



1570 Grant Street
Denver, CO 80203

Colorado CDASS Members,

Electronic Visit Verification (EVV) was mandated in Colorado effective August 3, 2020 by [10 CCR 2505-10 Section 8.001](#) and Section 12006(a) of the [21st Century Cures Act](#). Consumer Directed Attendant Support Services (CDASS) members must ensure EVV records for all services provided by non-exempt attendants are submitted to the Department through the Financial Management Service (FMS) vendor. The Department has prepared this guidance specifically for CDASS members to clarify what this means in practice in Colorado.

Note: Some of the information outlined below may change if requirements of EVV are adjusted by the Center of Medicare and Medicaid Services (CMS) or the Department in the future.

1. What are acceptable ways for recording EVV?

Any of the following are acceptable methods for recording EVV:

- Mobile application, using a smartphone or tablet (preferred).
- Telephony, using a cell phone or landline (preferred).
- Web-based portal, also known as the FMS portal.

2. When should I use the web-based or FMS portal?

EVV should be recorded at the time of service delivery through mobile application or telephony. However, there are circumstances when that may not be possible. Recording EVV through the web-based portal by manually entering or editing a visit after the time of service is an acceptable method for recording EVV.

While entering visits through the web-based portal is acceptable, it should only be used in circumstances when the mobile application or telephony are not available. For example, using the web-based portal during the time when someone is registering a new phone, or an emergency occurred, and the attendant was unable to clock in or out at time of service are some examples of when using the web-based portal may be used to record EVV.

3. Are there any consequences for entering visits through the web-based portal or modifying them after a visit has occurred?

At this time, CMS does not have thresholds set for manual or modified entries. The Department does not currently have thresholds or consequences for how many EVV



records are manually entered or edited through the web-based portal. Manual and modified visits will not contribute to strikes in the [CDASS EVV Strike Protocol](#).

4. What if I have concerns about my FMS vendor's mobile application, telephony, or web-based portal?

First, please contact your FMS vendor to notify them that you are experiencing issues recording EVV and see if they are able to assist you.

Additionally, if a system issue occurs that prevents the recording of EVV, you should report the issue by completing the [Participant Directed Programs Unit Feedback Form](#) and be able to verify the through some form of documentation (like a screen capture). Those who have limited access to the form may contact the Department's EVV team by calling 303-866-3580 and staff will assist you by completing the form over the phone.

Questions about information in this document?

Department Contact information:

- EVV Inbox: EVV@state.co.us | Jordan Larson, EVV Policy Specialist | Phone: 303-866-3580
- Report an issue: [Participant Directed Programs Unit Feedback Form](#) | Jessica Corral, Participant Directed Programs Contract Specialist | Phone: 303-866-3504
- More comprehensive details about CDASS and EVV can be found in the [EVV Program Manual](#).

Questions about your EVV Technology or want to report an issue?

FMS Vendor Contact information (CDASS Members):

- Palco | Phone: 866-710-0456 and select the option for Colorado | Email: CO-CDASS@palcofirst.com
- Public Partnerships, LLC (PPL) | Phone: 888-752-8250 | Email: ppcdass@pcgus.com

