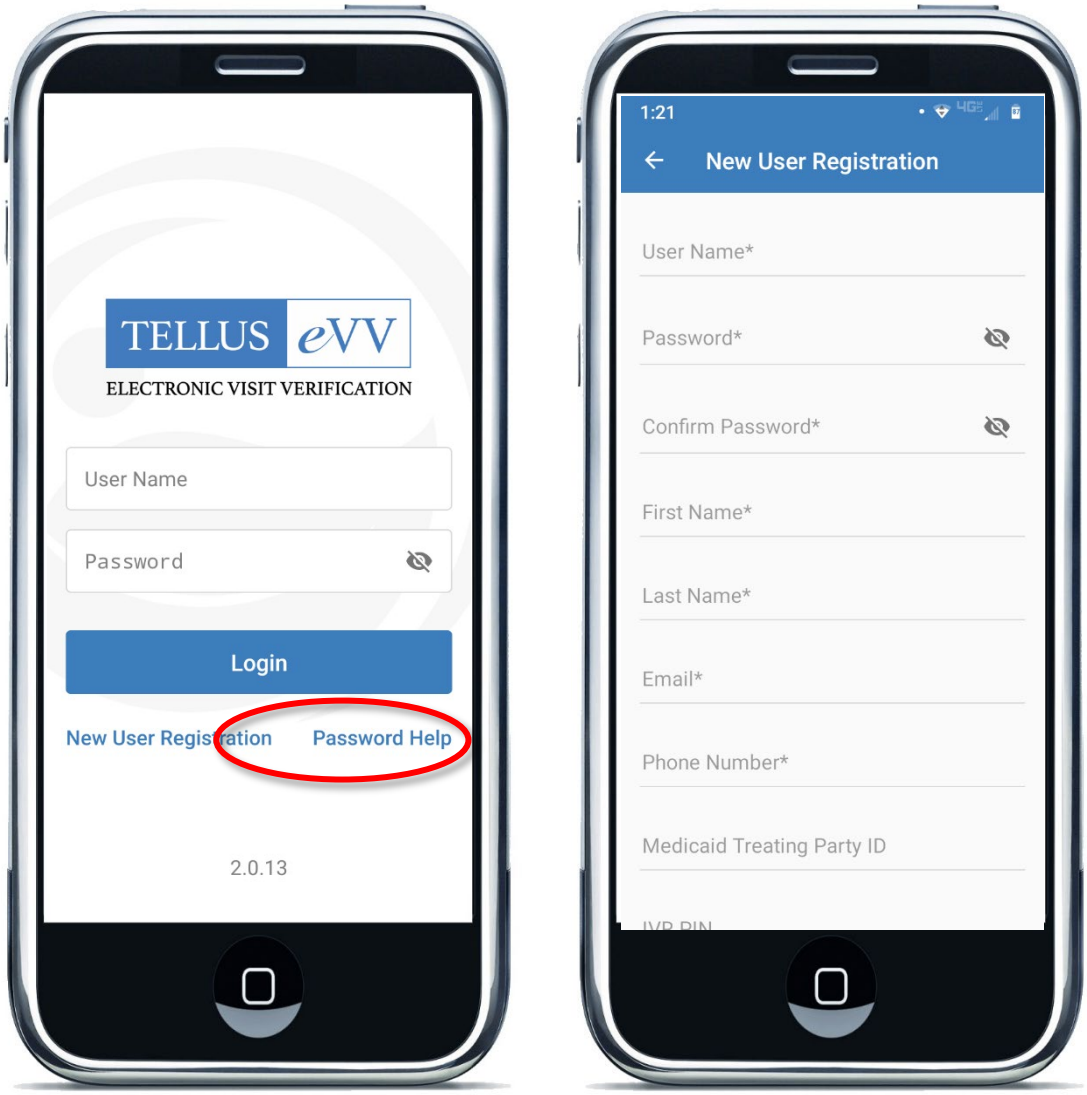
Self-Registering

You must self register before you can receive a user name and password to log into the Tellus eVV Mobile app. Follow the steps below.

Note: If your device has face or fingerprint recognition as security options, be sure to turn it on from the Main Menu before you self-register. Otherwise, you will need to use a PIN to unlock the app.

1. After installing the Mobile App, open it and, tap **New User Registration** on the logon screen.
2. When the New User Registration page opens, complete all required fields (marked with *).



- **User name**: Enter a user name that is easy to remember; it must be unique from any other User who has previous registered.
- **Password**: Enter a password that is unique to you; you are the only one who should know it.
- **First Name** and **Last Name**.
- **Email**: Enter your email address. The combination of email and phone number must be unique for each user; do not use a generic corporate email address.

- **Phone Number**: Enter your phone number. The combination of email and phone number must be unique for each user; do not use the main number for an agency.

  Note: For users who work for more than one Home Health Agency, the same user name and password CAN be used for all agencies.

- **Rendering Provider ID/Medicaid ID**: Enter the 9-digit ID assigned to you if you have one.
- **IVR PIN**: This functionality is not currently enabled, but the field is required; enter any 7-digit number.
- **Caregiver Type**: use the drop-down list to select your position or role.

3. Tap ***Submit***.

Note: If your device does not have face or fingerprint identification, or if neither is turned on, you will be prompted to enter a 4-digit security code that you will use to unlock the app.

You will receive your user name and password via email from the Tellus System after you've self-registered. This information will be required to log in to the Mobile App.

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Logging In

After you self-register, you will receive an email with the subject line 'Update your Account.' The email provides a link to a web page where you can verify your email address and enter a new password. You only need to complete that step once, then you're ready to log in.

Note: If you do not see the email, check your Junk or Spam folder.

To log into the mobile app:

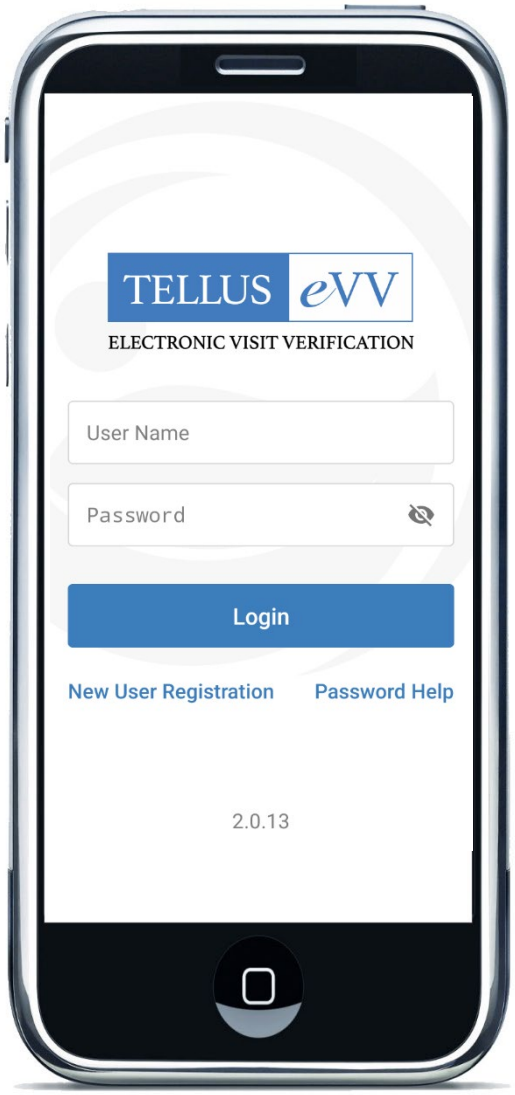
1. Tap the Tellus eVV+ icon to launch the Mobile App.
   - Enter your **User name**.

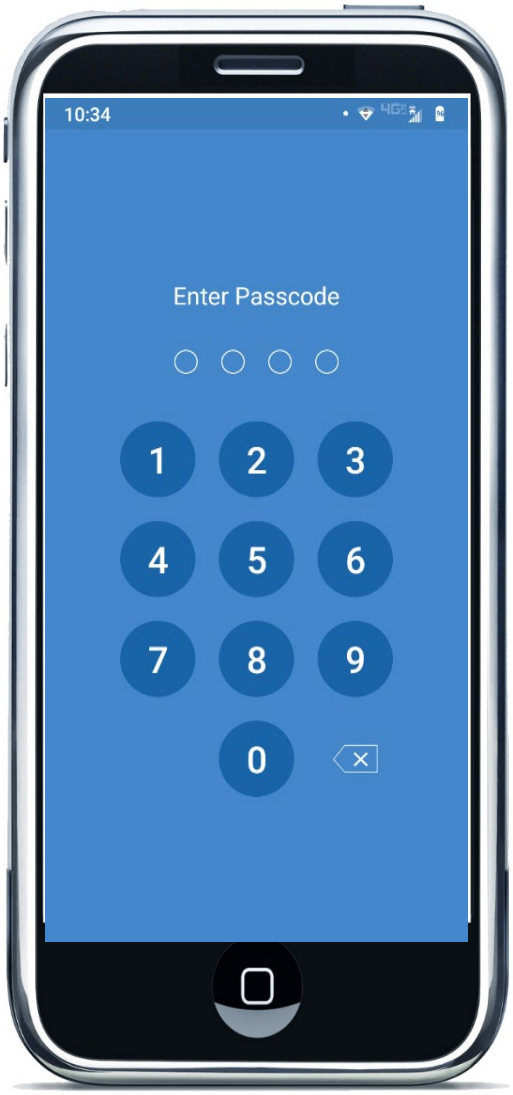
     If you need help with your user name, contact customer support at 833-4TELLUS or support@4tellus.com.
   - Enter your **Password**.

     Note: The password is hidden by default; tap the "eye" icon if you need to see it.

     If you forgot your password, simply tap ***Password Help*** to reset your password. Or, contact your system administrator who can also reset your password, if necessary. You will receive an email with the subject line "Update Your Account." It will contain a link that allows you to enter a new password. This link is valid for 36 hours; if you do not change your password within that time, you will need to reset your password again.
2. Tap ***Login***.
3. Unlock the app by using the security feature your device is set up for: fingerprint ID, face ID, or passcode.

   You will remain logged in until you log out of the app; however, the app will lock any time your device goes to sleep or any time you navigate to a different app. Again, to unlock the Tellus eVV app, use the security feature your device is set up for: fingerprint ID, face ID, or passcode.





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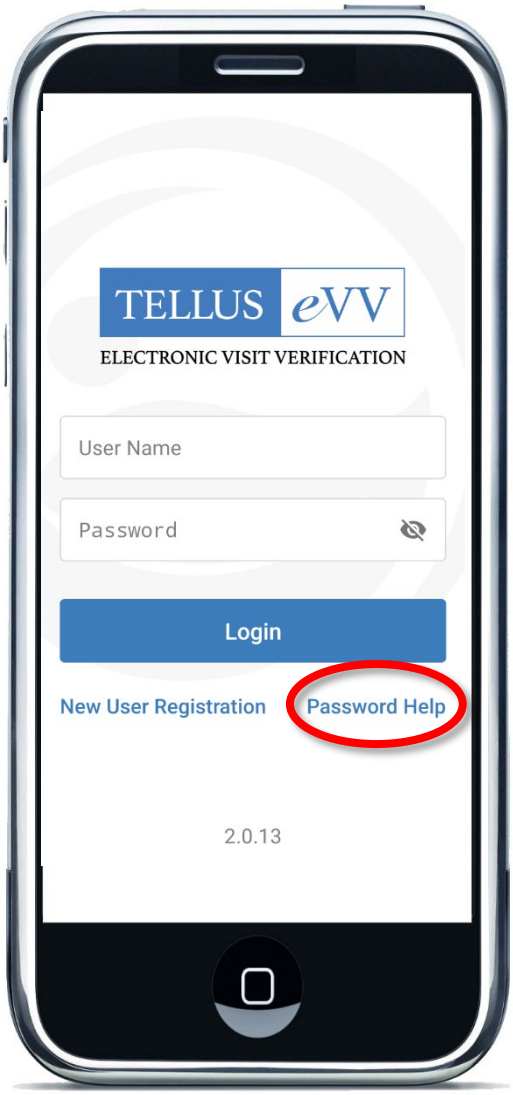
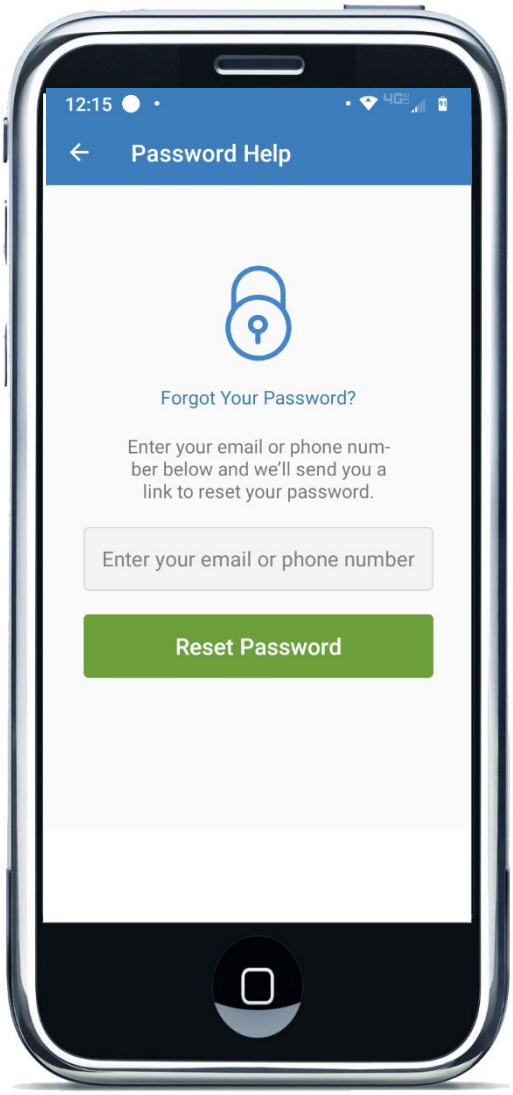
Forgetting your Password

If you forget your password, you can reset it from the Tellus eVV logon screen:

1. Tap ***Password Help***.
2. Enter your email address or phone number.
3. Tap ***Reset Password***.

   You will receive an email with the subject line "Update Your Account." It will contain a link that allows you to enter a new password. This link is valid for 36 hours; if you do not change your password within that time, you will need to reset your password again.





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Changing Your Password

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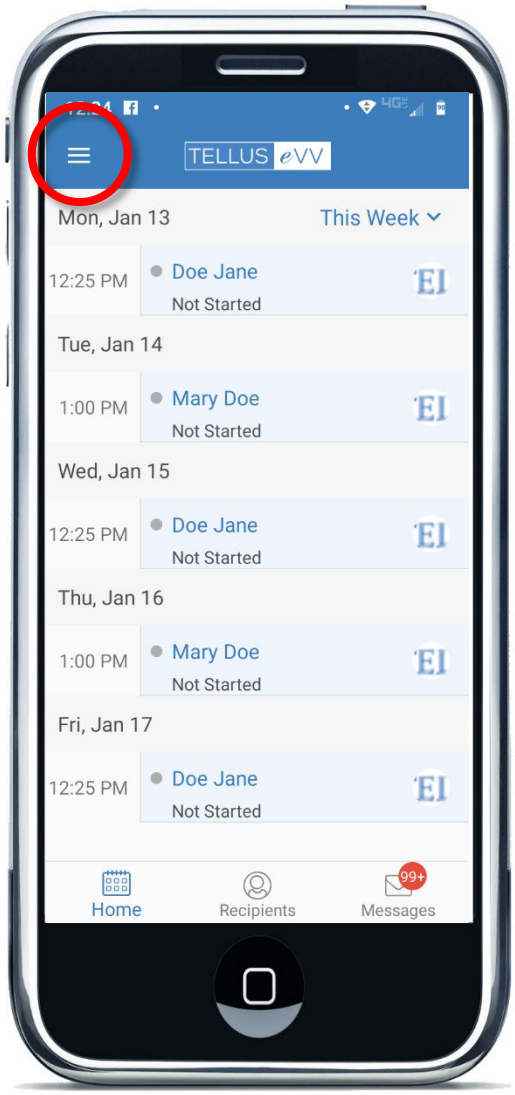
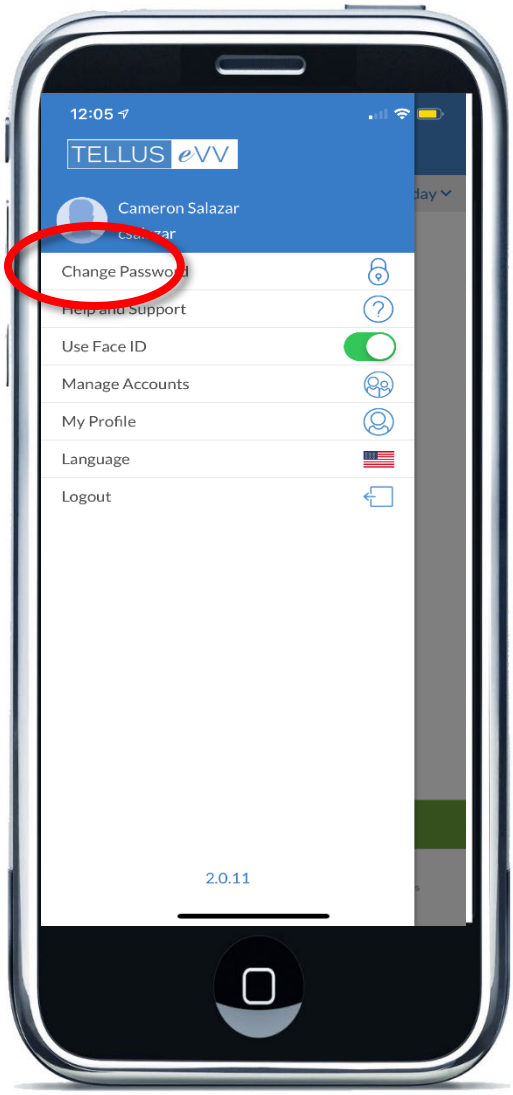
1. Tap the **Main Menu** icon in the upper left-hand corner of the screen.
2. Tap ***Change Password***.



