

Electronic Visit Verification

General Stakeholder Meeting

July 20, 2021

Our Mission

Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.

WELCOME Stakeholders

- HCPF Introductions
- Housekeeping

Meeting Purpose

The purpose of this meeting is to engage providers, members, other stakeholders, and the Department as we all work to implement EVV for EVV-required services.

And specifically to:

- Clarify EVV in Colorado
- Discuss EVV Program Updates
- Provide a platform to gather stakeholder feedback

Meeting Guidelines

We ask that you:

- Mind E-manners
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution and scope focused

Agenda

Overview of EVV

EVV Communications

EVV Best Practices

Call Center Report

Open Forum

EVV Brief Overview

What is EVV?

- Electronic Visit Verification (EVV) is a technology solution that verifies service provision through mobile application, telephony, or web-based portal.
- EVV is used to ensure that home or community-based services are delivered to people needing those services by documenting the precise time service begins and ends, and ensure caregivers are paid for time and efforts

What must EVV Capture?



**TYPE OF SERVICE
PERFORMED**



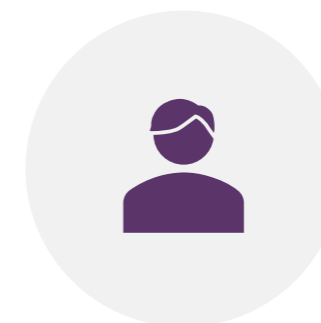
**INDIVIDUAL
RECEIVING THE
SERVICE**



**DATE OF THE
SERVICE**



**LOCATION OF
SERVICE DELIVERY**



**INDIVIDUAL
PROVIDING THE
SERVICE**



**TIME THE SERVICE
BEGINS AND ENDS**

Service Location

- EVV services happen in the home and in the community.
- Capture location where the service occurs, including telehealth.
- EVV does not disrupt this flexibility of service location.

State EVV Model: Open/Hybrid

Colorado provides an EVV Solution ([State EVV Solution](#)) free of charge.

Providers also have the option to use an alternate EVV system ([Provider Choice EVV System](#)) if it correctly interfaces with program rules and requirements.

Providers are responsible for the correct use and transmission of EVV data.

EVV Communications

Email Addresses Out of Date

- Provider's responsibility to ensure email address on file is up to date in Gainwell Provider Portal
- Has caused delays due to credentials or communications being sent to out-of-date email addresses
- Service Location Email Address - eTrac Credential Info sent and EVV communications
- Full instructions on how to update email address can be found in [How to Update Provider Email Address at Gainwell Technologies](#)
- **Contact Gainwell** for email updates and confirmation that an email has been correctly updated. Remember to note the Application Tracking Number (ATN) that you receive

Compliance Communications

- Continuing use of EVV Report Cards
- Department continuing to monitor EVV utilization rate. Date for claim edit to go-live not yet determined but expected this calendar year.
 - Announcement for go-live date coming soon



Questions

EVV Best Practices

Best Practices Overview

- Information intended to provide technical guidance and help program providers and FMS vendors avoid EVV claim mismatches
- Information intended to help boost EVV knowledge and EVV performance
- 3 Main Sections
 - Prior to Claim Submission
 - After Claim Submission
 - Additional Tips

Best Practices Overview

- Prior to Claims Submission - Collecting EVV, addressing exceptions, and verifying visits
- After Claim Submission - Review claims for error, updating visits related to errors, and rebilling/reprocessing
- Additional Tips - Group visits, poor internet/cell service, billing errors, and additional resources
- Found on [Resources](#) page and [New Provider Overview](#) Page

EVV Best Practices: Before Submitting Claims

Before Submitting Claims

- Prior to submitting claims important to ensure that the necessary EVV data has been collected and is available to match to claims.
- Start Visit:
 - Call In Client Medicaid ID Employee Santrax ID Service Location
- End Visit:
 - Call Out Service Location
- State Solution - MVV requires service selection at start of visit, while TVV requires service selection at end of visit

EVV Portals

- **Sandata Provider Portal:** The web-based administrative tool used to manage EVV activity, add Manual Visit Entry data elements, and to monitor all activity recorded in the State EVV Solution.
- **Data Aggregator:** The read-only portal for Provider Choice System users.

