



# Consumer Directed Attendant Support Services Electronic Visit Verification Compliance Protocol Frequently Asked Questions

## Overview

- What is the CDASS EVV Compliance Protocol?

The Consumer Directed Attendant Support Services Electronic Visit Verification Compliance Protocol (or CDASS EVV Compliance Protocol) ensures that CDASS members comply with the federal EVV mandate. It ensures that EVV is performed correctly and appropriately. Due to the unique structure of the CDASS delivery option, the Department developed a compliance protocol for CDASS participants. The protocol was a collaborative effort between employers/Authorized Representatives (ARs), attendants, Financial Management Services (FMS) Vendors, Consumer Direct of Colorado's (CDCO), and the Department.

- Where can I find out more information about the CDASS EVV Compliance Protocol?

There are multiple resources available to learn more about the protocol. The most up-to-date information can be found on the [Participant Directed Programs Unit page](#), or the [EVV Resources Page](#). If you have specific questions about the protocol, we recommend contacting your FMS Vendor by phone or email, or the EVV Team by emailing [evv@state.co.us](mailto:evv@state.co.us).

- When does the CDASS EVV Compliance Protocol begin?

The protocol begins February 1, 2022. The Department will review EVV compliance for each month's pay periods, with notifications being sent out the following month. For example, pay periods from April 1-30 will contain April's EVV compliance; notifications will be sent at the end of May.

## Strikes

- What is a strike?

A strike is received by an employer/AR when their monthly EVV match rate is 79% or lower and when received require the completion of various tasks that are outlined in the [EVV CDASS Compliance Protocol](#).



- What causes a strike?

Match rates are negatively impacted, and strikes may be produced by either no EVV records being documented or EVV records being incomplete. When there are no EVV records documented or EVV records are incomplete, they are not available to match to claims when they are submitted by FMS vendors.

- How is compliance evaluated?

Compliance is evaluated based on dates of service for each month. For example, the Department will evaluate EVV compliance for dates of service between February 1<sup>st</sup> to February 28<sup>th</sup>. The Department will consider off-cycle billing to allow enough time for EVV records to be updated and claims to be submitted.

- When is EVV due so that I won't be at risk of receiving a strike?

EVV records are tied to the attendant's timesheets and the shifts/time worked. Employers/ARs should make sure these records are accurate. If a record needs to be updated, please make sure to review and approve hours worked by the payroll due date for your FMS vendor. This will ensure that EVV records are readily available to match when claims are submitted by the FMS vendor. By reviewing records for accuracy and approving hours in a timely manner, you are less likely to receive a strike.

- How long do strikes last?

Strikes for each member are reset on an annual basis. To accommodate for timely filing, strikes will be reset each year on February 15th. This means that the last date an employer/AR could expect to receive a strike notification for the past year is the last week of January. Dates of service from January 1-31 will be evaluated to begin the new compliance evaluation period and strike notices will be sent out for the new period the last week of February.

### **Communications**

- How will we be notified if we got a strike?

Strike notifications will be emailed or mailed to employers/ARs. We recommend having an up-to-date email address on file with your FMS vendor to receive notifications as quickly as possible. Those who do not have email addresses will be sent notifications by mail, which may cause delays in notifications.

- When will we be notified if we got a strike?

To accommodate for off cycle billing, strikes will be sent out after the off-cycle payroll date for each FMS vendor. The Department will evaluate EVV compliance based on the dates of service for a given pay period. See the [EVV CDASS Compliance Protocol Schedule](#) for additional information.



- If I didn't receive a strike for a given month, will I be notified?

No, employers/ARs will only be sent notifications when they receive a strike and will not receive any type of notification if their EVV match rate is 80% or higher. If you have questions about your EVV compliance, you are welcome to contact the EVV Team by emailing [evv@state.co.us](mailto:evv@state.co.us).

- Is there a limit to how many strikes that can be received?

The accumulation of 5 strikes in a year will result in removal from the CDASS service delivery option for 365 days. Review the [CDASS EVV Compliance Protocol](#) for additional details.

- If I disagree with a strike, how do I appeal?

An employer/AR must notify their case manager they wish to appeal if they receive their fifth (5th) strike within ten (10) business days of receipt of the EVV strike notice. The case manager will coordinate with the Department regarding appeals.

If a system issue occurs that prevents a employers/ARs from recording EVV, please report the issue by completing the [Participant Directed Programs Unit Feedback Form](#) and be able to verify through some form of documentation. Those who have limited access to the form may contact the Department's EVV Team by calling 720-273-6967. System issues that are reported, and can be verified, will not count towards or result in a strike.