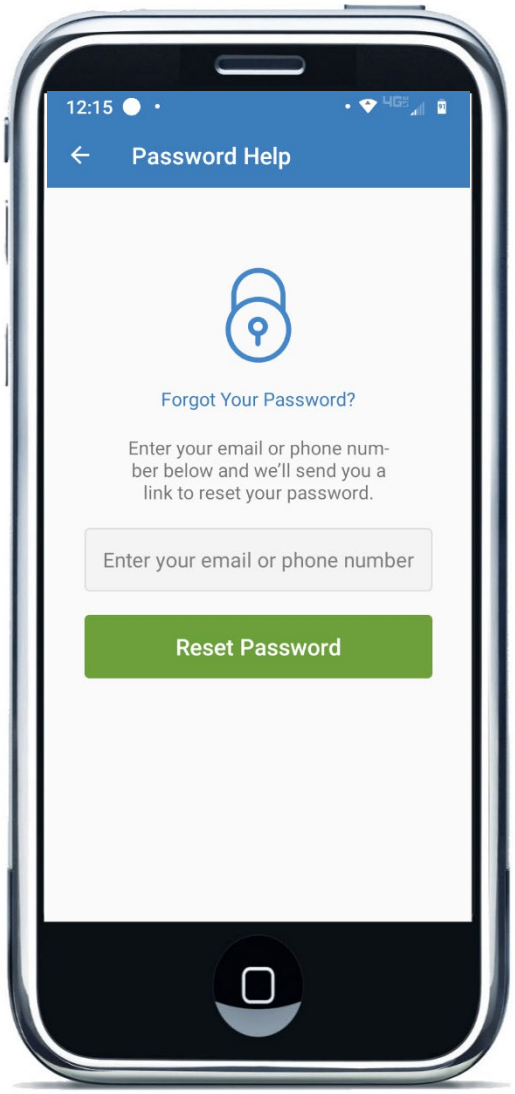


3. When the **Change Password** screen appears, enter your **Old Password**, your **New Password** and then retype your new password in the **Confirm Password** field.

All entries are hidden by default. Tap the “eye” icon on any of these fields, to see your entry.

4. Tap ***Change Password***.

   Your password is successfully updated.



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Accessing the Main Menu

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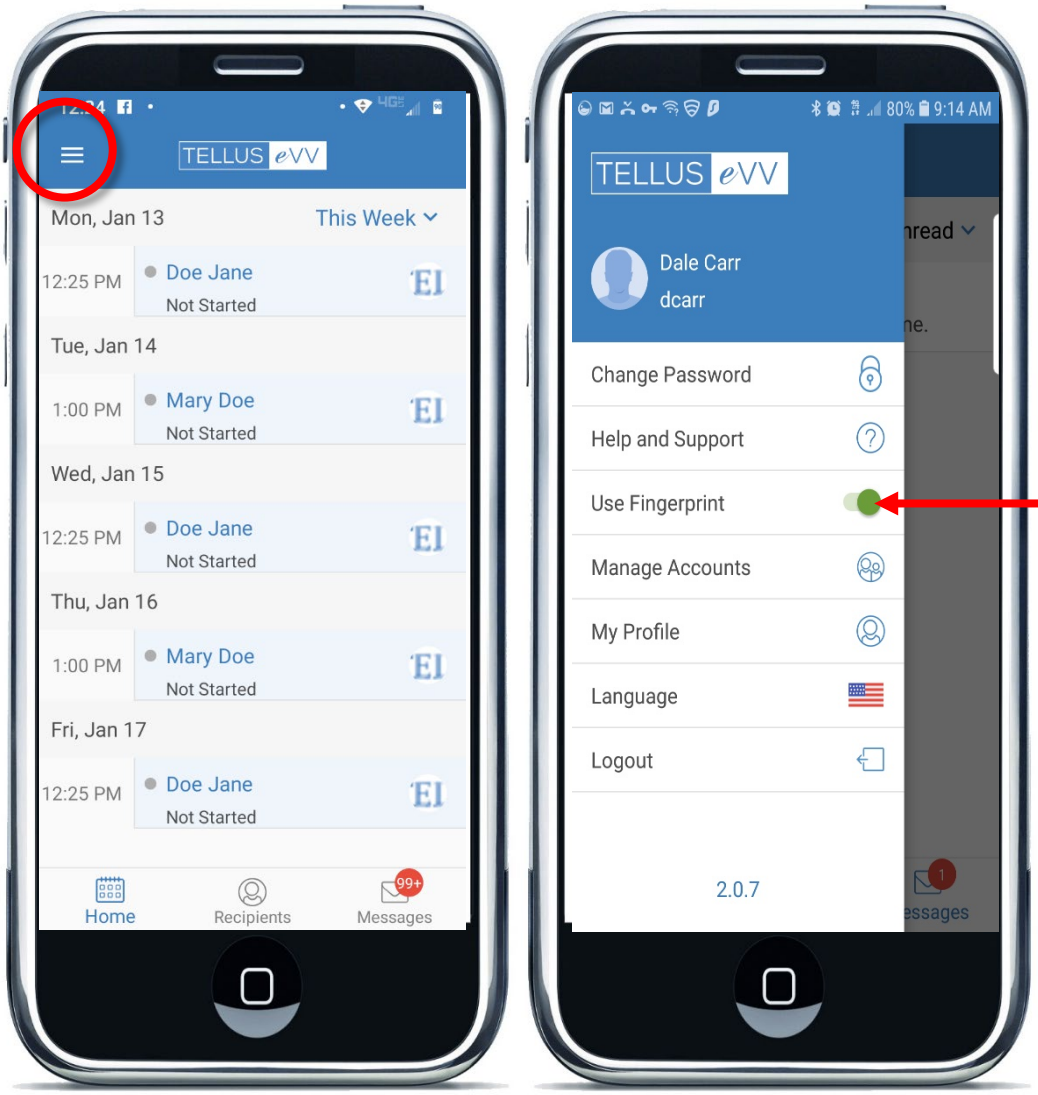
The **Main Menu** icon, sometimes called the "hamburger" icon, is located in the upper left-hand corner of the mobile app screen.

1. Tap the icon to display the full menu.
2. You can access the features listed below from the **Main Menu**.



If your phone has a fingerprint or face ID security feature it will show here.

- ***Change Password***

- ***Help and Support*** provides access to phone support
- ***Use Fingerprint*** or ***Use Face ID*****:** (This function is available only on devices that have fingerprint ID or face ID capabilities. If your phone has either, and you use them to secure your device, move the toggle to the right to turn this feature on. If your phone has either, and you do not use them to secure your device, leave the featured turned off (toggle to the left); you will be prompted to enter a 4-digit security code during self registration.
- ***Manage Accounts***, where you can view invitations from Providers that you have accepted. These are your active accounts.
- ***Manage Profile***, where you can change your name, address, and other personal information.
- ***Change Language*** allows you to select the language that you want to see in the mobile app.
- ***Logout*** allows you to log out of the app.

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Changing the Time Period View on the Home Page

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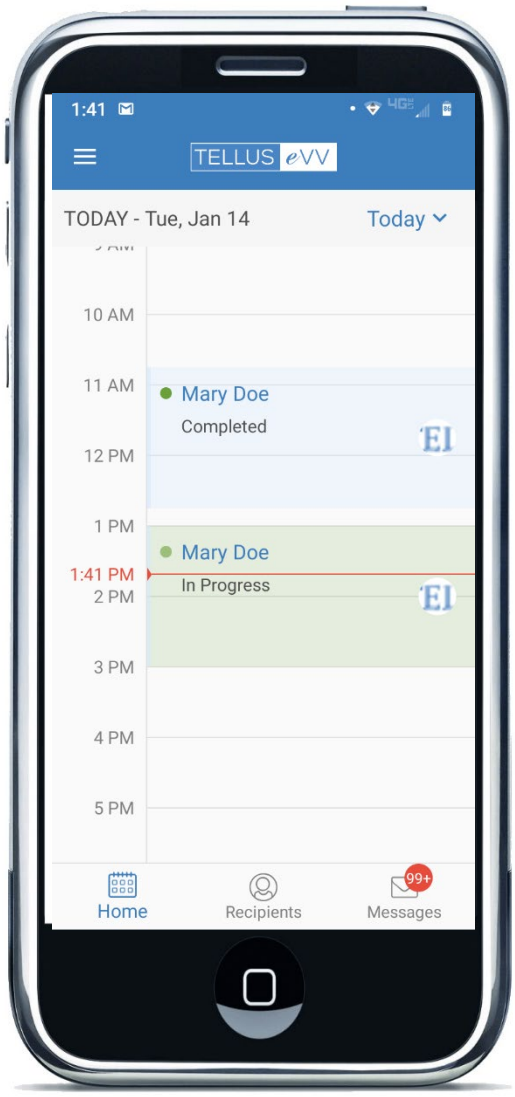
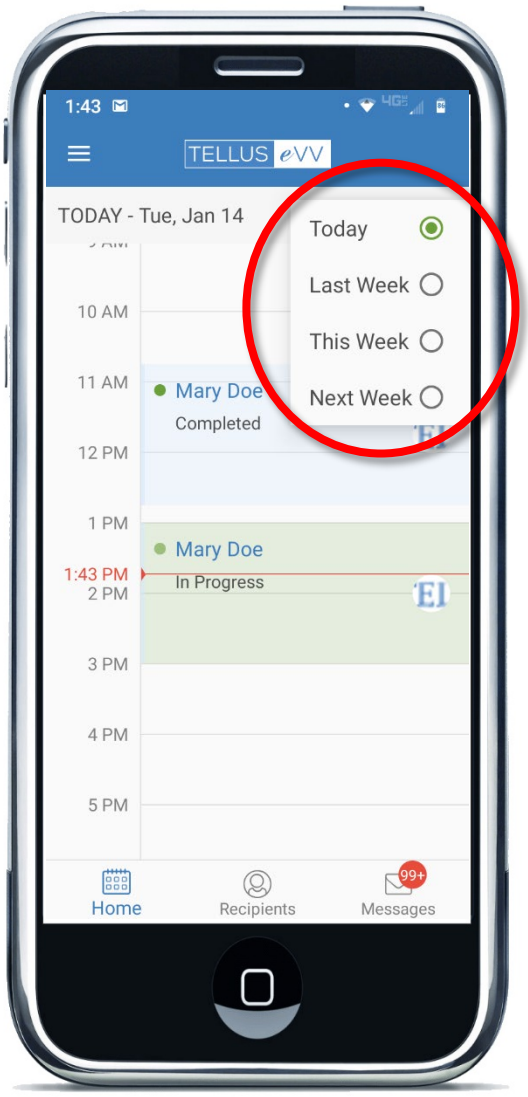
When you open the Tellus eVV mobile app it opens to the home page where you will see your schedule. The default schedule view is 'Today.' Tap the time period drop-down list in the upper right corner to choose another time period: **Last Week**, **This Week**, or **Next Week**.





The **Home** page now displays the schedule for the time period you selected.

Visits are color coded with a dot to the left of each scheduled visit. The color of the dot indicates the **Status** of the scheduled visit:

- Green: successfully completed.
- Red: visit was not completed; a note should be entered for all missed visits.
- Yellow: provider is late for the scheduled visit.
- Gray: scheduled visit has not been started.

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Accessing Help and Support

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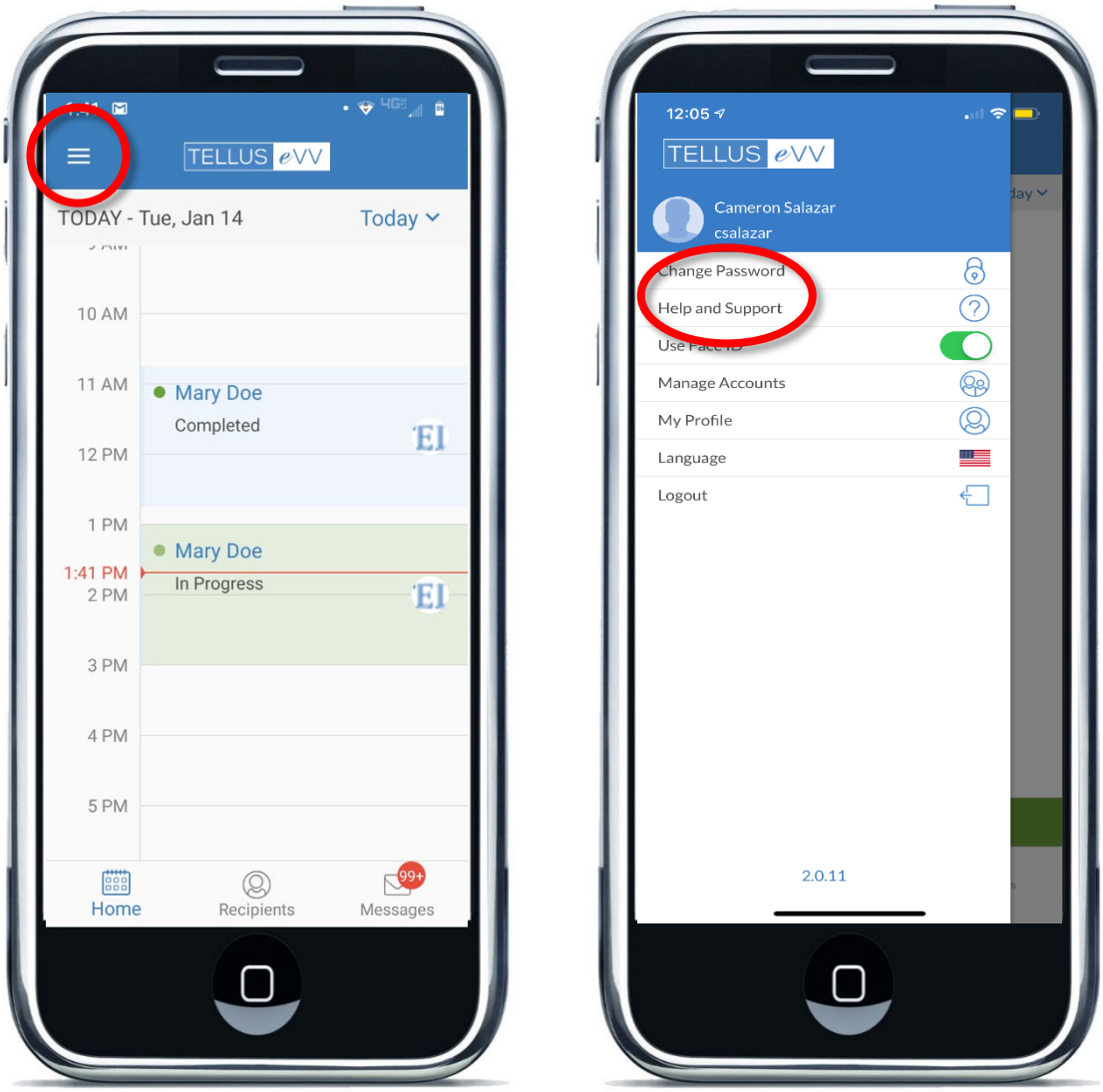
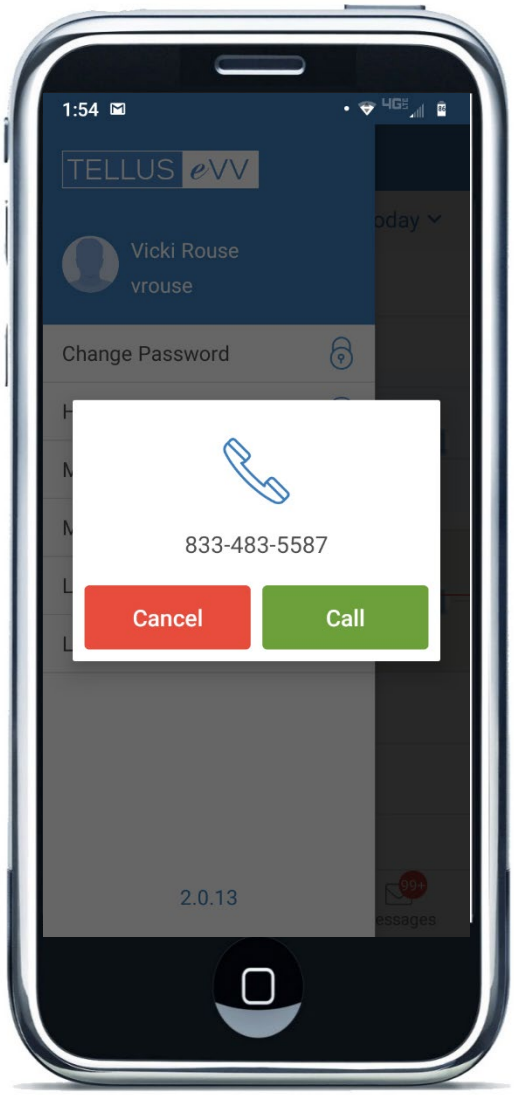
1. Tap the **Main Menu** icon in the upper left-hand corner of any page to open the menu.
2. Tap ***Help and Support***.