Visit Status


Verified Visit: A verified visit does not contain any exceptions, meaning either no exceptions exist or they have been fixed, making the visit eligible for claim matching.

Incomplete: A visit is considered Incomplete if it requires manual intervention before it can be considered closed, completed, or verified.

In Process: A visit is considered in process if a call in is received and visit will remain in process until a Call Out is received, or 25 hours has passed. After 24 hours, the visit will become Incomplete, assuming the Call Out was not received.

Omit: A visit will be shown as omitted if the indicator on the visit is set to “do not bill.” This means that the agency does not intend to submit a claim for this particular visit and it will not match to a claim.

Before Submitting Claims

Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status 
12:09 PM	12:43 PM	00:34	12:09 PM	12:43 PM		00:34	Verified

Before Submitting Claims

Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill	Actions
11:49 AM	●		11:49 AM				Incomplete	<input type="checkbox"/>	
07:27 PM	●		07:27 PM				Incomplete	<input type="checkbox"/>	
06:02 PM	●		06:02 PM				Incomplete	<input type="checkbox"/>	

Exceptions:
Visits Without Out-Calls

Search for Exceptions

1. Login to Sandata Provider Portal or Data Aggregator and review visit data
 2. Set “Filter by Visits” to filter by “All Exceptions” which will show visits that are not yet “Verified”
 3. These are easily identified by colored dots (Exceptions) that signify a point of data is missing and the visit needs corrected
- Any status other than “Verified” requires additional attention

Fix Visits State Solution

1. Click on red or orange dots to view exceptions tab
 2. Follow on-screen instructions to enter or correct missing points of data
 3. Select "Save" then scroll all the way to the right to ensure under "Visit Status" visit is listed as "Verified"
 4. Proceed to billing once all visits have been verified
- If not listed as "Verified" still missing EVV data that needs corrected to be able to match to a claim

Fix Visits Provider Choice System

1. Enter missing information in your vendor's solution so it's updated in Data Aggregator
2. Proceed to billing once all visits have been verified
 - Data Aggregator is read-only and visits cannot be updated directly in Data Aggregator
 - If not listed as "Verified" still missing EVV data that needs corrected to be able to match to a claim

Manual Entries

- Manual entry will be entered in the Sandata Provider Portal or Provider Choice System after the time of service delivery.
- Manual entry requires all points of data be entered manually, including location
- To verify you've entered a manual entry correctly, check the exceptions tab of the visit and ensure the visit is in a "Verified" status



Questions

EVV Best Practices: After Submitting Claims

EVV Report Cards

- Monthly educational emails sent by the Department to offer insights into EVV performance.
- Data based on all claims that were paid for that respective month.
- Contains past 4 months' pay rate percentage, dollar amount to pay, plus infographic with tips on improving performance.
- "Pay rate" - Claims expected to pay once claim edit is active because they have matched to verified visits.
- Emails sent from EVV inbox to Service Email Address on file.

After Submitting Claims

- How to review your claims
- How to see which claims didn't have EVV data
- Why they didn't match
- How to address EVV Errors

Review Claims for Error

- **Remittance Advice:** Contains weekly summary of all claims submitted and is available the Monday following the end of the claim submission cycle.
- **Explanation of Benefits 3054:** Informational message on provider-specific RA designating that a claim billed with an EVV-required code does not have a corresponding and verified visit recorded through an EVV system.
- EVV claims match when an EVV-required claim is submitted and there is an EVV visit logged that matches all 6 points of data at the time of claim submission
- When there isn't EVV to match, it produces EOB 3054, found in the remittance advice (RA).

