

Electronic Visit Verification

General Stakeholder Meeting

August 17, 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

CDASS Protocol

Call Center Report

Claim Edit Discussion

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**



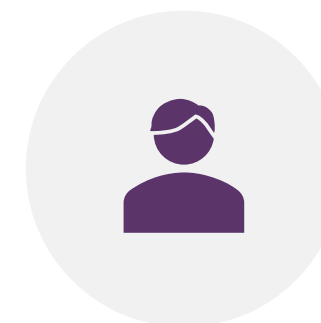
**INDIVIDUAL
RECEIVING THE
SERVICE**



**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.

CDASS EVV Protocol

CDASS Protocol Purpose

- Purpose:
 - Employer/Authorized Representative and attendant relationship different than agency to attendant.
 - CMS expects compliance with EVV and the Department needs to ensure EVV is being performed correctly by establishing compliance protocol for CDASS participants.
- Development:
 - Held stakeholder meetings past few months with CDASS participants, FMS vendors, and other stakeholders.
 - Reviewed potential features of protocol and gathered stakeholder feedback.
 - Posted on July 30, 2021 for additional feedback - closed August 13, 2021

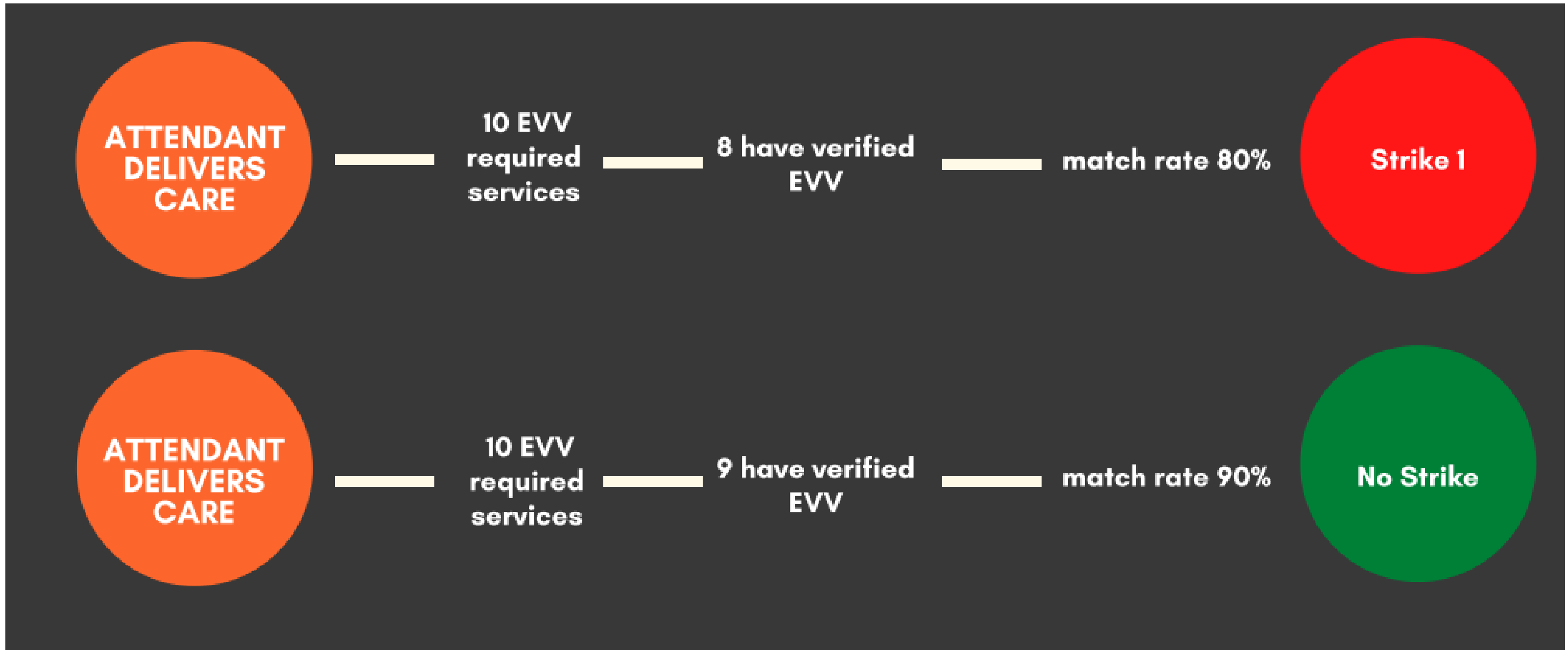
Key Terms

- **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.
- **Matched Visit** - A matched visit is an EVV record that has matched to a billed claim.
- Matched visit requires a verified EVV record and a billed claim that has no other claim errors. EVV records that are not yet a verified visit will not match.
- **Match Rate** - Monthly Rate at which claims matched to EVV records, used to determine compliance

CDASS Protocol Summary

- Monthly Match Rate: Each month 80% or more of CDASS EVV claims must have a matching EVV record. If less than 80% of EVV claims have a matching EVV record the member will receive a strike
- Five (5) strike protocol, each strike results in a unique consequence
- Strikes reset to zero (0) on January 1st
- Failure to complete requirements of a strike within a reasonable amount of time may result in additional strike(s).
- See Final Draft on [Stakeholder Workgroup Page](#) under CDASS EVV Compliance Protocol Subcommittee.