3. Tap ***Call*** to speak to a Customer Support Representative.



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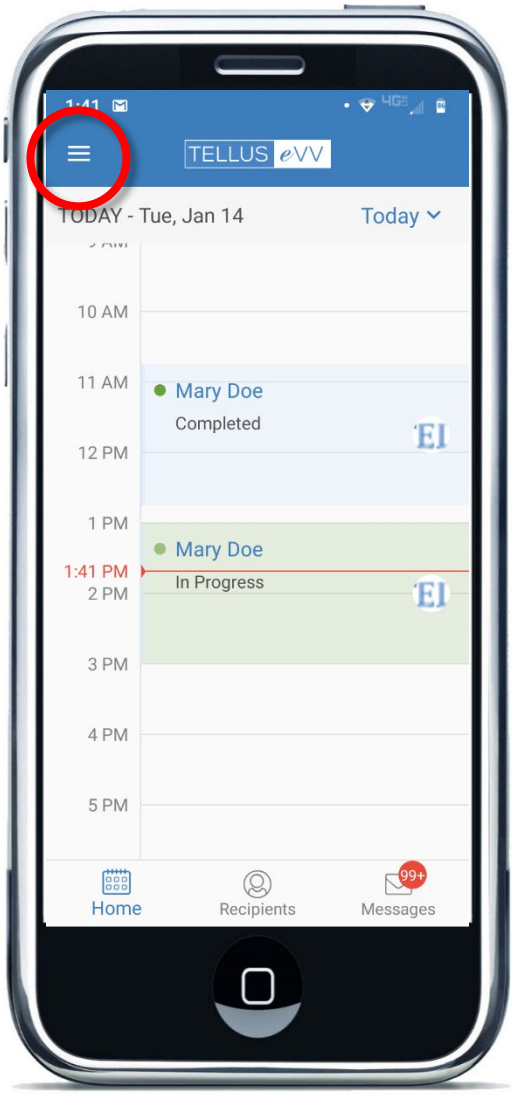
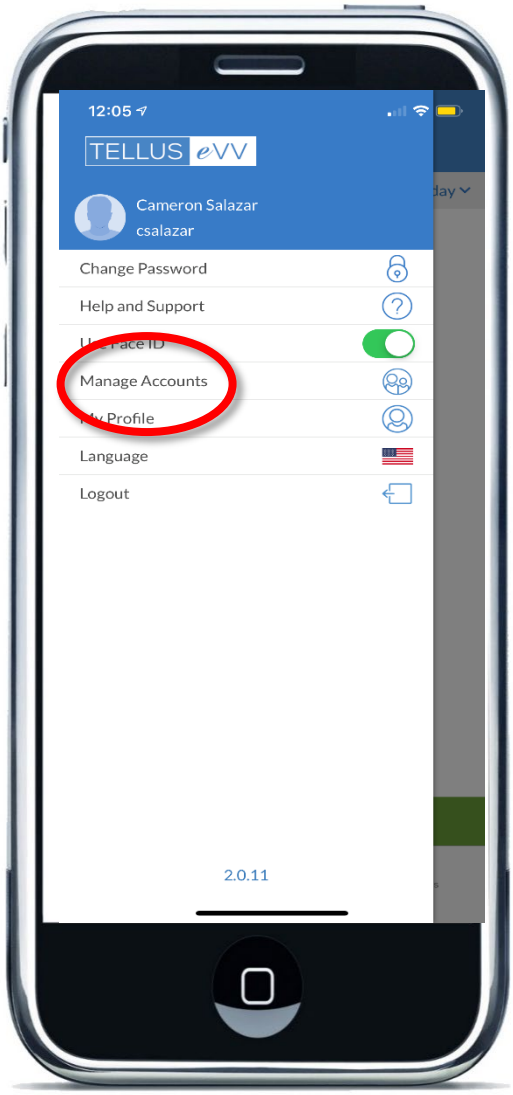
Viewing Active Agencies (Accounts)

The agencies you work for are called "accounts" in the Tellus eVV Mobile App. The system administrator for an account will "invite" to join the account by email. When you accept an invitation, it will appear on the ***Manage Accounts*** page. To see accepted invitations:

1. Tap the **Main Menu** icon in the upper left corner of your screen.
2. Tap ***Manage Accounts*.**

   All accepted accounts will appear under Managed Accounts.


TELLUS eVV
TODAY - Tue, Jan 14
Today
10 AM
11 AM
Mary Doe
Completed
12 PM
1 PM
Mary Doe
1:41 PM
In Progress
2 PM
3 PM
4 PM
5 PM
Home
Recipients
Messages
99+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TELLUS eVV
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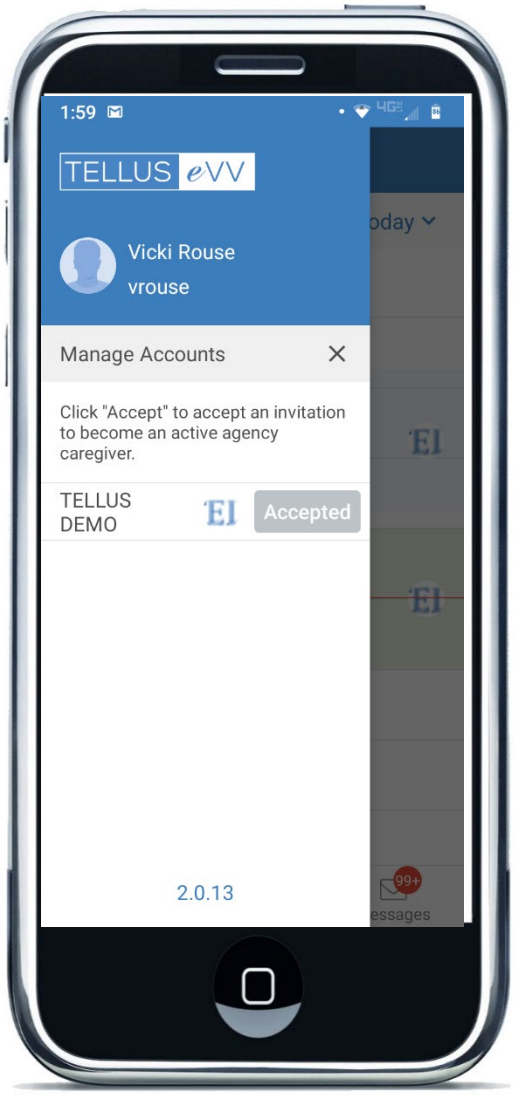
Change Password
Help and Support
Manage Accounts
Language
Logout
2.0.11



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Managing Your Profile

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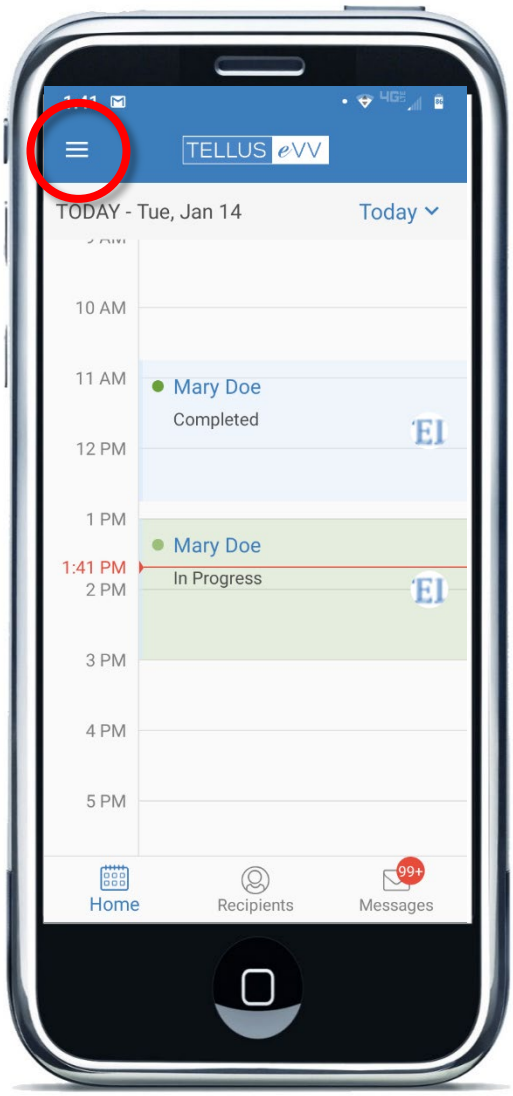
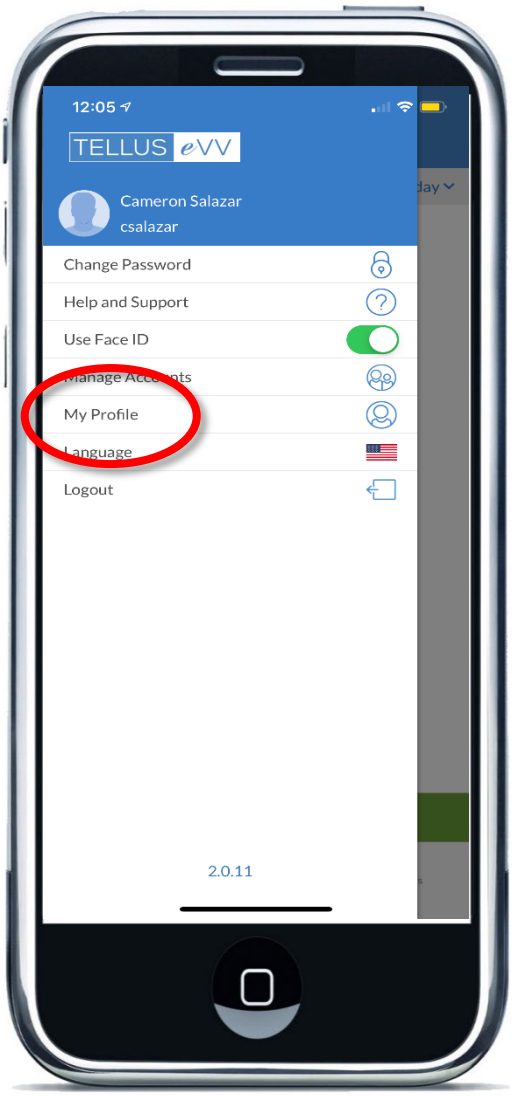
When you self-registered, you should have entered most information in your profile. You should update your profile to complete any remaining information. Of course, you can change your profile information at any time. Follow these steps:

1. Tap the **Main Menu** icon in the upper left-hand corner of the page.
2. Tap ***My Profile*** to open the **My Profile** page.

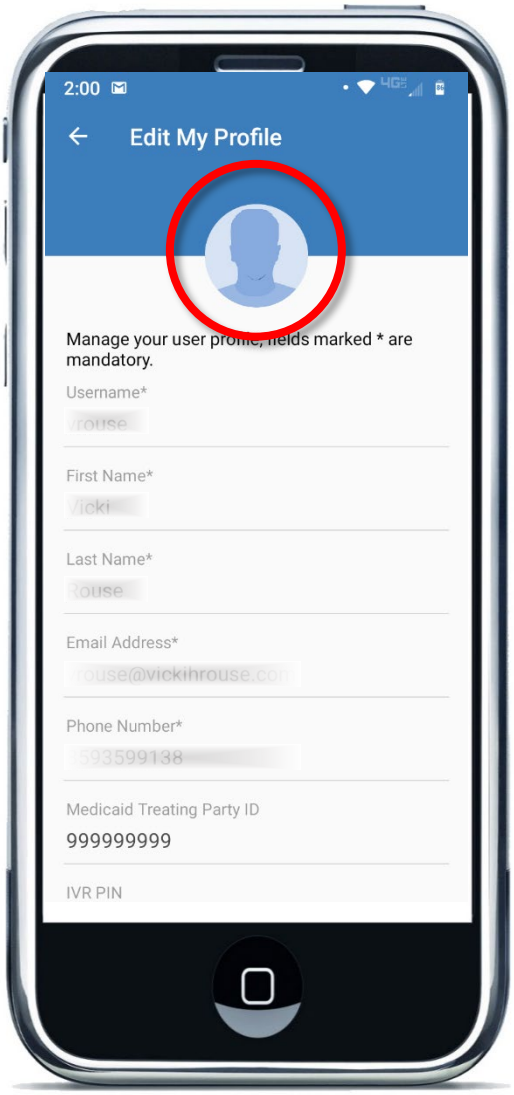


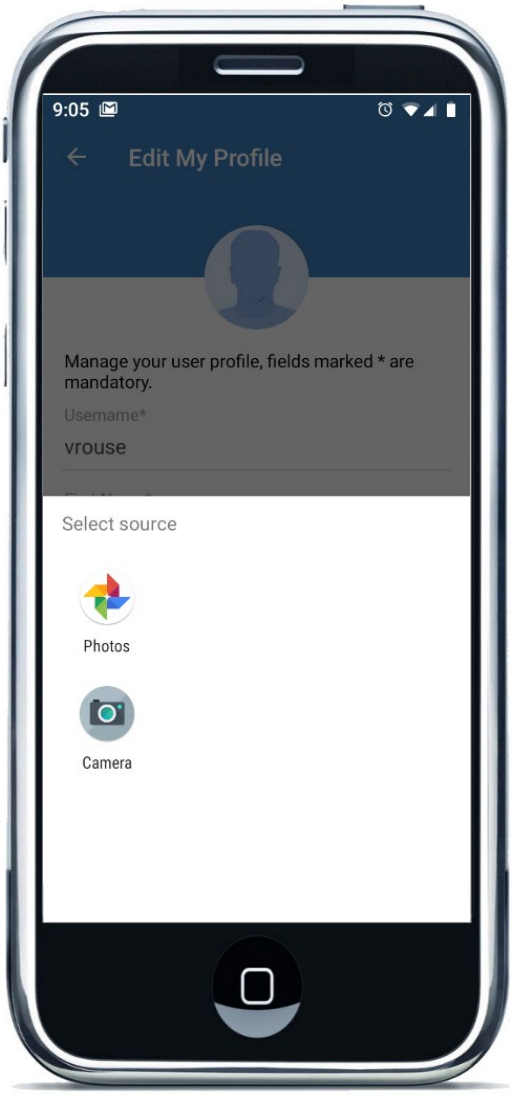


3. You can edit the following information (you will need to scroll down to see all fields and to see the ***Save*** button).

   *Note: Fields with * are required.*

   – Add a photo: Tap the image area and either take a new picture or select from your existing photos.





- The following information should have been entered when you self-registered; edit any of the following fields, if needed.
  - **User name**: Update your user name using one that that is easy to remember; it must be unique from any other User who has previously registered.
  - **Password**: Enter a new password. Be sure it is unique to you; you are the only one who should know it.
  - **First Name** and **Last Name** can both be changed.
  - **Email**: Update your email address if needed. Remember, the combination of email and phone number must be unique for each user, so do not use a generic corporate email address.
  - **Phone Number**: Update your phone number if needed. Remember, the combination of email and phone number must be unique for each user; do not use the main number for an agency.

    Note: For users who work for more than one Home Health Agency, the same user name and password CAN be used for all agencies.

  - **Rendering Provider ID/Medicaid ID**: Update the 9-digit ID assigned to you if you have one.
  - **IVR PIN**: This functionality is not currently enabled, but the field is required; enter any 7-digit number.
  - **Caregiver Type**: Use the drop-down list to change your position or role, if needed.
- The following information was *not* requested during self-registration, but some fields are required (marked with *):
  - **Date of Birth**: Tap the calendar icon to open a calendar to select your date of birth.
  - **SSN last 4**: Enter the last four digits of your social security number.
  - **Address Line 1**, **Address Line 2**, **City**, **State**, and **Zip** are optional fields.

4. When you finish, tap ***Save*** at the bottom of the screen.

Related Topics

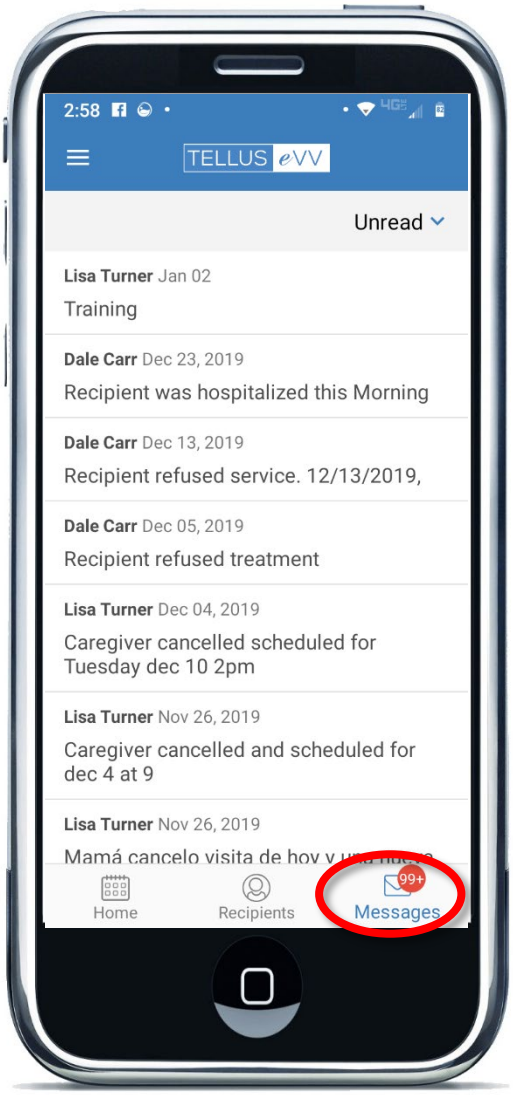
- Mobile App Overview
- Installing the Mobile App
- Updating your App
- Self-registering
- Logging In
- Forgetting your Password
- Changing your Password
- Accessing the Main Menu
- Changing the Time Period View on the Home Page
- Accessing Help and Support
- Viewing Active Agencies (Accounts)
- Checking Messages
- Logging Out

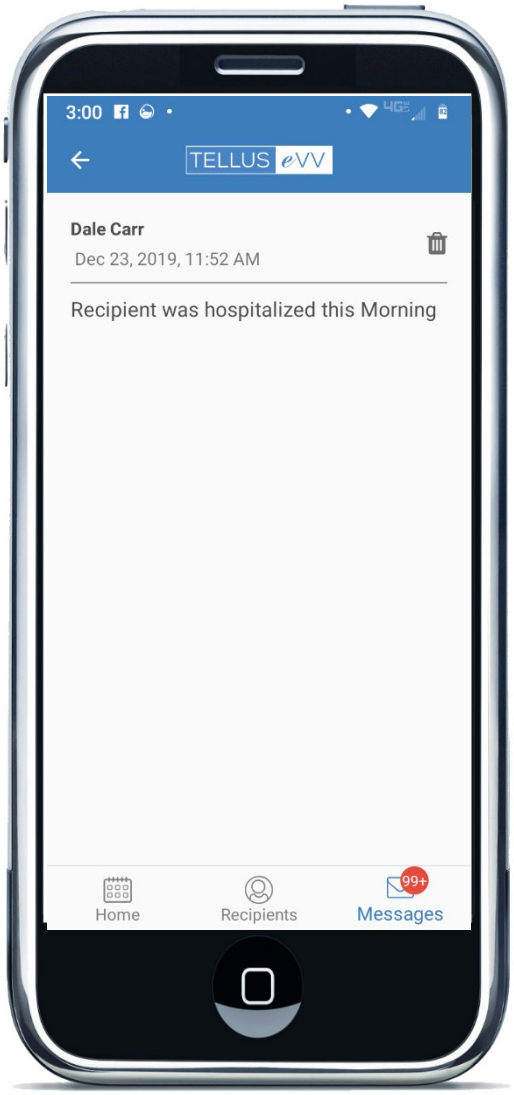
Checking Messages

Viewing Messages

When your administrator adds a note to a Recipient record, it will come to you as a message.

