



February 23, 2024

Dear Health First Colorado member or Employer of Record:

**Important Update: CDASS Electronic Visit Verification (EVV) Compliance Protocol Will Reset, Strikes Go to Zero**

On February 15, 2024, the Electronic Visit Verification (EVV) Compliance Protocol for Consumer-Directed Attendant Support Services (CDASS) reset, and strikes returned to zero.

The Department of Health Care Policy and Financing (HCPF) will resume monitoring CDASS EVV compliance from this date for the 2024 calendar year.

If you did **not** receive notice of EVV noncompliance (strikes) in 2023, this letter is for informational purposes only.

We've included the 2024 notification schedule with this notice. It is also on the HCPF [EVV Resources webpage](#).

**Key points:**

- HCPF follows a 5-strike protocol for CDASS EVV compliance. Employers of Record (EORs) will need to complete assigned training after the 1<sup>st</sup> and 2<sup>nd</sup> strikes.

**The 5<sup>th</sup> strike could lead to a member's termination from the CDASS program for 365 days.**

- To avoid getting a strike, EORs must ensure attendants complete EVV for 80% or more work shifts each month.
- EORs and attendants must meet their Financial Management Services (FMS) contractor's payroll deadlines for accurate EVV reporting.
- While HCPF accepts manual web portal EVV entries, they should not be used on a regular basis.



## Questions?

Contact the EVV inbox at [evv@state.co.us](mailto:evv@state.co.us) or Jillian Estes at 720-273-6967.

Sincerely,

Jillian Estes  
EVV Analyst  
Office of Community Living

Enclosure(s) cc:

Erin Thatcher, Participant-Directed Programs Supervisor;  
Lana Eggers, Waiver Innovation and Compliance Section Manager;  
Danielle Comstock, Participant-Directed Programs Policy Specialist;  
Jessica Corral, Participant-Directed Program Contract Specialist;  
Jordan Larson, EVV Analyst



## CDASS EVV Compliance Protocol

### 2024 Strike Notification Schedule

Each month, the Department of Health Care Policy and Financing (HCPF) checks if Consumer Directed Attendant Support Services (CDASS) members and Employers of Record (EORs) are following the compliance protocol for Electronic Visit Verification (EVV).

CDASS EORs and attendants must meet their Financial Management Service's (FMS's) payroll schedule. This means the CDASS EOR makes sure that all attendants' work hours and EVV are captured and approved by the FMS's payroll deadlines. This process is important for meeting EVV deadlines, accurately calculating EVV compliance, and creating accurate EVV non-compliance (strike) reports.

<b>Service Month</b>	<b>Strike Notification Sent by</b>
<b>January</b>	March 15, 2024
<b>February</b>	April 15, 2024
<b>March</b>	May 15, 2024
<b>April</b>	June 15, 2024
<b>May</b>	July 15, 2024
<b>June</b>	August 15, 2024
<b>July</b>	September 15, 2024
<b>August</b>	October 15, 2024
<b>September</b>	November 15, 2024
<b>October</b>	December 15, 2024
<b>November</b>	January 15, 2024
<b>December</b>	February 15, 2024

When a CDASS EOR gets a strike, HCPF sends a notice to the EOR within 7 business days. The notice is sent by email. If there is no EOR email address on file with the FMS, the notice is sent by regular mail.

To make sure they get notices on time, CDASS EORs must keep their contact information updated with their FMS. Notices sent by regular mail may be delayed and impact the EOR's ability to complete strike requirements.

For more information on the CDASS EVV Compliance Protocol, visit the [EVV Resources webpage](#).