How to Pull Remittance Advice

1. Login to [Provider Web Portal](#)
 2. Select Resources Tab
 3. Select Report Download
 4. Choose “MMIS Reports – RA” from Report dropdown box
- Additional details found in [Provider Web Portal Quick Guide](#)

Search RA for EOB 3054

- Monitor claim lines for EOB 3054, looking for claims that have not successfully matched to EVV record

PROC CD	MODIFIERS	SERVICE DATES FROM	TO	ALLW UNITS COPAY AMT	RENDERING PROVIDER BILLED AMT	PA NUMBER ALLOWED AMT	PAID AMT	DETAIL EOB
---------	-----------	-----------------------	----	-------------------------	----------------------------------	--------------------------	----------	------------

- Recommend downloading as PDF so you can search (ctrl+f) and search “EOB 3054”

Error Checklist

- ❑ Login to Sandata Provider Portal or Data Aggregator to verify visit is present and is “Verified”
- ❑ Ensure you’re recording EVV with correct STX account so matches to appropriate Billing Provider ID
- ❑ Ensure the visit has data present and matches to the claim

EVV Record*	Claim Information	Match?
STX Account**	Billing Provider ID**	<input type="checkbox"/>
Client Medicaid ID	Client Medicaid ID	<input type="checkbox"/>
Visit Date/Time	Visit Date	<input type="checkbox"/>
Type of Service*** (TVV Code/MVV Group Code)	Billed Code (Procedure/Revenue)	<input type="checkbox"/>

Other Causes for Errors

- 6 Data points are not captured to verify a visit
- Visits that are “Verified” and billed for in the same day will not match, includes modifying EVV records
- Selecting incorrect Group Code for services - see [EVV Crosswalk of Codes](#)
- Can also review Detail Visit Status report and compare to RA to verify points of data are matching.
- Call Gainwell with your Claim Number (ICN found on the RA) and Visit ID (found on the Detail Visit Status Report) for help with identifying why EOB 3054 posted.



Questions

EVV Best Practices: Changing Visits Related to Errors

Updating Visits

- After identifying the point of data that is incorrect, visit needs to be updated
- Scenario: State Solution - Claims posted EOB 3054 and do not have a visit:
 - Manually Create visit by selecting “Create a Call”
 - Enter call Elements, including location
 - Verify visit is “Verified” and contains no exceptions

Updating Visits

- Scenario: Provider Choice system- Claims posted EOB 3054 and do not have a visit:
 - Create a call in your vendor's system
 - Verify visit is present in Data Aggregator and is "Verified"

Updating Visits

- Scenario: Claims posted EOB 3054 and do have a visit:
 - First locate by logging into Sandata Provider Portal or Data Aggregator and locate visit that needs to be updated
 - Use Visit Maintenance section to search for visit, or download Detail Visit Status Report
- Fix visits/verify visits using State EVV Solution:
 - Click on red or orange dot to view Exceptions Tab
 - Follow on-screen instructions to enter or correct missing points of data
 - Verify visit status is listed as “Verified”

Updating Visits

- Fix visits/verify visits using Provider Choice System:
 - Enter missing information in your vendor's solution so updated in Data Aggregator
 - Log into Data Aggregator
 - Verify visit has been updated and is "Verified"



