

Electronic Visit Verification

PDPPC

May 22, 2024



COLORADO

Department of Health Care
Policy & Financing

Purpose

- Here today to communicate and discuss a 2024 EVV program goal to reduce modified and manually entered EVV
- **Program Goal**: Collective effort to achieve a defined goal or metric that helps improve program quality and performance
 - ****These are not thresholds****
- **Thresholds**: The acceptable limit of modified and manual EVV records determined as a percent of paid claims each month. May cause claim denials.

Definitions & Terms

- **Unmodified EVV** is all six verification data points captured at time of service, in real-time, and is best practice.
 - Also referred to as **visits without manual edits.**
- **Modified EVV** is when one or more of the verification data points, including manual entries, are captured or modified after the time of service.
 - Also referred to as **visits with manual edits and includes web-based portal entries.**

Unmodified EVV Reminder

- 10 CCR 2505-10 8.001.3.C: "All visit data points as defined in Section 8.001.3.A.1.b must be completed at time of service delivery."
- Those with high rates of unmodified EVV, real-time data:
 - Confirms that services were delivered to members by caregivers on the date and time they were meant to be delivered
 - Experience less administrative management of EVV
 - Improve program health and integrity

Modified EVV Reminder

- Department recognizes the practical need for visits to be modified, however doing so should rarely be used and not as the main method for recording EVV
- Majority of all EVV records should remain unmodified.
- Those with high rates of modified EVV:
 - Require more administrative management
 - Can negatively impact program health and integrity
 - Subject to additional outreach or review by HCPF.

Performance Improvement

- Multiple states have started to discuss or have in place quality improvement for EVV records
 - For example, Louisiana 80% Unmodified Threshold
- Compliance targets have been discussed in CO before, but are not currently in place
 - Last 2 years, about 3 of every 4 EVV is unmodified
 - Polled stakeholders recently and stakeholders recommended 75-95% goal
- Want to continue striving for performance improvement

Program Goals

- Colorado EVV Program Goal: 85% or more of visits be unmodified by December 2024
- This is a program goal we are striving for to
 - Reduce time spent modifying or manually entering EVV
 - Make caregiver activities transparent and measurable
 - Continue to support and improve program health and integrity
 - Reduce need or stress from more restrictive measures



How We Get There

- Department Efforts
 - Data analysis and process improvement
 - Targeted outreach
- CDASS Program Efforts
 - CDASS attendants collect EVV in real-time using mobile app or telephony
 - Program and FMS emphasize importance of real-time EVV collection with caregivers
 - FMS continue providing technical assistance and addressing systems issues/risks

Feedback

- Reasons (current or previously identified) that result in modifying or manually entering EVV visits?
- What best-practices and/or solutions have reduced the volume or time spent modifying EVV?
- What obstacles or factors may impact our ability to achieve these goals?
- Can submit feedback through Google Form:
[Unmodified EVV Feedback Form](#)
 - Can call Jordan Larson, EVV Analyst Monday through Friday between 9 AM and 4 PM at 303-866-3238 to complete form over the phone.



Questions?

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