



## Tellus Rebranding FAQs

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### **What is happening?**

Effective July 8, 2021, the Tellus name and brand will transition to Netsmart on both the mobile app and Admin console/Provider portal. Going forward, the Tellus eVV mobile application may be found in the Apple/Android store as Mobile Caregiver+ and the Admin Console/Provider portal will also be rebranded as Mobile Caregiver+. Mobile app users will not need to download a new application, the rebranding will take effect through an update.

### **Will this change affect any functionality in the app or portal?**

No, the branding change will not have any effect on current or planned functionality within the application or the provider portal.

### **Will I need to download a new mobile app?**

No, the application will be rebranded through an update to the existing application.

### **When will email addresses change?**

Email addresses have already been transitioned to Netsmart systems, but existing email addresses are still functional. Netsmart will promote @ntst.com email addresses going forward, but @4tellus.com addresses should still continue to function normally.

### **What will change on 4tellus.com?**

Users will continue to be able to access the portal login, state resources, and training at <https://4tellus.com/resources/>. Other pages will be redirected to the Netsmart website at [www.ntst.com](http://www.ntst.com). The ntst.com page will include direct links back to state resources, training pages, and the portal login.

### **Who is Netsmart?**

Netsmart, a leading provider of Software as a Service (SaaS) technology and services solutions, designs, builds and delivers electronic health records (EHRs), health information exchanges (HIEs), analytics and telehealth solutions and services that are powerful, intuitive

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and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in the human services (which is comprised of [behavioral health](#), [addiction treatment](#), [autism](#) and [I/DD](#)) and post-acute care markets. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For more than 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL. Our more than 2,300 associates work hand-in-hand with our 680,000+ users at our clients across the U.S. to develop and deploy technology that automates and coordinates everything from clinical to financial to administrative. Learn more about how Netsmart is changing the face of healthcare today. Visit [www.ntst.com](http://www.ntst.com), call 1-800-472-5509, follow us on our [CareThreads Blog](#), [LinkedIn](#) and [Twitter](#), like us on [Facebook](#) or visit us on [YouTube](#). Netsmart is pleased to support the [EveryDayMatters® Foundation](#), which was established for behavioral health, care at home, senior living and social services organizations to learn from each other and share their causes and stories.