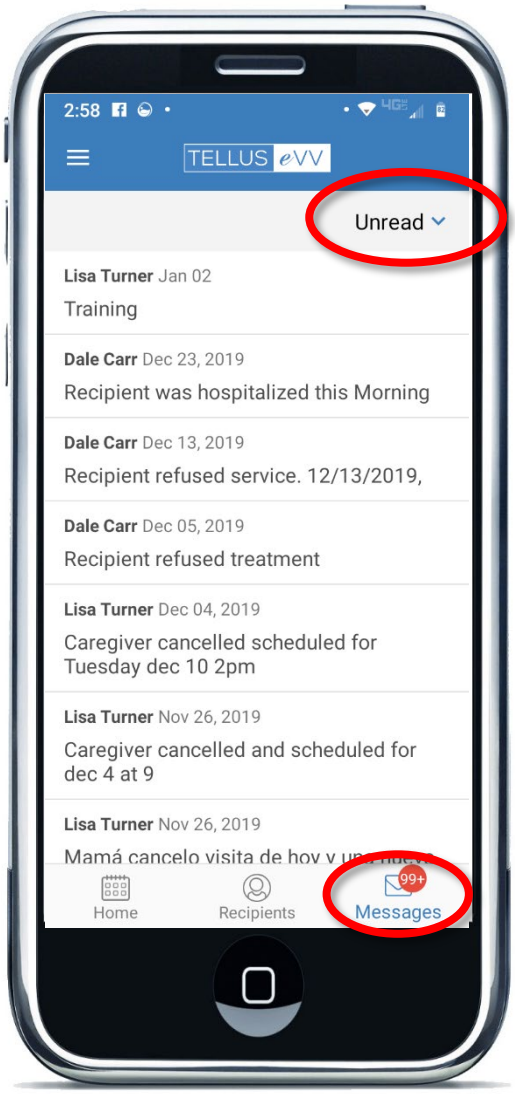
1. Tap ***Messages*** at the bottom of any page to see messages.
2. Tap a message to open it.

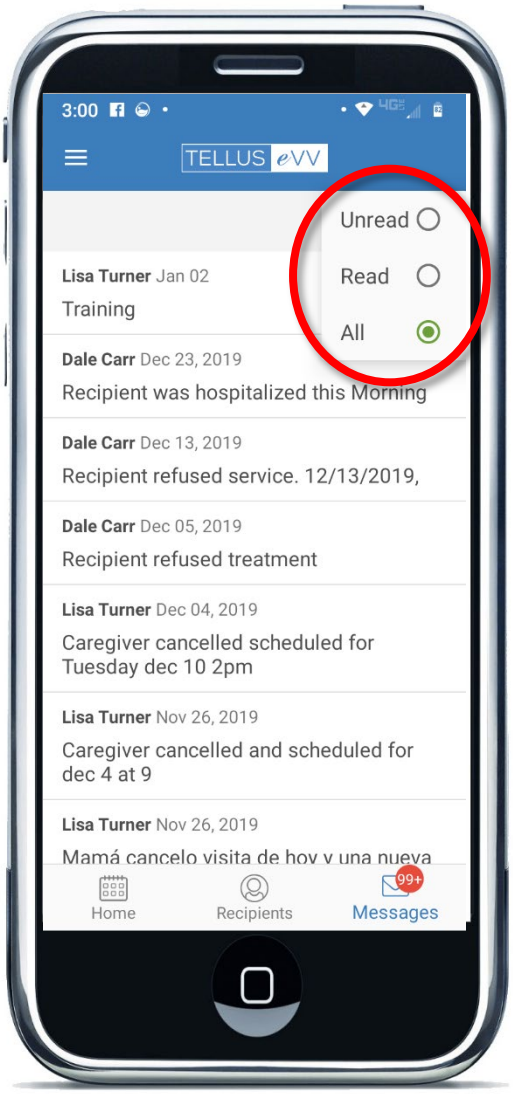




Filtering Messages

1. Tap ***Messages*** at the bottom of any page to see messages.
2. Tap the arrow in the upper right corner and make a selection from the dropdown list.

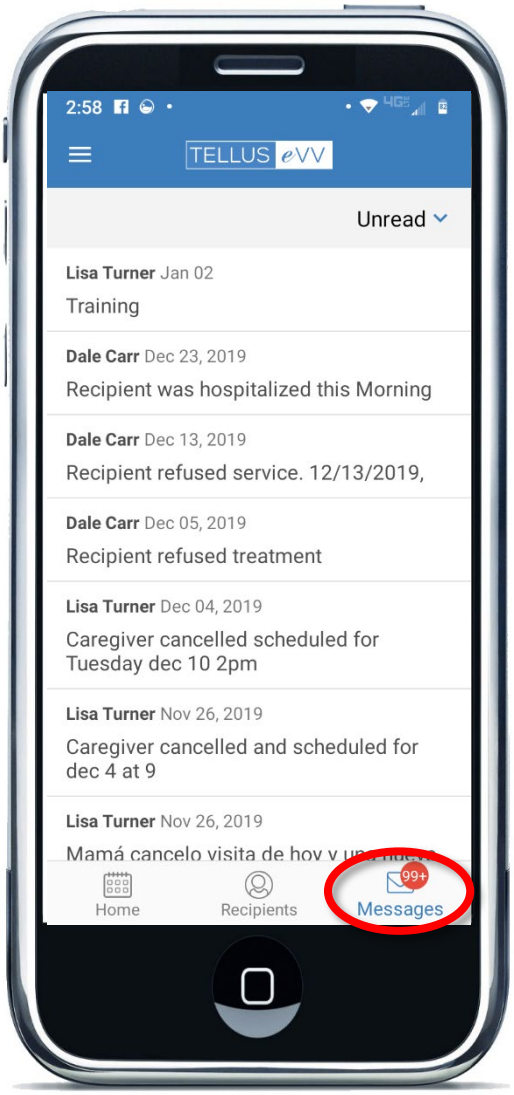


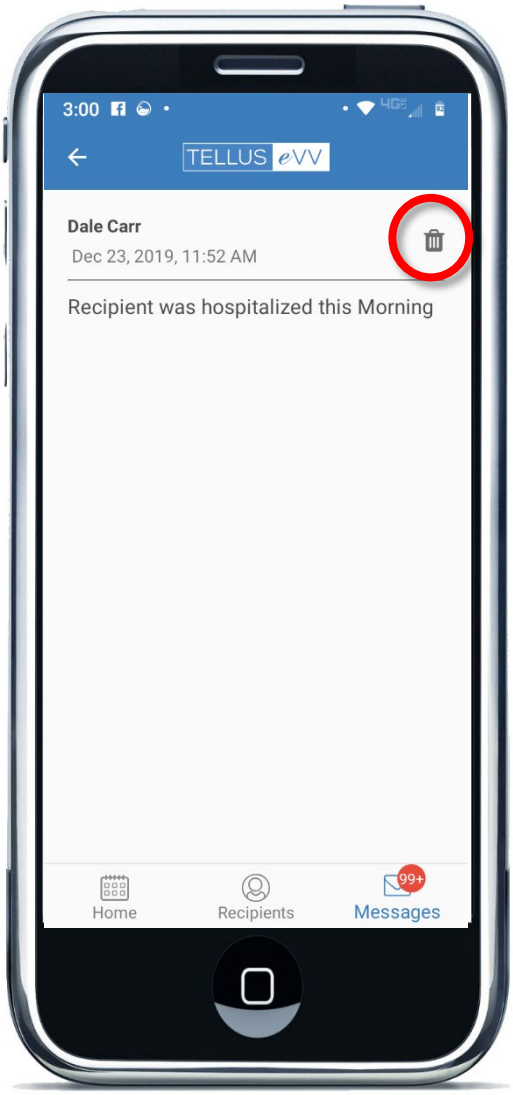


Deleting a Message

To delete a message:

1. Tap ***Messages*** at the bottom of the screen.
2. Tap a message.
3. Use the trashcan icon in the upper right corner to delete the message





Related Topics

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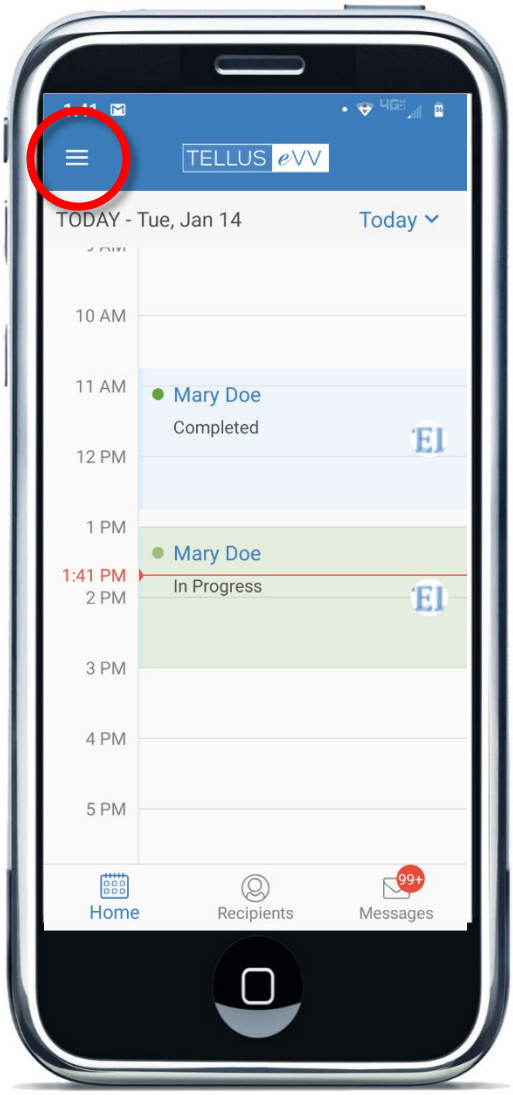
- Viewing Active Agencies (Accounts)
- Managing your Profile
- Logging Out

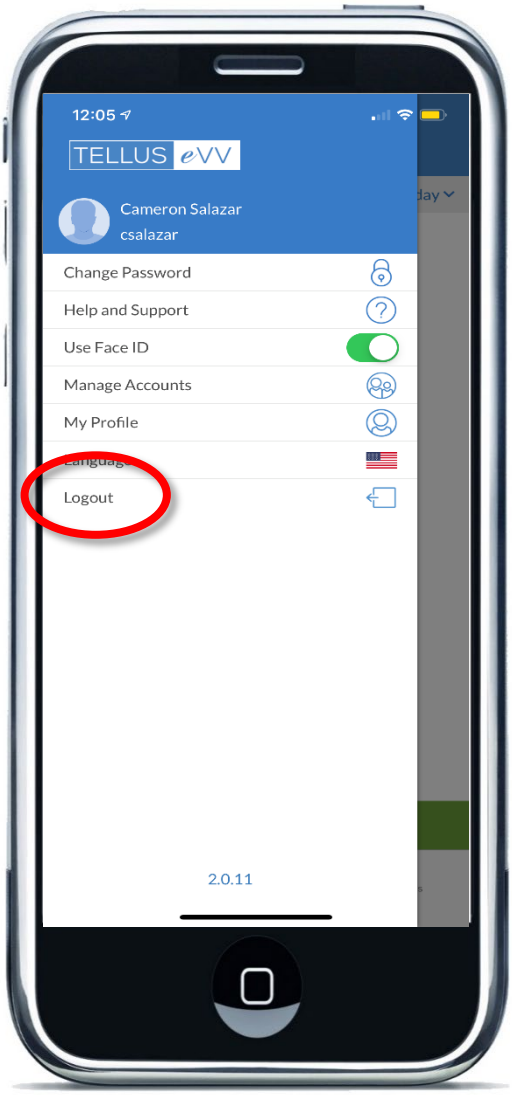
Logging Out

To log out of Tellus eVV:

1. Tap the **Main Menu** icon in the upper left-hand corner of the page.
2. Tap ***Logout***.

   You return to the login page.





Related Topics

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- Managing your Profile
- Checking Messages

Preparing for a Visit

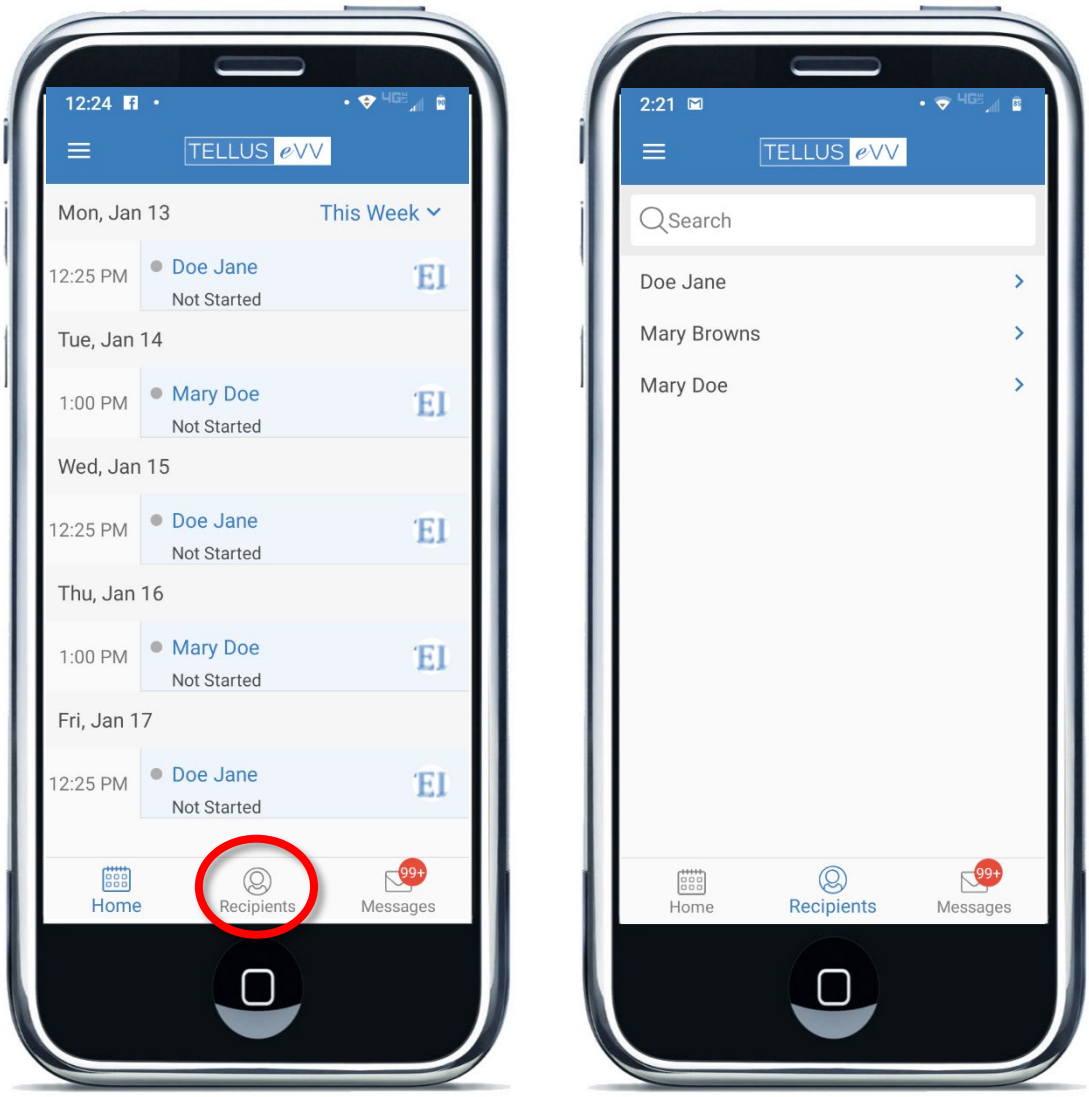
Click a topic below:

- Viewing Recipients
- Adding an Unscheduled or New Visit
- Getting Directions to a Recipient's Address
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Documents
- Viewing a Recipient's Notes

Viewing Recipients

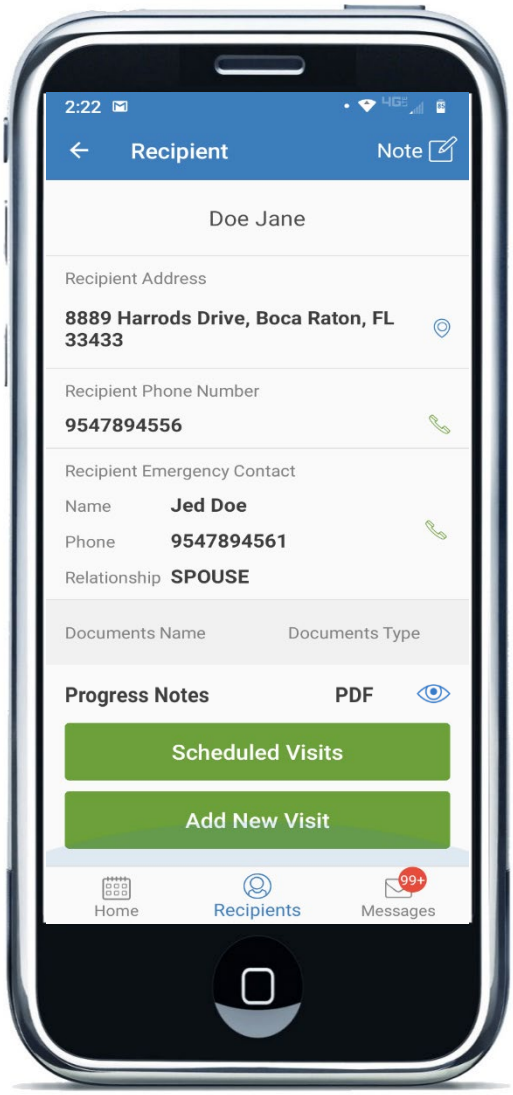
To view Recipient information:

1. Tap **Recipients** at the bottom of any page.
2. Tap the right arrow, or caret for the Recipient's profile you want to see.