Questions

EVV Program Updates: Past Week Sandata Call Center Report

Call Center: Calls Answered

94 Total Calls



94 Presented / 93 Answered

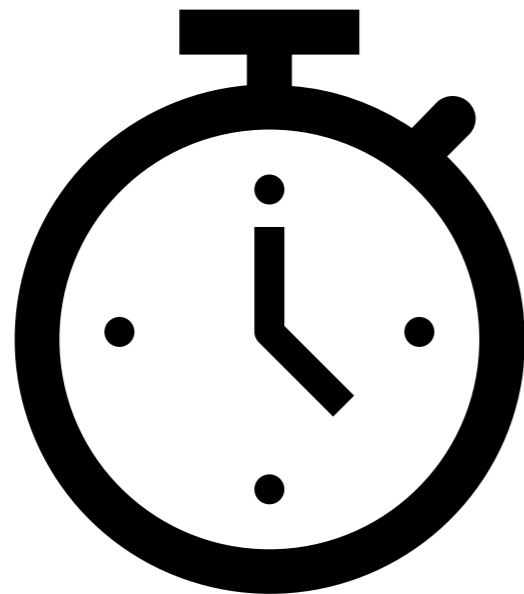
99% Answered



1% Abandoned

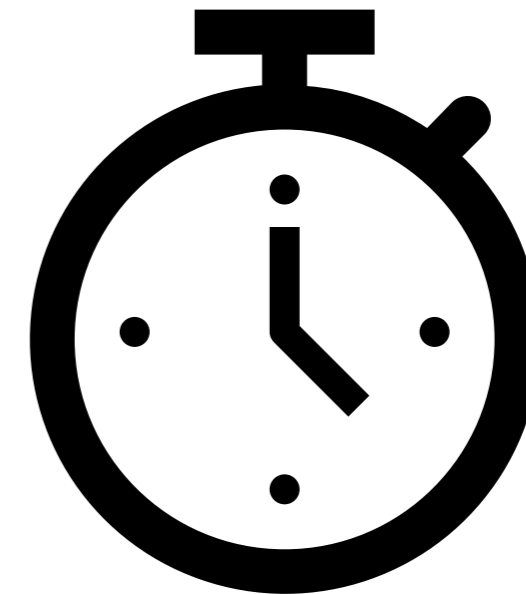
Call Times: What To Expect

Wait Time for a Call Representative



13.50 Seconds

Time With a Call Representative



11.80 Minutes

Open Forum

General Stakeholder Open Forum

Questions on the phone

- Unmute self press *6
- Share the air

Questions in the Q&A

- Type questions directly into the chat box

Email

- Encrypt PHI and PII
- evv@state.co.us

EVV Recurring Meetings

General Stakeholder

- Third Tuesday of the month
- *Next Meeting: August 17, 2021*
- 10:30 am - 12:00 pm

EVV CDASS Compliance Protocol

- *Next Meeting: July 27, 2021*
- 10:00 - 11:00 am

Listening Sessions

- First Thursday of the month -AND- the Thursdays following the EVV General Stakeholder Meeting
- *Next Meeting: August 5 and August 19, 2021*
- 10:00 - 11:00 am

