

## What Does This Mean To Me? Tellus EVV Transition to Mobile Caregiver+

**Beginning July 8, 2021**, Tellus EVV will be known as Mobile Caregiver+. This quick reference guide explains what this change means for electronic visit verification (EVV) administrators, EVV mobile app users, and waiver participants.



### Why is the Tellus name changing?

Netsmart purchased Tellus in 2020. Netsmart designs and operates electronic health records systems, health information exchanges, analytics, and telehealth solutions. As a part of this sale, Tellus is changing its brand to Mobile Caregiver+.



### I am an EVV administrator for a direct service provider agency or financial management agency. What changes can I expect when using Mobile Caregiver+?

Beginning July 8, 2021, the Tellus EVV provider portal will change to Mobile Caregiver+, however, **the provider portal will function the same** as it does today. You will still use the same web address to access the EVV provider portal for now.

When sending an email to Netsmart Customer Support, you can now send it to [support@ntst.com](mailto:support@ntst.com). If you forget, don't worry. Tellus email addresses redirect to Netsmart.

The other ways you contact Customer Support (phone number, online support ticket, and online chat) remain the same.

Beginning July 8, providers will also have access to a **new customer support portal**. The customer support portal allows providers to:

- Easily submit a request for support assistance online, 24/7.
- Check the status of your support requests.
- Search an online Knowledgebase for answers to common questions.
- Track known issues for the Mobile Caregiver+ (Tellus) solution.



### I am a caregiver who uses the Tellus EVV+ Mobile App. What changes can I expect to see when using Mobile Caregiver+?

Beginning July 8, 2021, the Tellus EVV+ Mobile App will become the Mobile Caregiver+ app. While its name is changing, **the app will work the same** as it does today. You **do not** need to download the new app. Your current app will update and become Mobile Caregiver+ on its own.

If you need to find the app in the Apple App store or Google Play store **on or after July 8, 2021**, you will search for it using the Mobile Caregiver+ name.

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**I am a waiver participant who receives services required to use EVV. What changes can I expect to see with Mobile Caregiver+?**

None! This change should not impact your waiver services.

### **Additional Information**

You can learn more about the switch from Tellus to Netsmart at <https://4tellus.com/tellus-rebranding-to-netsmart/>. If you have questions about this transition, contact Tellus/Netsmart by phone at (833) 483-5587 or by email at [support@ntst.com](mailto:support@ntst.com).