3. On the Recipient's profile page, you can:
   - View the Recipient addresses. Touch the map pin to the right of an address to open Google maps.

- Call the Recipient by touching the phone icon to the right of the Recipient phone number.
- Call the Emergency Contact touching the phone icon to the right of the Recipient Emergency Contact.
- View documents that have been uploaded by your system administrator. You will need to scroll to the bottom of the screen to see them. Documents are in .pdf format and are for viewing only.
- Tap ***Scheduled Visits*** to see visits scheduled for the Recipient, both past and present.
- Use the ***Add New Visit*** to schedule a visit for the Recipient.
- Tap ***Notes*** at the top of the page to view notes that were entered for visits.



Related Topics

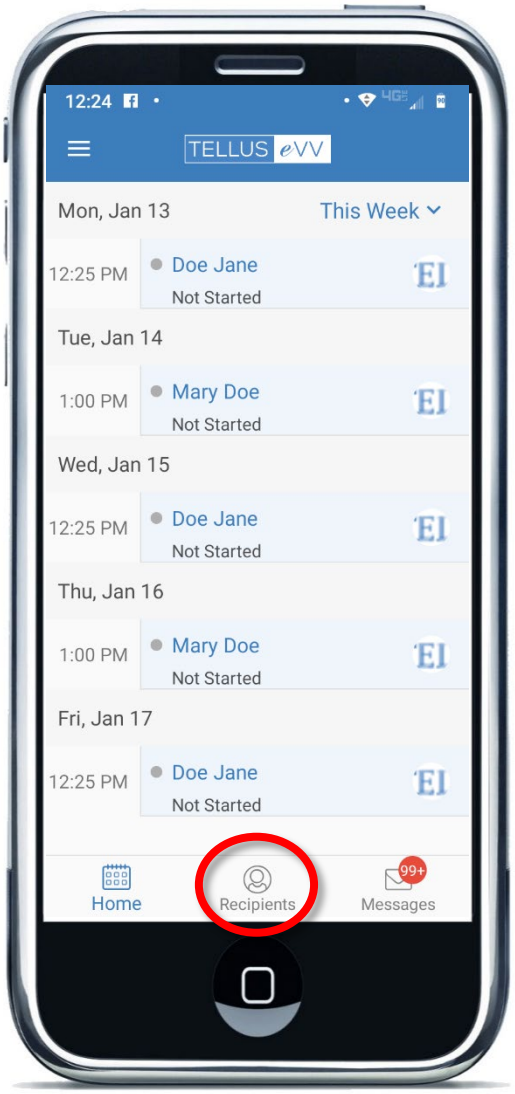
- Adding an Unscheduled or New Visit
- Getting Directions to a Recipient's Address
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Documents
- Viewing a Recipient's Notes

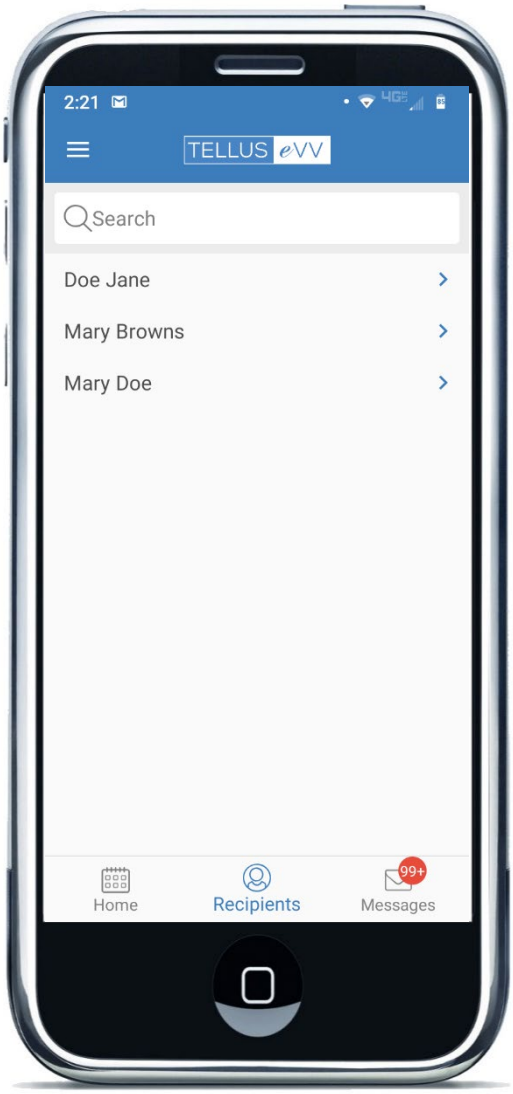
Adding an Unscheduled or New Visit

The ability to schedule a new visit from the Mobile App is an option that is available on the Recipients Screen.

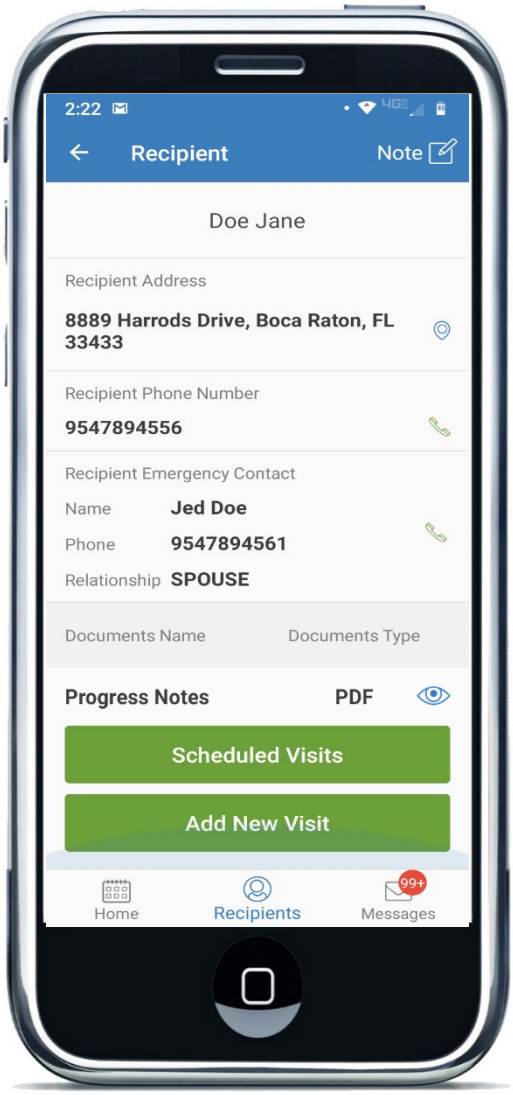
To schedule a visit:

1. Tap **Recipients** at the bottom of the screen.
2. Tap the right arrow, or caret to select the Recipient.

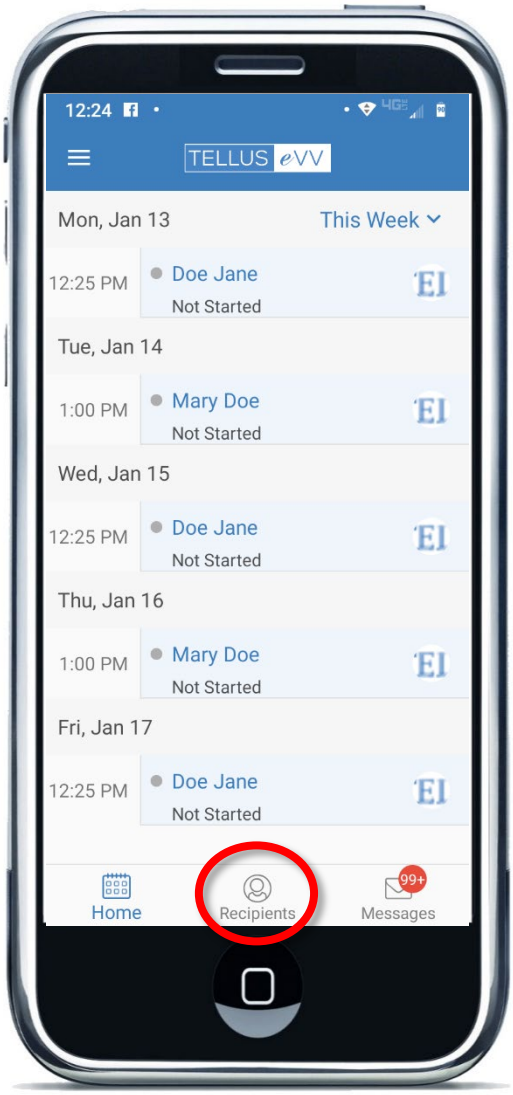


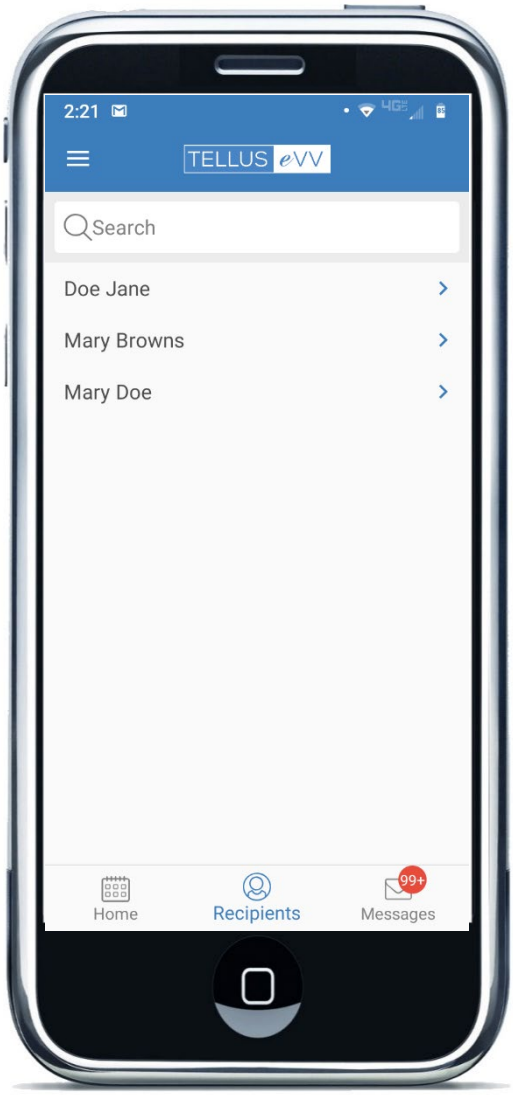


3. Tap the ***Add New Visit*** button to open the New Visit page.

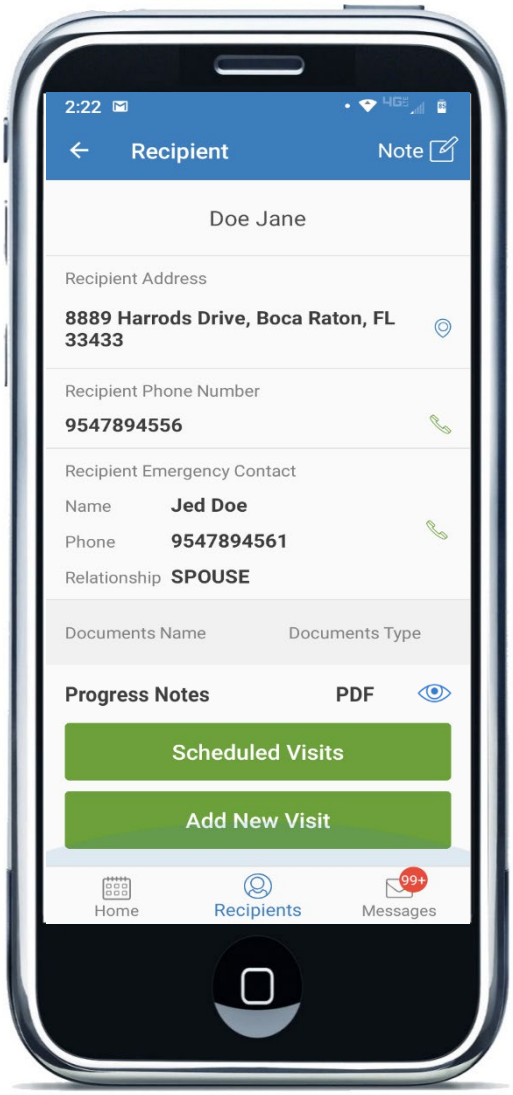


4. The Agency and Recipient name are auto populated. Select the **Recipient Address** where the visit will occur.
5. Tap **Payer** to auto populate the **Payer** field.
6. Touch the calendar icon to open a calendar to select the visit date.
7. Touch the clock icon to open a clock to select the visit time.
8. Check each service that will be performed.





9. Tap ***Add New Visit*** at the bottom of the page to add the visit to your schedule.



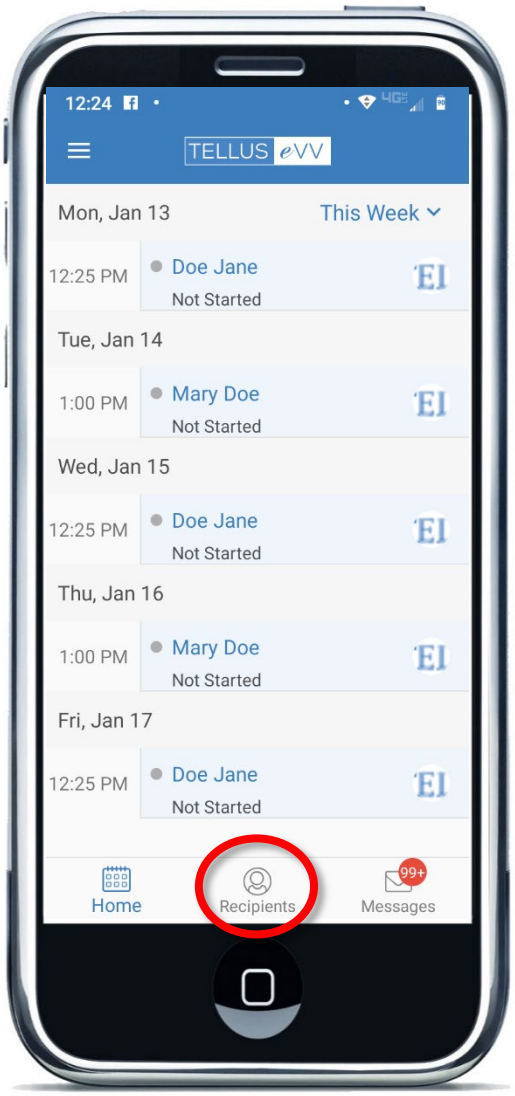
Related Topics

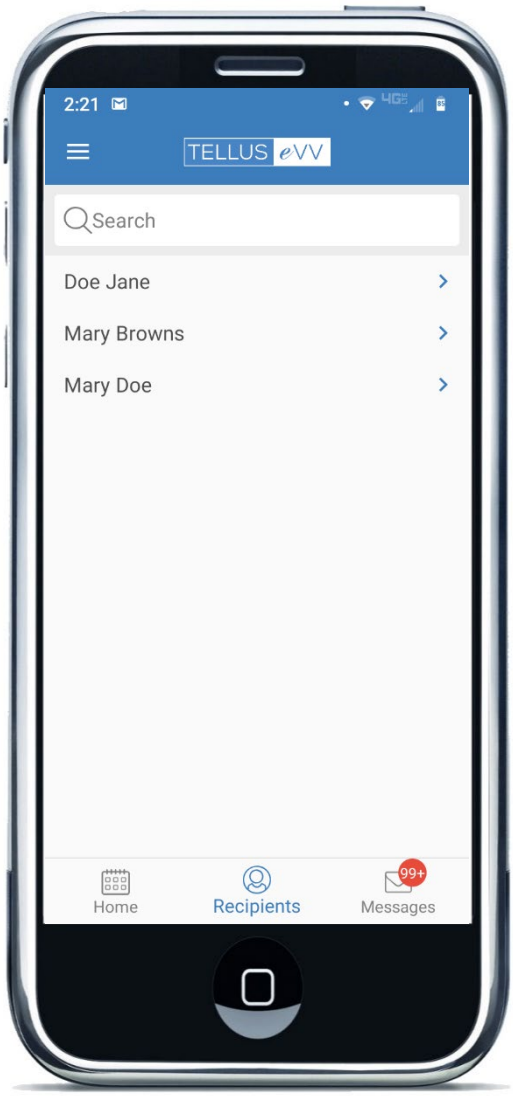
- Viewing Recipients
- Getting Directions to a Recipient's Address
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Documents
- Viewing a Recipient's Notes

Getting Directions to a Recipient's Address

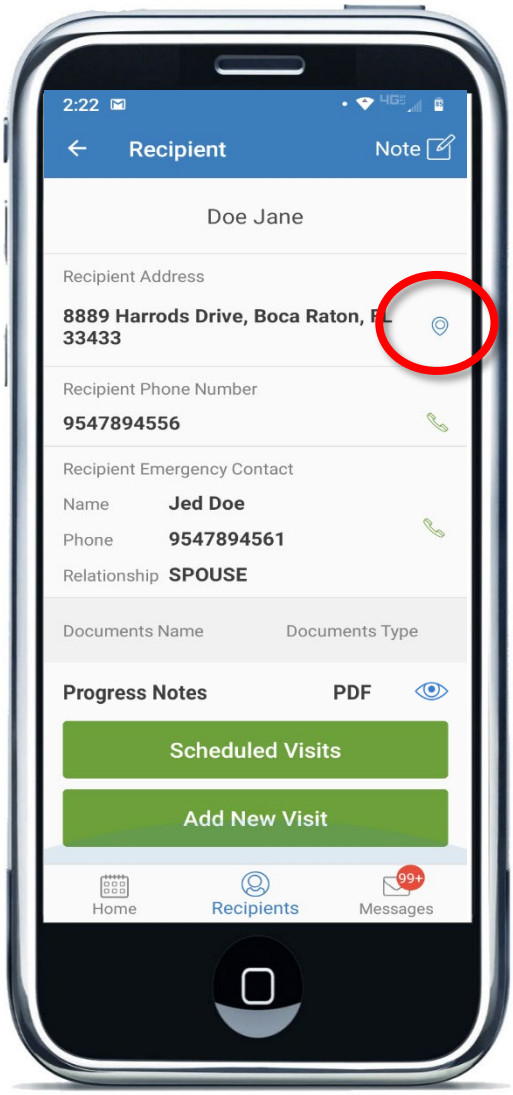
To see all addresses on file for a particular Recipient and to get directions to a location:

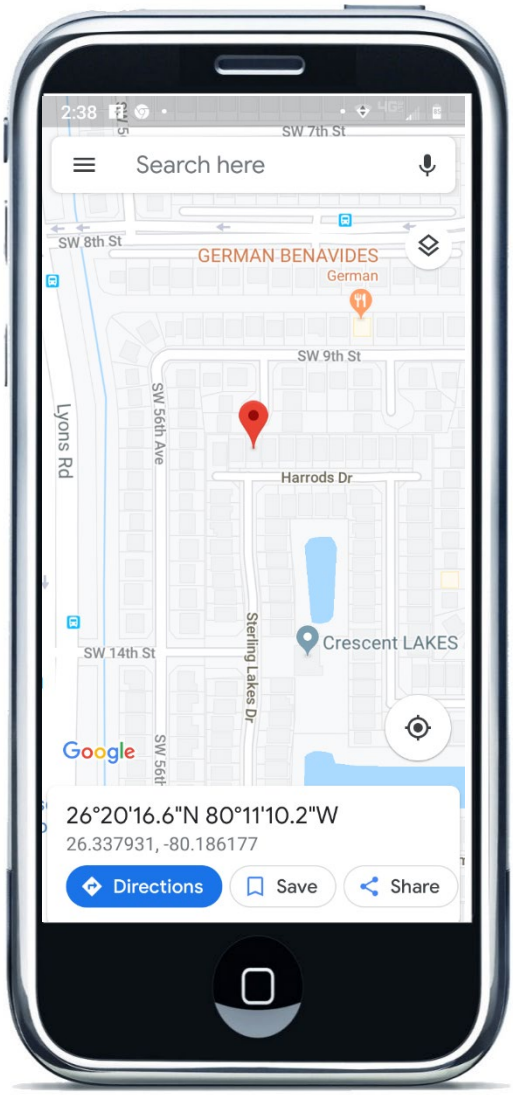
1. Select a visit or tap the **Recipients** icon at the bottom of any page.
2. Tap the right arrow, or caret to select the Recipient.





3. Tap the map pin for the address to open Google Maps to get directions.





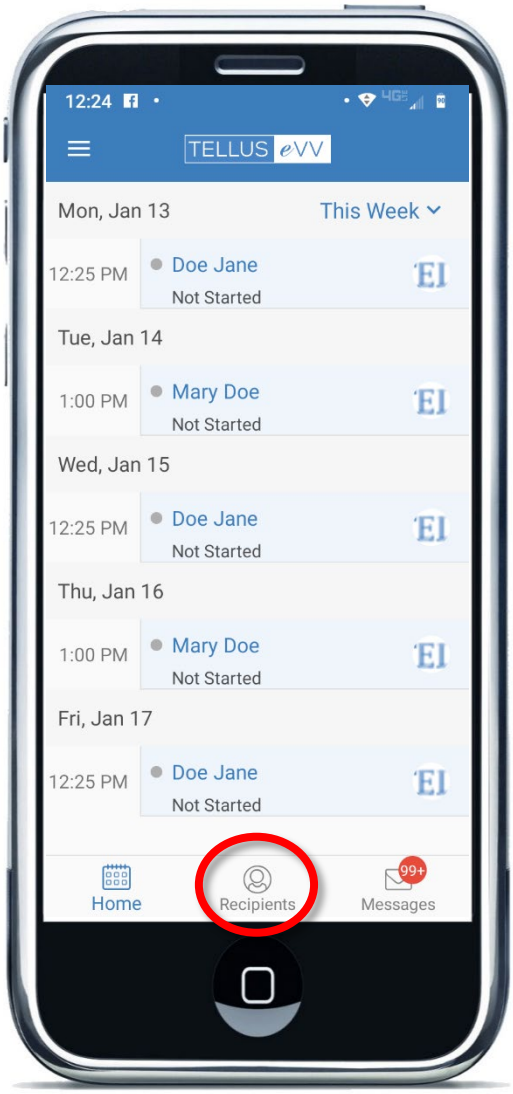
Related Topics

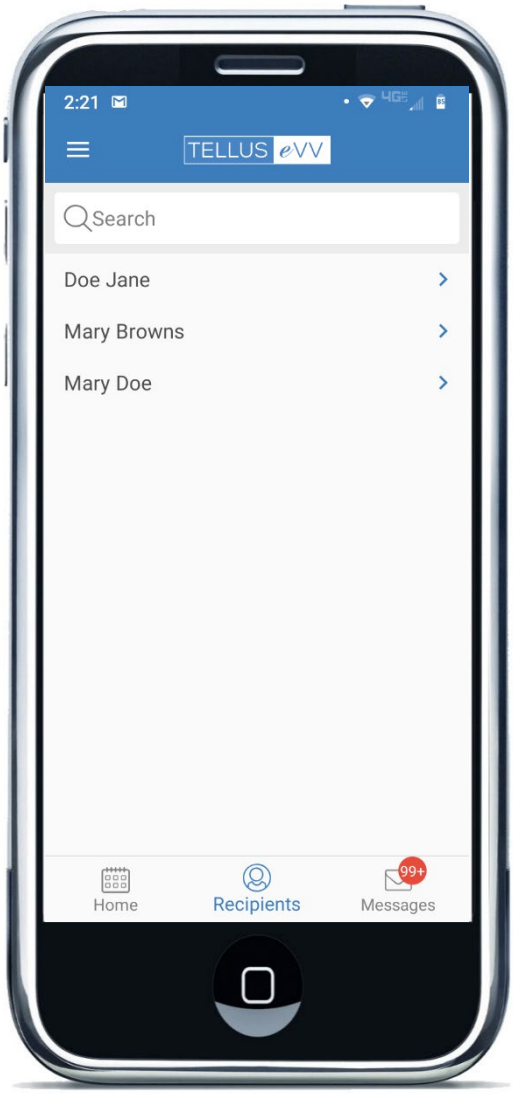
- Viewing Recipients
- Adding an Unscheduled or New Visit
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Documents
- Viewing a Recipient's Notes

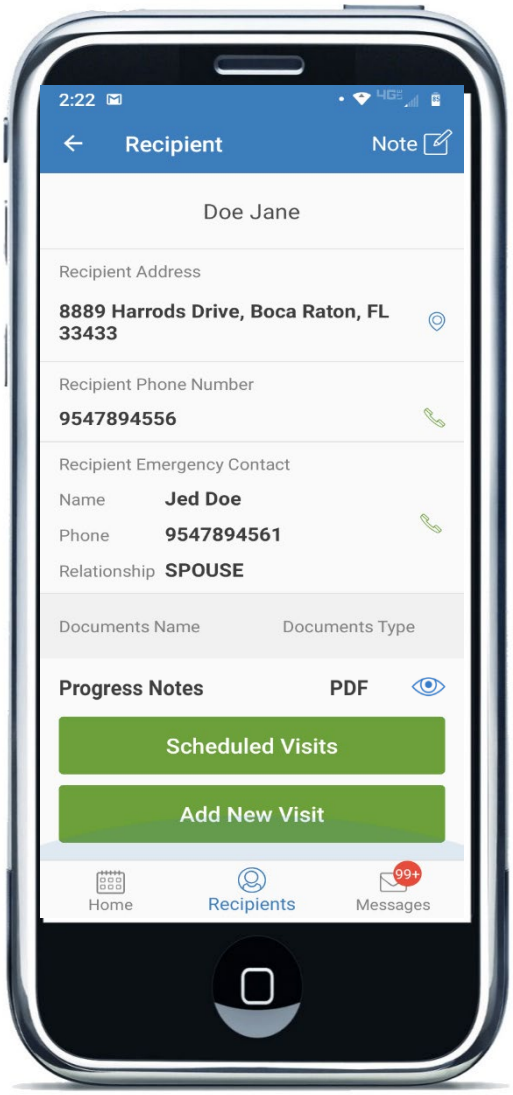
Calling a Recipient or Emergency Contact

To call a Recipient or Emergency Contact:

1. Tap **Recipients** at the bottom of any page.
2. Tap the right arrow, or caret to select the Recipient.
3. Tap the phone icon next to the Recipient or Emergency Contact to open the calling feature on your device.
4. The number is pre-populated; place the call as you would normally.







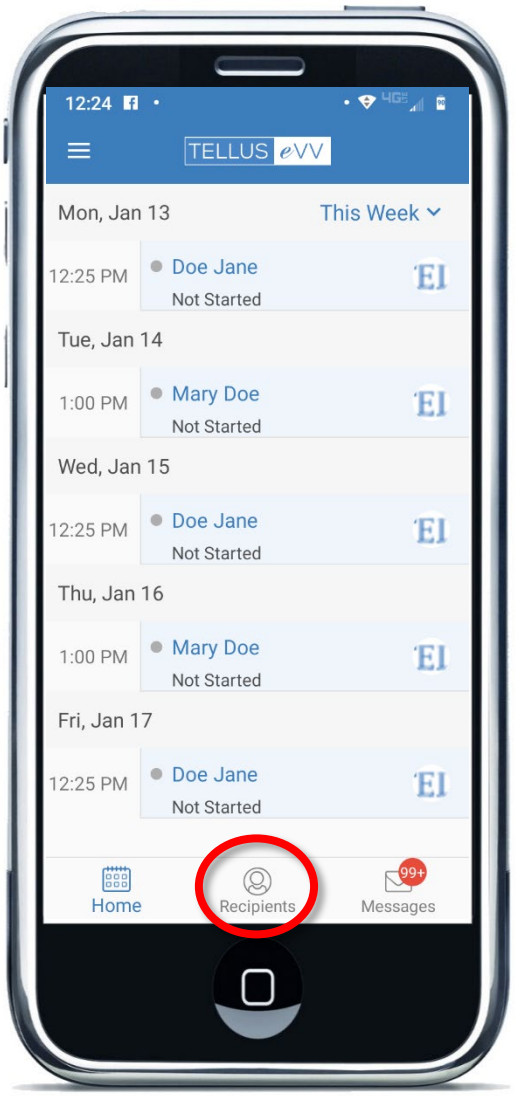
Related Topics

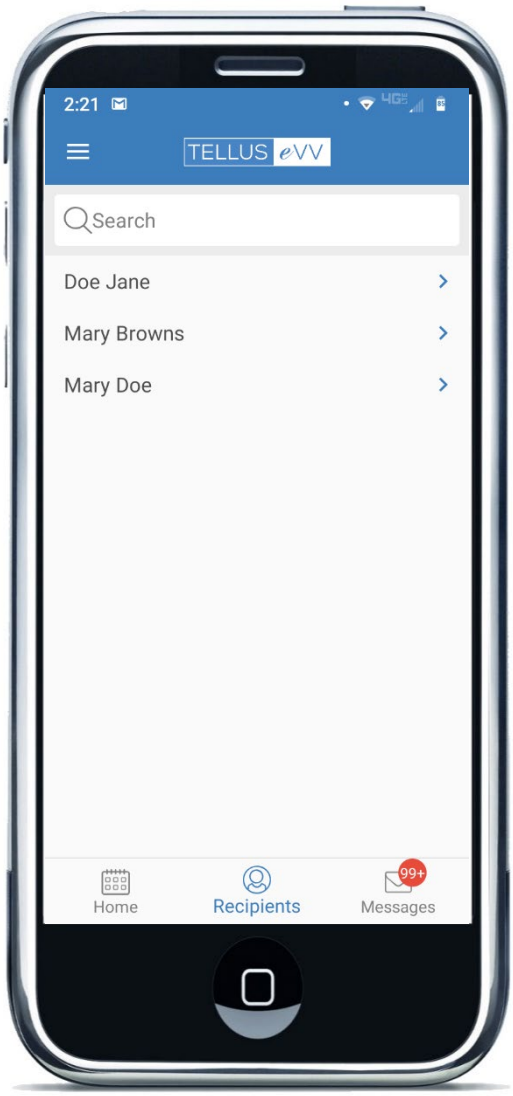
- Viewing Recipients
- Adding an Unscheduled or New Visit
- Getting Directions to a Recipient's Address
- Viewing a Recipient's Documents
- Viewing a Recipient's Notes

Viewing a Recipient's Documents

Your system administrator may have scanned and uploaded documents, such as progress notes, to a Recipient. To view Recipient documents:

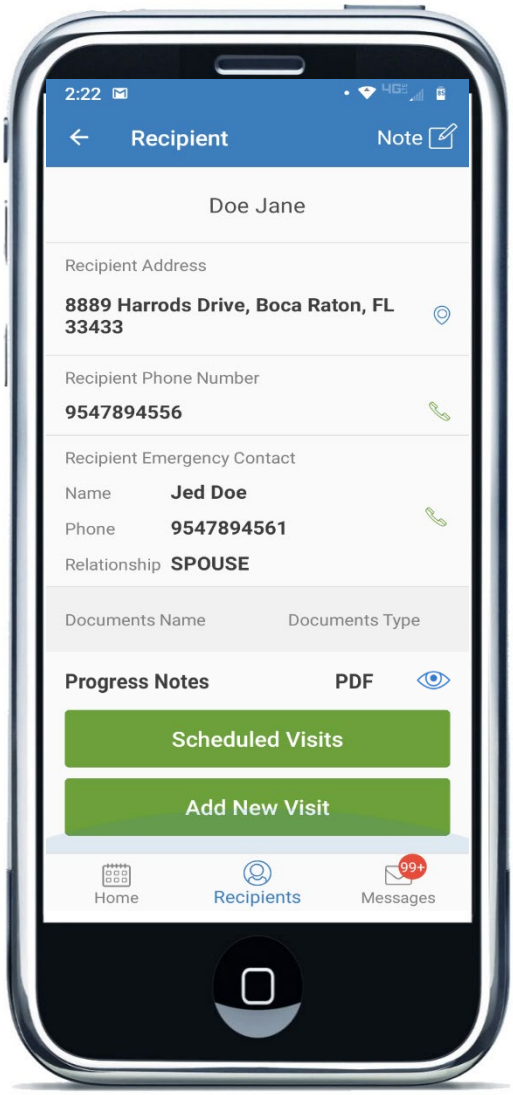
1. Tap **Recipients** at the bottom of any page.
2. Tap the right arrow, or caret to select the Recipient.





3. Scroll to the bottom of the page to see available documents; tap the one you want to open.

Note: Documents are in .pdf format and are for viewing only.



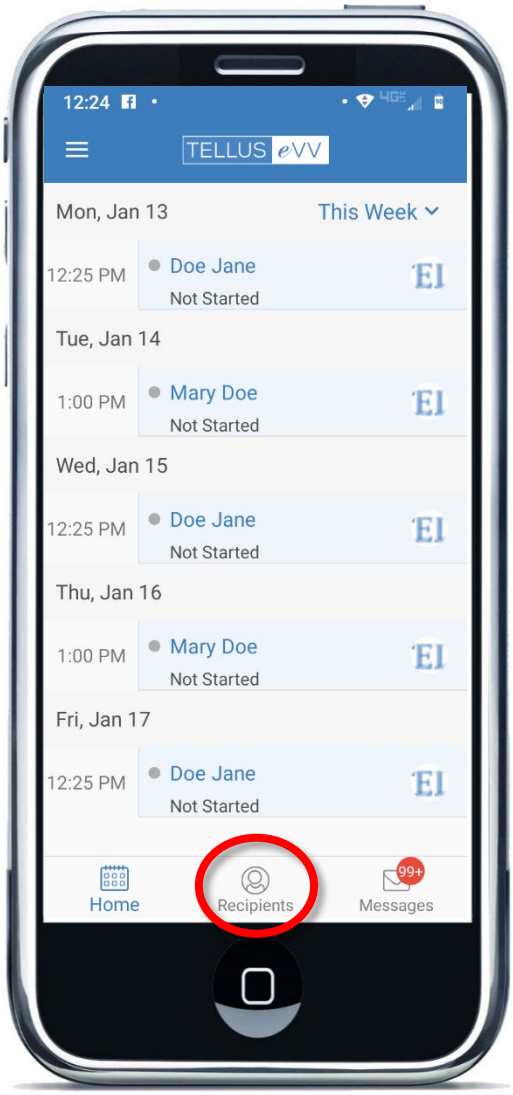
Related Topics

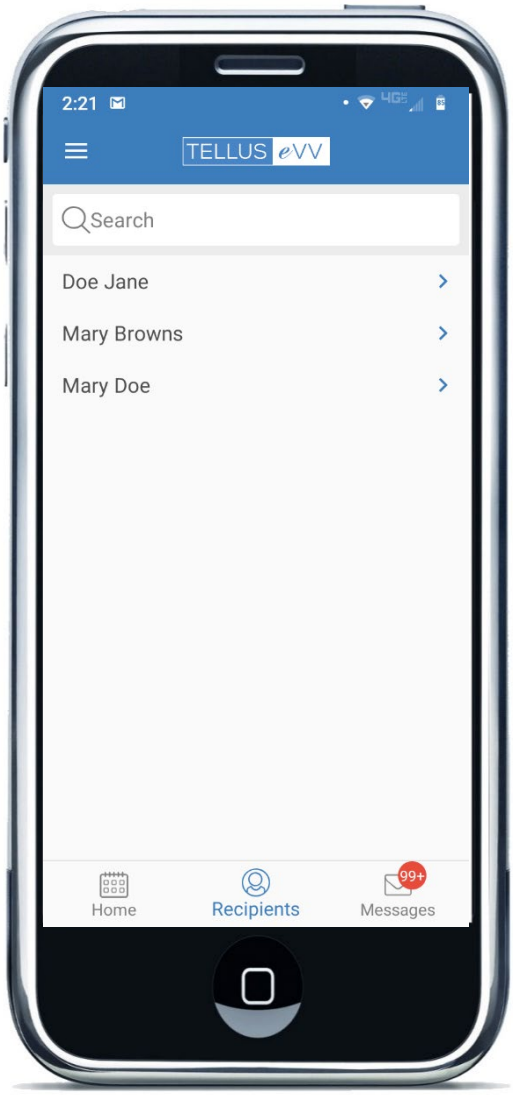
- Viewing Recipients
- Adding an Unscheduled or New Visit
- Getting Directions to a Recipient's Address
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Notes

