Electronic Visit Verification (EVV) Self-Paced Training Supplemental

Colorado-specific information for providers engaging in EVV Self-Paced Training

All Self-Paced training is supplied by Sandata Technologies; this supplemental document clarifies Colorado-specific program inclusions and offers useful tips for using both the State EVV Solution and the Data Aggregator for those using a Provider Choice system.

December 2019

COLORADO
Department of Health Care Policy & Financing
HCPF

Contents

COLORADO
Department of Health Care
Policy & Financing

I. Introduction

The 21st Century Cures Act, passed in December 2016, requires state Medicaid programs implement an Electronic Visit Verification (EVV) system for Personal Care and Home Health services.

The State of Colorado Department of Health Care Policy and Finance (the Department) allows for providers to collect and submit EVV data through either the State Solution (at no cost to providers) or any interfaceable EVV collection system (called "Provider Choice"). **State Solution users** need to complete a series of self-paced training modules to gain access. **Provider Choice users** will need to work with their individual technology vendors to understand their system but will need to complete one module of self-paced training to access the Data Aggregator for verification of EVV information submitted to the Department. All users may refer to the training at any time as needed.

The latest version of the Colorado EVV Self-Paced Training Supplemental is available on the [Electronic Visit Verification web page](#).

Contact evv@state.co.us with EVV questions for the Department. Contact the Sandata Provider Help Desk with questions about using EVV at (855) 871-8780 or email CO-HCPF-EVVProviderHelpdesk@etraconline.net.

COLORADO
Department of Health Care
Policy & Financing

II. State Solution EVV

A. Registering for Training

Visit the [Electronic Visit Verification web page](#), then:

- Click State Solution Provider Information
- Under Training for the State Solution, click Register for State Solution Provider Training

Filling out the registration form creates a training account for you to access this training.

B. Accessing Training

Check your email for login information and follow instructions to access the Sandata learning portal.

Select the online course Colorado (HCPF) - Electronic Visit Verification (EVV) Self-Paced Training for Agency Providers.

There are a series of modules to complete. Please allow Adobe Flash to run in your browser to access each module.

C. Module-Specific Notes

The modules presented by Sandata are based on their generic system design. This section offers insight into how Colorado providers interact with the State Solution as well as the intentions of the Colorado EVV program. Colorado programmatic guidance is listed first, and direct feedback from providers using the system are listed as "Usage Notes". Providers are encouraged to contact the state (evv@state.co.us) with additional helpful notes for other providers.

1. Introduction

- The State EVV Solution (provided by the State of Colorado) only collects EVV data, it is not a comprehensive software solution to be used for "end to end" business processes (for example billing, electronic health records, etc.).
- Agencies are encouraged not to enter any information into the EVV solution other than EVV-specific data.
- All training modules link to a Sandata generic email; however, Colorado-specific Help Desk information is available;
  - (855) 871-8780
  - CO-HCPF-EVVProviderHelpdesk@etraconline.net
- Usage Notes:
  - Required credentials to access the system are STX+agency number, username (email address), and a temporary password
  - You can reset your own password

2. Navigating

- The web version of the State Solution is for agency administrators only.

COLORADO
Department of Health Care
Policy & Financing

3. **Security**

- A "user" in this section is a provider administrator – employees are entered separately.
- At least two security administrators are recommended per provider to prevent being locked out of your EVV.
- Usage Notes:
  - o Do not delete or edit any data within "manage user roles" - changes affect user access throughout the agency. User roles should be assigned within an employee profile.

4. **Alerts**

- The Department does not receive alerts – this functionality is for provider/agency use only.
- Alerts are not encrypted and contain aspects of personally identifiable information (PII). It is the responsibility of the provider to assure that this information is safeguarded appropriately.

5. **Client**

- Do not enter a Social Security Number (SSN) for clients.
- Entering a phone number is optional but required if using TVV.
- Client Contact Information (separate from client's information) is not needed in the State EVV Solution
- The State Solution EVV only has one payer (the Department)
- [Prior] Authorizations should not be recorded in the EVV solution.
- Diagnosis field should not be utilized in EVV.
- ICD codes refer to diagnoses.
- Usage Notes:
  - o Assure Client status to active.

6. **Employee**

- The only information required for employees is: First Name, Last Name, the last 5 digits of the Social Security Number (SSN)
- An email address is needed if the employee will use the mobile application
- Usage Notes:
  - o Check the mobile user box (if intending to use mobile application)
  - o Ensure the employee's email address is accurate

7. **Scheduling**

- Scheduling functionality if for provider agency use only and is optional.
- The Department does not receive schedules or alerts for missed scheduled visits.

8. **Sandata Mobile Connect (SMC) and SMC Demo Videos**

- Client verification is not a functionality of the Colorado program.
- Sandata Notes:

COLORADO
Department of Health Care Policy & Financing

- When logging in via the SMC application, please note the Company ID refers to the Agency number (assigned by Sandata), not the employee ID. The number 2 followed by the Agency ID must be entered the Company ID field the first time the user signs in on a device. After the first login, that field will be pre-populated.
- Complete as much information as possible to reduce visit maintenance.
- Group Visits utilize a 6-digit code to associate visits. Refer to the EVV Agency Provider Participant Training Guide, section 9-1.

9. Telephony (TVV)

- If using TVV, Client needs a telephone number associated with primary address in the client information
- Client verification is not a functionality for the Colorado program.

10. Visit Maintenance

- All visits that are modified with these techniques may be subject to Department scrutiny as they are not fully electronically captured at the time of service.
- Do not use the Memo section – the information is not tracked and can not be used as proof of any documentation.
- The claims submission process does not change for the provider. Please submit claims as usual. Claims information is not relayed back to the EVV system as part of claims matching
- GPS distance exceptions do not apply in Colorado as there are no pre-determined locations for visits.
- Alternate Location Exception must have a viable address or unique landmark entered as location.
- Manual Calls and Create Calls must include location information to be a viable EVV entry.
- Usage Notes:
  - Only "date range" and "filter visits by" are required to search visit records.
  - As in section 3, a "user" is a provider administrator. If you are a user and an employee, have another user/office staff member edit your visits so that caregivers are not editing their own visits.
  - When adding a manual call, the visit will still require a call out to become a verified visit in the system.

11. Reports

Sandata system reports are for Agency use only.

COLORADO
Department of Health Care
Policy & Financing

III. Provider Choice EVV

A. Registering for Training

Visit the [Electronic Visit Verification web page](#), then:

- Click Provider Choice System Information
- Under Training Overview, click Register for Provider Choice System Training

Filling out the registration form creates a training account for you to access this training.

B. Accessing Training

Check your email for login information and follow instructions to access the Sandata learning portal.

Select the online course Colorado (HCPF) - Alternate Electronic Visit Verification (EVV) Self-Paced Training.

There is one module to complete. Please allow Adobe Flash to run in your browser to access the module.

C. Module-Specific Notes

The module presented by Sandata is based on their generic Data Aggregator system design. This document offers insight into how Colorado providers interact with the Sandata Data Aggregator via their Provider Choice System as well as the intentions of the Colorado EVV program.

- Security/User Roles: make sure that there are at least two administrators per provider agency to assure provider is not locked out of EVV.
- Visit Review gives a full view of all information submitted to the Department for EVV.
- Information submitted to the Department must match the approved [Requirement Specification for Receipt of Alternate Electronic Visit Verification Systems Data (altEVV).](#) Additional information will not be retained by the Colorado EVV system.
- Information submitted to the Data Aggregator may not display immediately. Please reach out to your Provider Choice system for data transmission timing.

COLORADO
Department of Health Care
Policy & Financing