Email evv@state.co.us for a calendar invite

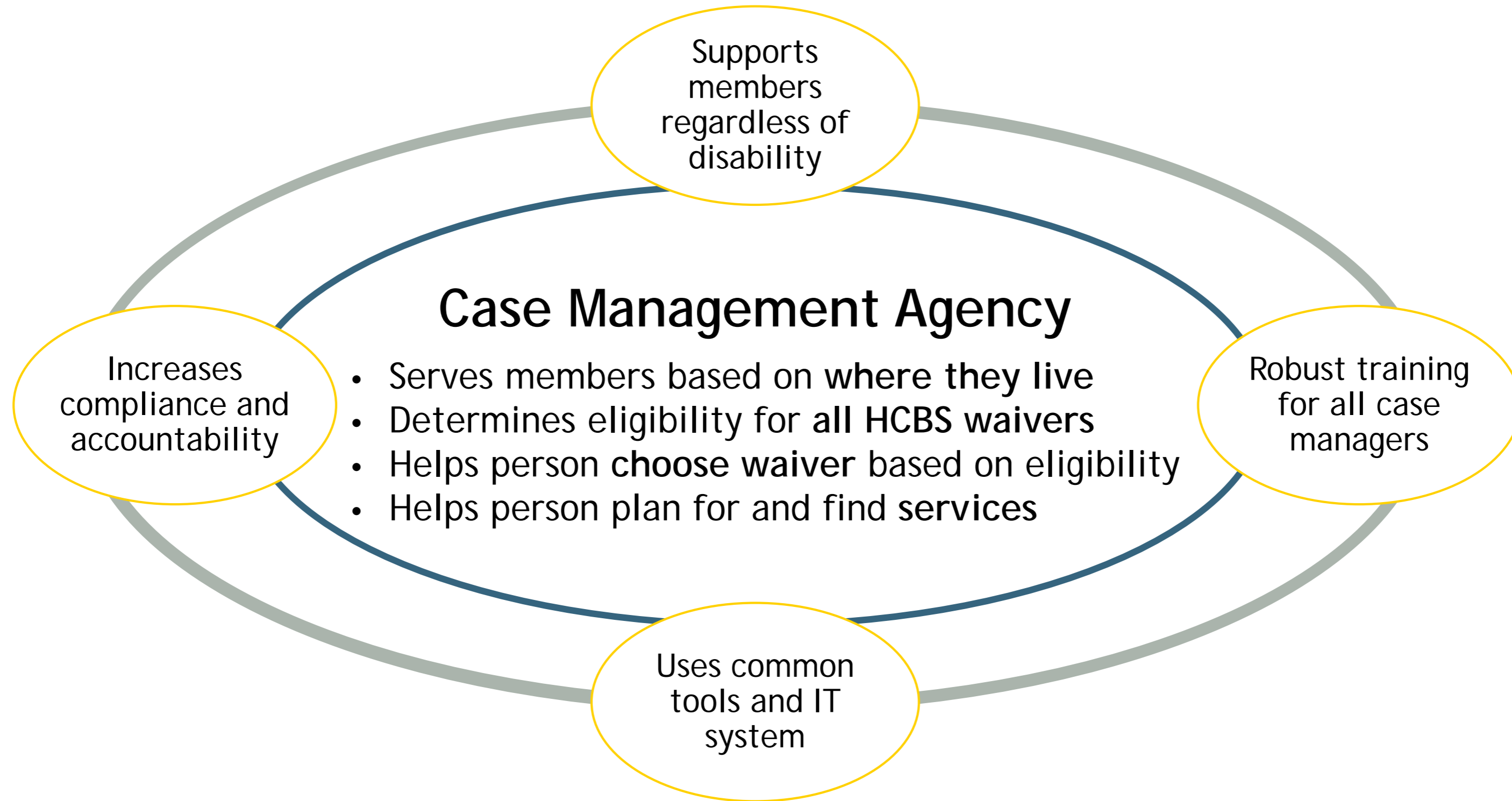
EVV Listening Sessions

- Informal setting for questions and discussions about EVV, like EVV Office Hours
- Open for all to participate
- First Thursday and Thursday following General Stakeholder Meeting of each month
- Google Meet link: meet.google.com/zcx-ytsv-bwa
- Toll Free Phone Number: +1 208-715-5308 / PIN: 438 295 119#
- Available on the Department's EVV website under [Stakeholder Information](#)

CDASS Compliance Protocol Subcommittee

- Work group to gather stakeholder feedback to help guide CDASS EVV Compliance Protocol
- Audience: Self-directing programs
- Next meeting: July 27, 2021, 10:00 - 11:00 AM
- Google Meet link: meet.google.com/ovb-bjxq-sda
- Toll Free Phone Number: +1 302-404-6610; PIN: 841 380 464#
- Available on the Department's EVV website under [Stakeholder Information](#)

Future of Case Management





**What is important
to people using
Case Management
services?**

Member and Family Listening Sessions

Please attend ONE of the following sessions:

Tuesday, July 27, 2021
from 12:30-2:30 p.m.

or

Tuesday, July 27, 2021
from 5:00-7:00 p.m.

or

Wednesday, July 28, 2021
from 10:00 a.m.-12:00 p.m.

Virtual Meeting Information for All Sessions:

[Zoom Meeting Link](#)

Meeting ID: 969 4053 6000

Meeting Passcode: 502578

Call-in option: 1-877-853-5257
(For participants listening only and not participating online)

For more information on Case Management Redesign please visit the Department's [Case Management Redesign webpage](#).

EVV Resources

EVV Support Pathways

Pathway	Method	Purpose	Prepare Before Contacting	Expected Initial Response Time
EVV Help Desk	1-855-871-8780 COCustomerCare@sandata.com	Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV accounts	Nothing needed	Phone: As soon as connected Email: within two business days
Gainwell (Billing) Help Desk	1-844-235-2387	Provider billing or claims processing questions	Review EVV Program Manual: Provider Medicaid ID, ICN, and Visit ID Information	As soon as connected
HCPF EVV Inbox	EVV@state.co.us	Dept. approval of Live-in Caregiver exemption, Policy and Program answers, Escalations from other support methods	Live-in Caregiver Documentation for review, Help Desk documentation (Call number, who you talked to, etc.)	Within a week
Stakeholder Feedback	Complete the EVV Feedback Form or contact Jordan Larson, EVV Policy, Mon-Fri 8 AM-4 PM at 303-866-3580	Allow members, caregivers, and stakeholders to provide the Department with feedback related to EVV	Nothing Needed	Within a week

Contact Information

EVV@state.co.us

Department's [Distribution Lists Sign-Up page](#)
Click the "Electronic Visit Verification Stakeholder Group"

hcpf.colorado.gov/evv

Thank you!