Viewing a Recipient's Notes

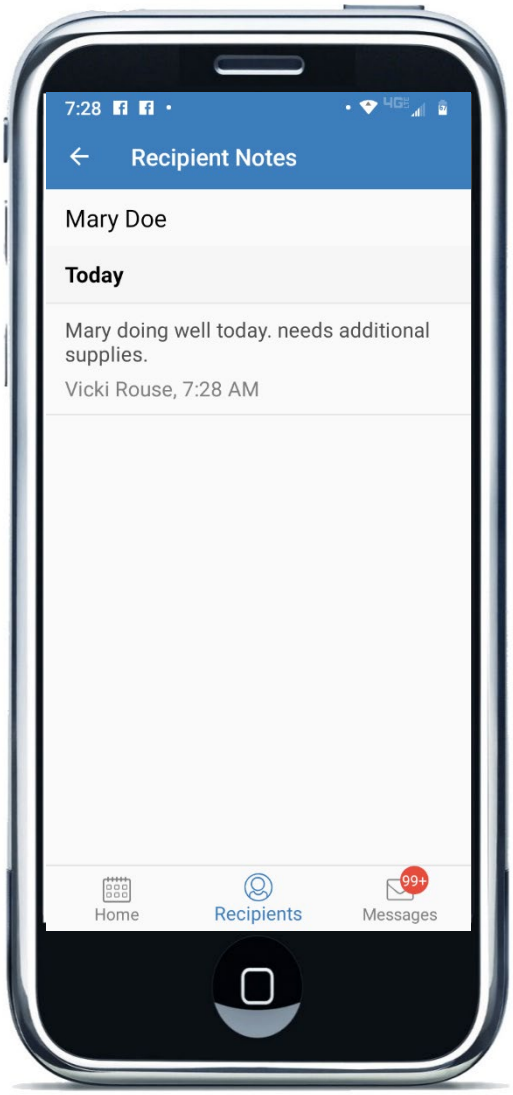
You may have entered notes during a visit for a recipient. To review them using your Tellus eVV Mobile App:

1. Tap **Recipients** at the bottom of any page.
2. Tap the right arrow, or caret to select the Recipient





3. Tap **Note** at the top of the page to view notes that were entered for the Recipient.



Related Topics

- Viewing Recipients
- Adding an Unscheduled or New Visit
- Getting Directions to a Recipient's Address
- Calling a Recipient or Emergency Contact
- Viewing a Recipient's Documents

Managing Visits

Click a topic below:

- Starting and Ending a Visit
- Completing a Visit When you are Offline
- Adding Notes and Sending Alerts

Starting and Ending a Visit

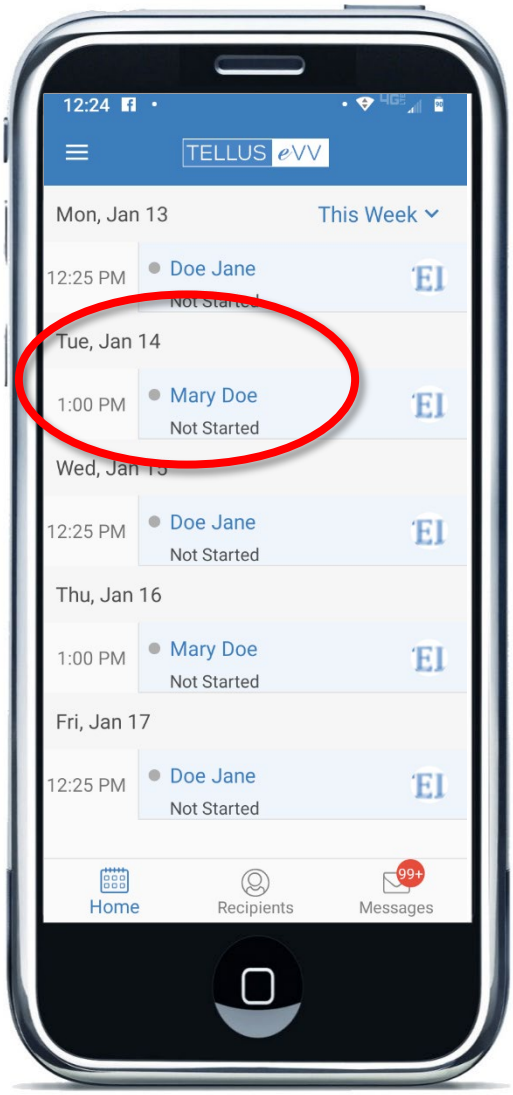
To start a visit:

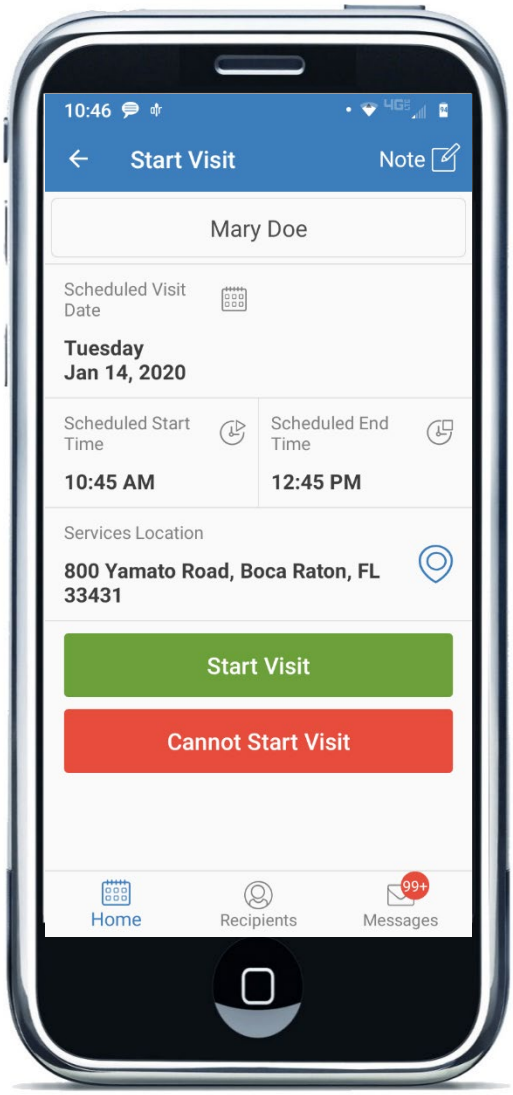
1. On the **Home** page, tap the appointment for the Recipient you want to start services for.

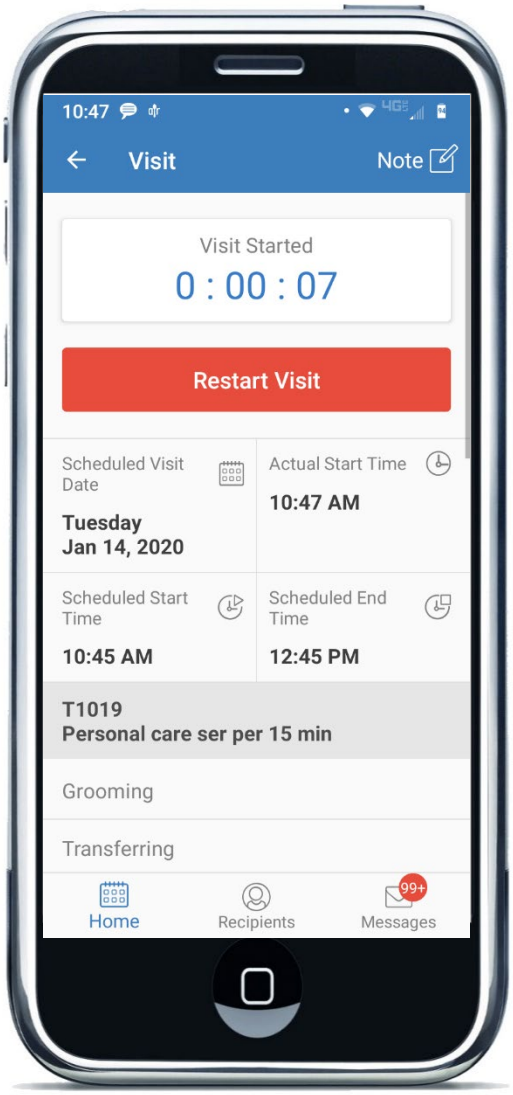
   The **Start Visit** page opens.
2. Tap ***Start Visit***.

   A timer at the top of the screen starts. Scroll down to see tasks that need to be completed.

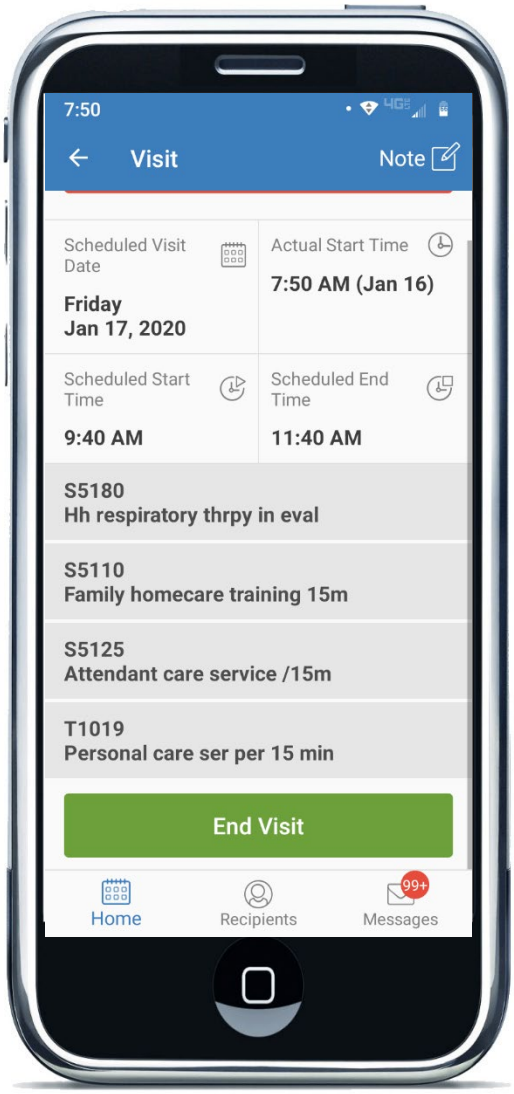
*Note: If you want to add notes or send alerts, tap the **Note** icon in the upper right corner of the page. See Adding Notes and Sending Alerts for more information.*

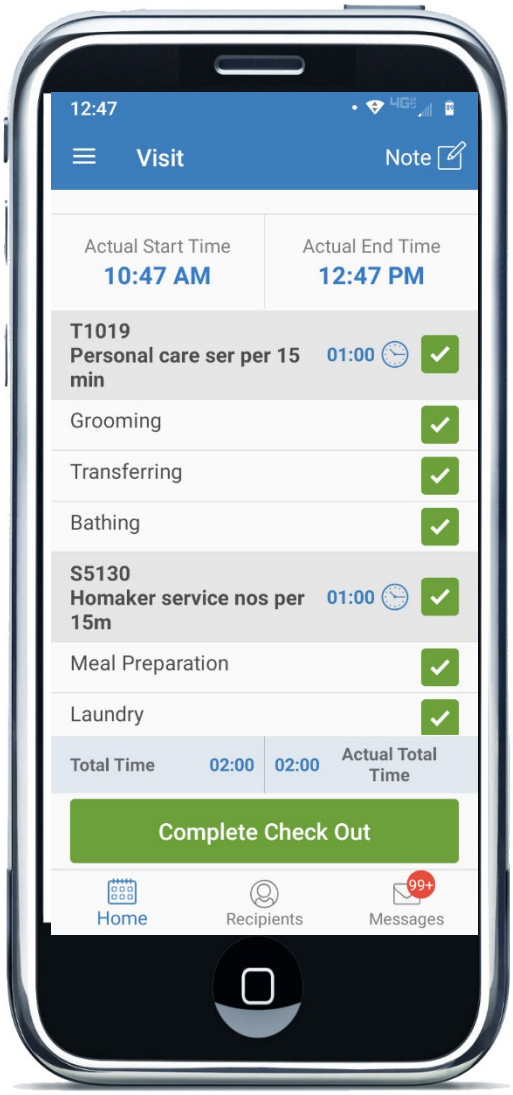

12:24
TELLUS eVV
Mon, Jan 13
This Week
12:25 PM
Doe Jane
Not Started
Tue, Jan 14
1:00 PM
Mary Doe
Not Started
Wed, Jan 15
12:25 PM
Doe Jane
Not Started
Thu, Jan 16
1:00 PM
Mary Doe
Not Started
Fri, Jan 17
12:25 PM
Doe Jane
Not Started
Home
Recipients
Messages
99+


10:46
Start Visit
Note
Mary Doe
Scheduled Visit Date
Tuesday
Jan 14, 2020
Scheduled Start Time
10:45 AM
Scheduled End Time
12:45 PM
Services Location
800 Yamato Road, Boca Raton, FL 33431
Start Visit
Cannot Start Visit
Home
Recipients
Messages
99+


10:47
Visit
Note
Visit Started
0 : 00 : 07
Restart Visit
Scheduled Visit Date
Tuesday
Jan 14, 2020
Actual Start Time
10:47 AM
Scheduled Start Time
10:45 AM
Scheduled End Time
12:45 PM
T1019
Personal care ser per 15 min
Grooming
Transferring
Home
Recipients
99+
Messages

3. After you complete all services, tap ***End Visit.***
4. All tasks will be checked; tap ***Complete Check Out.***





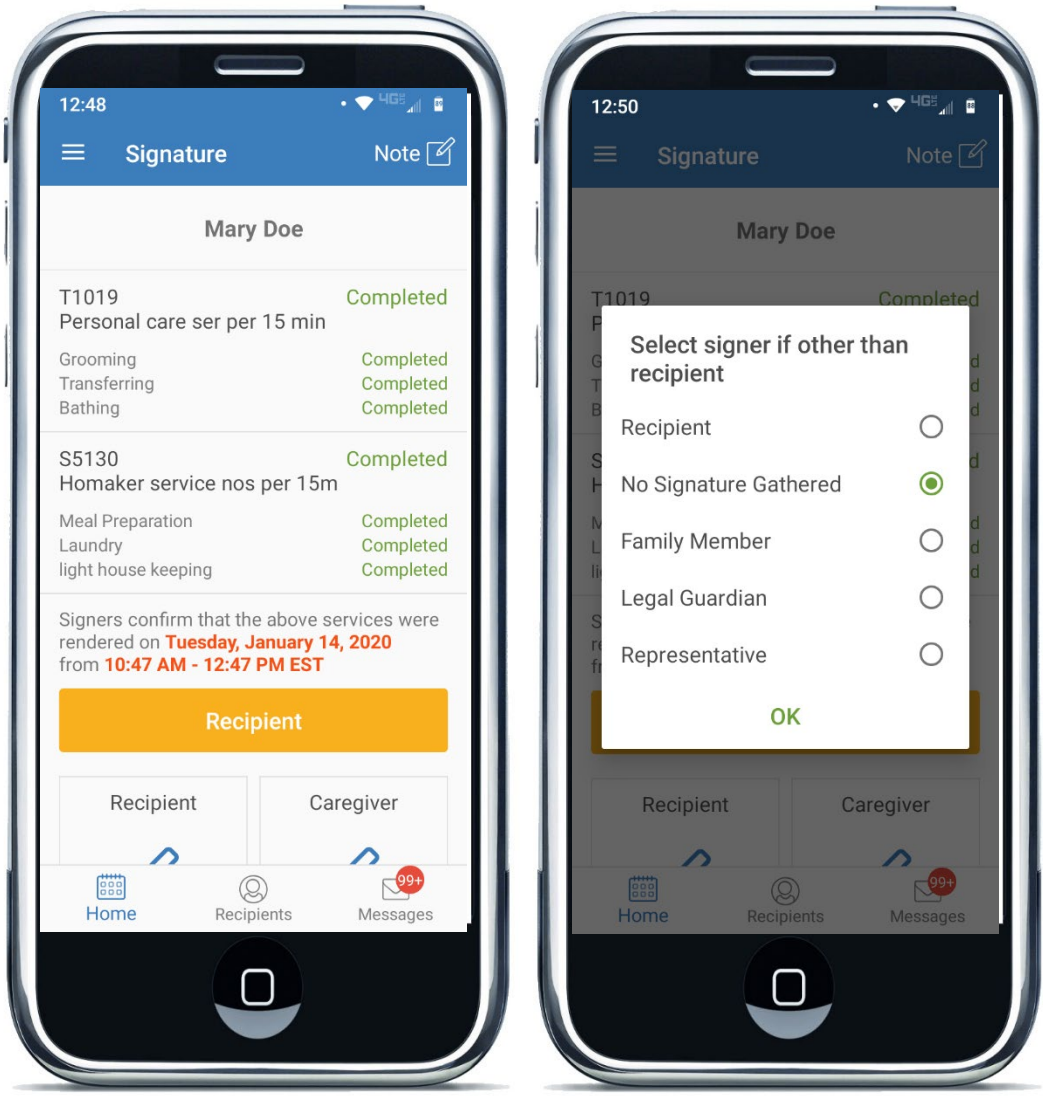
5. Tap the ***Recipient.***

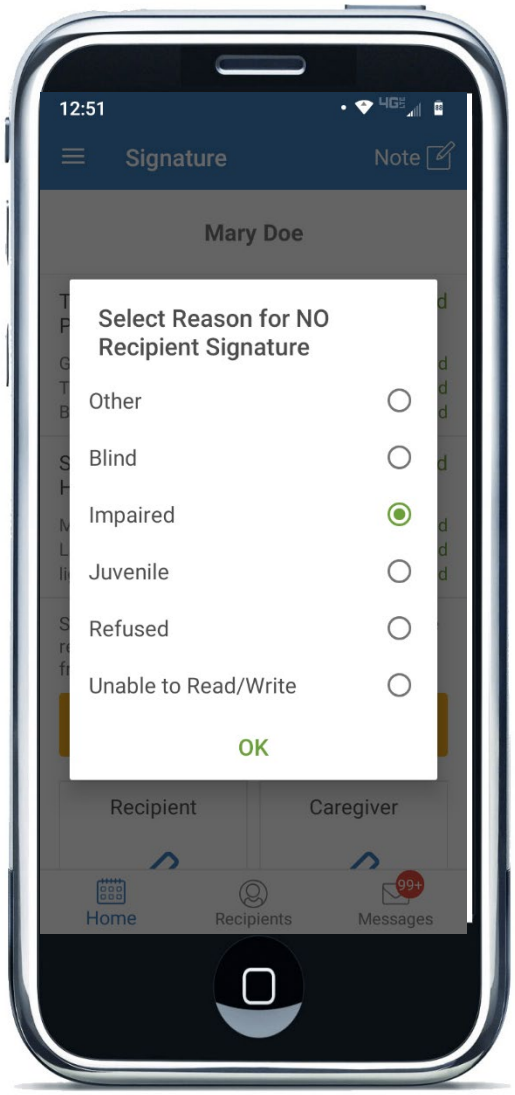
Note: If the Recipient him or herself will sign you can simply tap the Recipient signature box to open it.