Match Rates and Strikes



CDASS EVV COMPLIANCE PROTOCOL

	STRIKE 1	STRIKE 2	STRIKE 3	STRIKE 4	STRIKE 5
Notice to FMS & Member	✓	✓	✓	✓	✓
Recommend CDCO Training	✓				
Required FMS Vendor Training		✓			
Performance Improvement Plan			✓		
Mandatory CDCO Re-training				✓	
Termination					✓



Questions

EVV Program Updates: Past Week Sandata Call Center Report

Sandata Call Center

- Purpose: Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV account questions, and receiving welcome packets.
- Materials needed before calling: Nothing
- Contact info: 1-855-871-8780 / COCustomerCare@sandata.com
- How to track your call: Need to keep track of Call Tracking Number (CTN)

Gainwell Call Center

- Purpose: Provider billing or claims processing questions, such as troubleshooting why claims didn't match related to EVV
- Materials needed before calling:
 - Provider Medicaid ID
 - Individual Claim Number (ICN) - [found in your Remittance Advice](#)
 - Visit ID Information - found in Sandata under General Tab
- Contact Info: 1-844-235-2387
- How to track your call: Need to keep track of Call Tracking Number (CTN)

Call Center: Calls Answered

83 Total Calls



83 Presented / 81 Answered

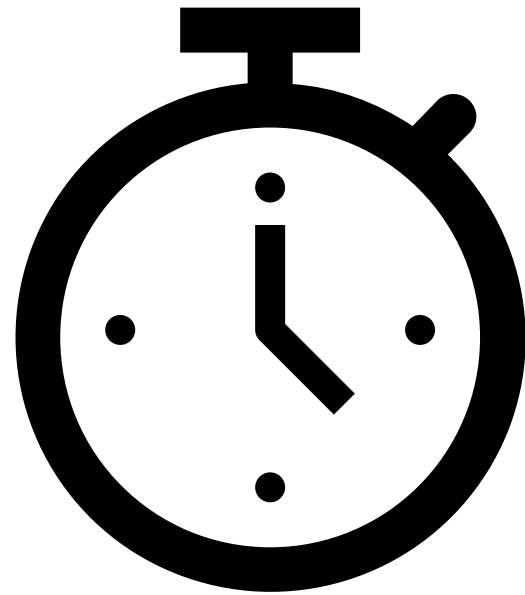
98% Answered



2% Abandoned

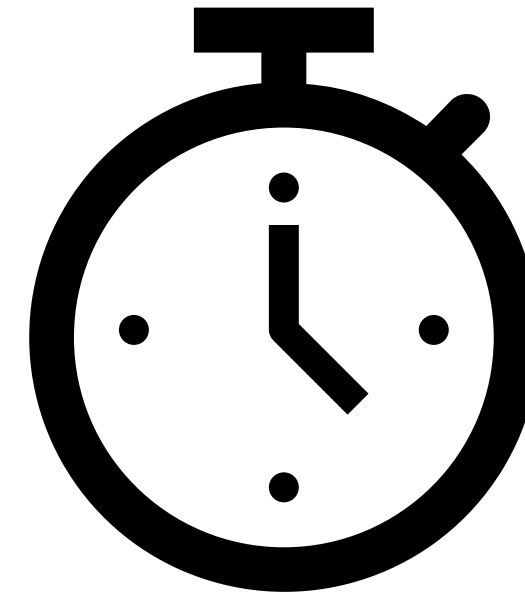
Call Times: What To Expect

Wait Time for a Call Representative



19.90 Seconds

Time With a Call Representative



9 Minutes

Claim Edit Discussion

Claim Edit

- Pre-Payment Claim Review "Claim Edit"
- The pre-payment claim review will mark when claims without corresponding EVV will deny during claims processing.
- All claims submitted to the Department that require EVV records must be matched to valid EVV records to pay.
- Due to the unique federally-mandated payment structure for Hospice services, Hospice services are exempt from Pre-Payment Claim Review.
- Hospice services are subject to Compliance Monitoring and Over-Payment Review only.
- Still on track to turn on within calendar year
- Department committed to 30-day notice prior to claim edit being turned on

Claim Edit Questions

- How would you feel if the claim edit went live tomorrow and why?
- Any specific needs you may anticipate or would like to have a way to address?
- Once claim edit is up and running, what would you like to see in terms of stakeholder engagement?
 - Would the General Stakeholder meeting remain useful?
 - Format, style, content, topics, etc.

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: September 21, 2021*
- 10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- the Thursdays following the EVV General Stakeholder Meeting
- *Next Meeting: August 19 and September 2, 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](#)

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!