6. Select the role of the person who will sign.

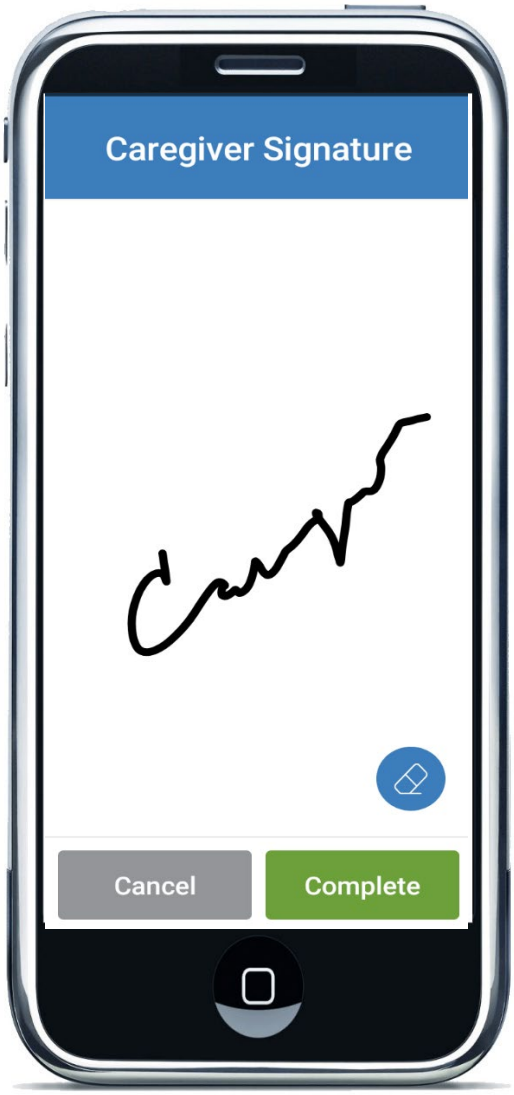
   If you select **Recipient**, you will continue to the signature screen.

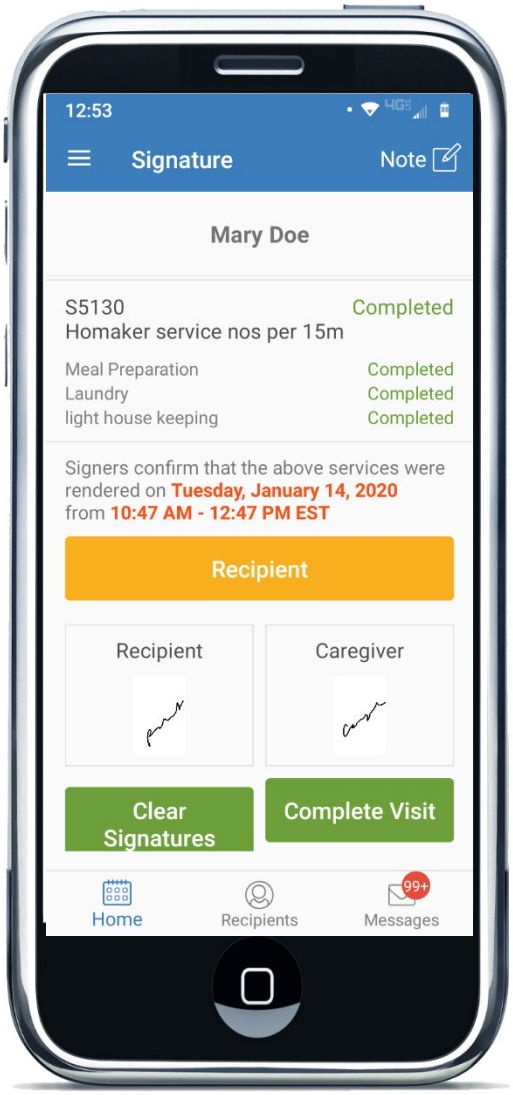
   If you make a selection other than Recipient, another selection box will open. Select the reason that the Recipient is not able to sign. Then you will continue to the signature screen.





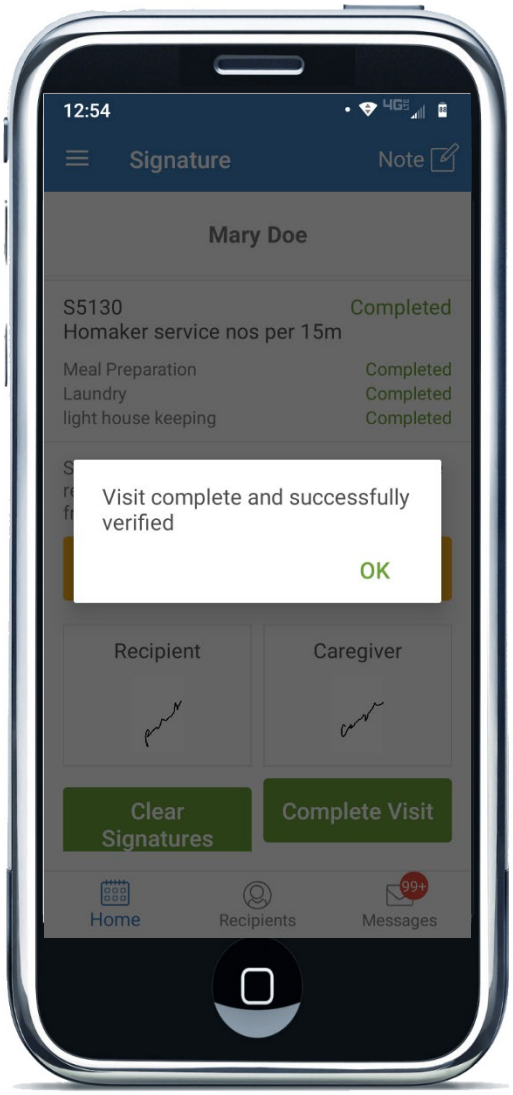
7. Ask the Recipient or Family Member to sign in the space provided using their finger or a stylus if you have one.
8. When they finish, tap ***Complete***.
9. Tap the ***Caregiver*** signature box and sign in the space provided using your finger or stylus if you have one.
10. Tap ***Complete***.





11. Tap ***Complete Visit.***

    An alert will appear, indicating that the visit is complete and successfully verified.



Related Topics

- Completing a Visit when you are Offline
- Adding Notes and Sending Alerts

Completing a Visit When you are Offline

The Tellus eVV Mobile App allows you to complete visits in remote areas and "dead-zones," where neither Wi-Fi nor cellular services are available. This is called operating in OFFLINE Mode. If you anticipate that you will be in an offline area, we recommend that you log in to the Tellus eVV Mobile App in the morning before you start your visits, from a zone that does have service (your home/office/coffee shop or anywhere that has internet connectivity), and again in the evening after completing your visits.

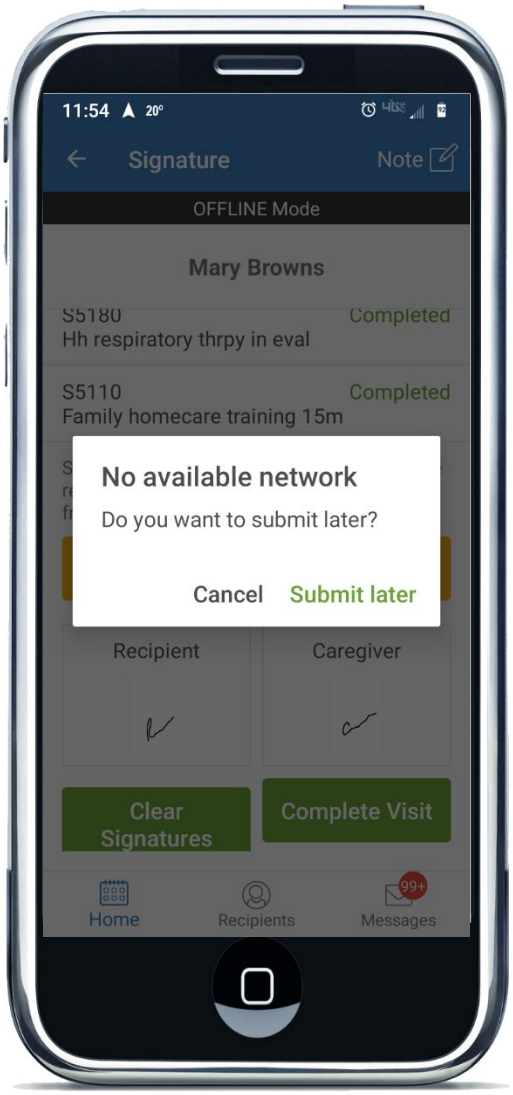
Note: You must login to the Tellus eVV Mobile App from a location that has Wi-Fi or cellular service within 12 hours prior to using the device in OFFLINE Mode.

When you are offline, visit data is encrypted and stored on your device until you return to a location with internet connectivity. When you log in again, the Tellus eVV Mobile app transmits the encrypted visit data. Your System Administrator cannot view visit data from your mobile device until you reconnect and the information is uploaded.

To complete visits in offline mode:

1. Complete the visit as you would normally.

   See Starting and Ending a Visit if you need help.
2. After you complete the visit, a dialog box opens, letting you know that you are offline:



3. Tap ***Submit later***.

Note: Remember, your System Administrator will not see visit data until you log into Tellus eVV Mobile app in a location that has internet connectivity.

Related Topics

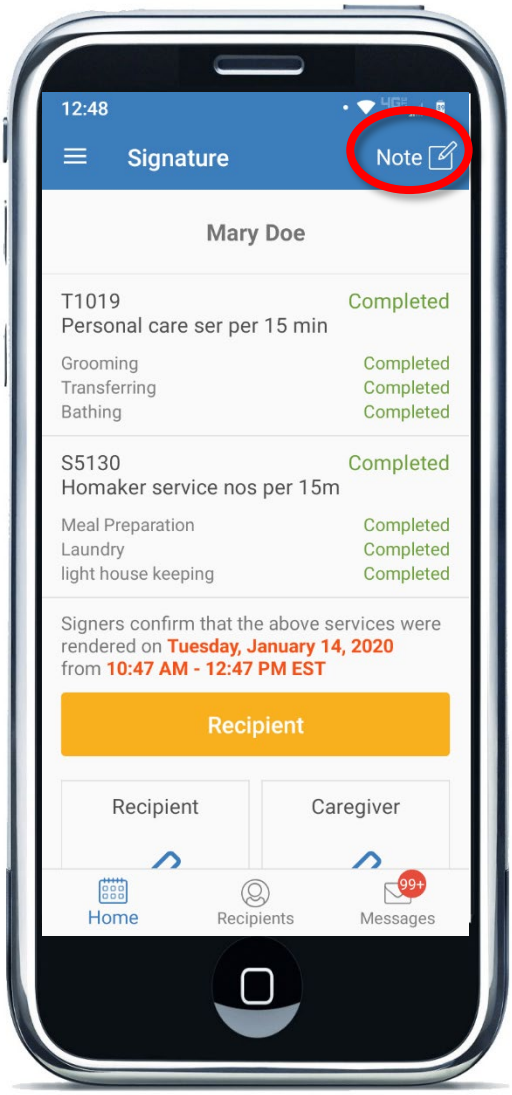
- Starting and Ending a Visit
- Adding Notes and Sending Alerts

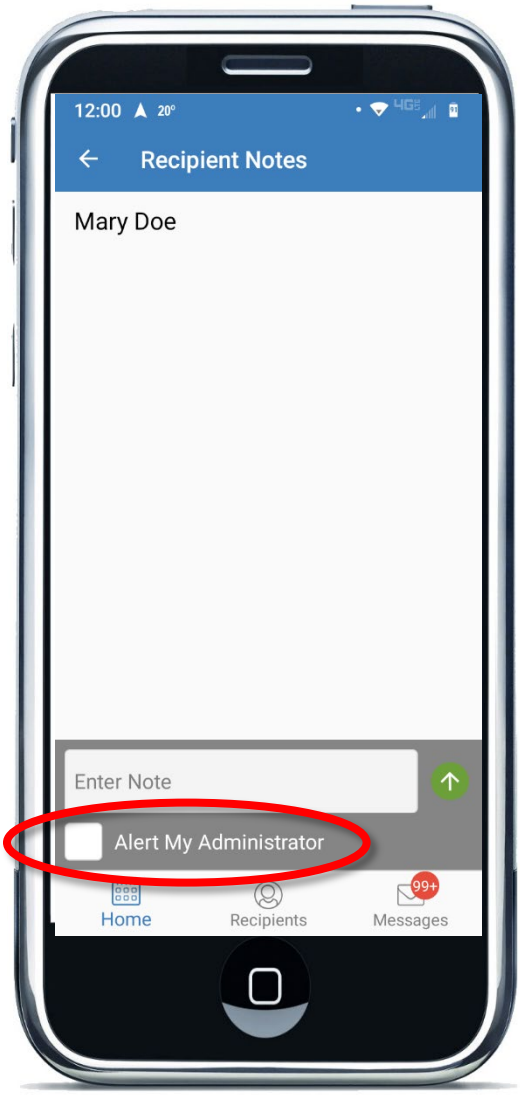
Adding Notes and Sending Alerts

You can add notes to a Recipient record at any time during a visit. If the note needs the attention of your administrator, you can mark the note as an alert and it will be sent to him/her.

To enter a note during an active visit:

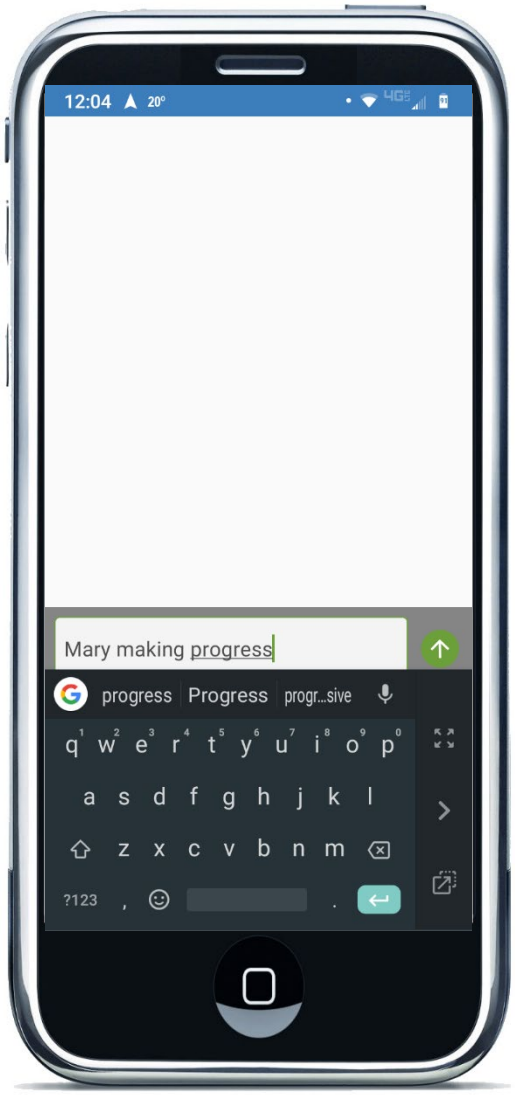
1. Tap **Note** in the upper left-hand corner of either the **Start Visit**, **Visit** or **Signature** pages.
2. If you want the note sent to your administrator, check the ***Alert My Administrator*** box. This will send a safe, secure, instant message to your administrator.


12:48
Signature
Note
Mary Doe
T1019
Completed
Personal care ser per 15 min
Grooming
Completed
Transferring
Completed
Bathing
Completed
S5130
Completed
Homaker service nos per 15m
Meal Preparation
Completed
Laundry
Completed
light house keeping
Completed
Signers confirm that the above services were rendered on Tuesday, January 14, 2020 from 10:47 AM - 12:47 PM EST
Recipient
Recipient
Caregiver
Home
Recipients
Messages
99+


12:00
Recipient Notes
Mary Doe
Enter Note
Alert My Administrator
Home
Recipients
Messages
99+

3. Touch **Enter Note** and type your note.

   Notes are stored in the Recipient record, providing a valuable source of information on the Recipient's health and wellbeing over time.
4. Click the green arrow to save; if the note is an alert it will be sent to your administrator.



Related Topics

- Starting and Ending a Visit
- Completing a Visit when you are Offline