

Electronic Visit Verification

General Stakeholder Meeting

February 15, 2022

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 Updates

EVV CDASS Updates

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

EVV Updates

EVV Updates



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

Activated
February 1, 2022

EVV Updates

What's changed since
the EVV claim edit was
activated?



EVV Updates

EVV Program Updates:

- Pediatric Behavioral Therapy (PBT) | Place of Service (POS) 99
- Respite | Modifier TU - Enhanced Rate
- Durable Medical Equipment (DME) | L-Codes and Q-Codes
- Alternate (Alt) EVV Systems | Place of Service
- Support Pathways Review

EVV Updates

PBT, POS 99, and EVV:

- PBT have been updated to include POS 99 “other” (community)
- POS 99 for PBT requires EVV
- PBT remains ineligible for the live-in caregiver exemption
- Effective February 1, 2022

EVV Updates

Respite Codes + Modifier TU - Enhanced Rate and EVV:

- Respite codes S5150 and S5151 require EVV
- TU Modifier for the above Respite codes requires EVV
- One EVV record matches to both the original claim and the enhanced rate claim

EVV Updates

DME, Therapies, and EVV:

- Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST) have been updated to *exclude* L-Codes and Q-Codes
- Q-Codes and L-Codes no longer require EVV
- Effective February 1, 2022

EVV Updates

Alt EVV Systems | Place of Service (POS)

Notice: Reports of alt system transmission errors when submitting files to Sandata (Data Aggregator) re: 0-25 character limit.

- POS is not a required field for EVV, but location is such as a mailing address, GPS coordinates, or a uniquely identified location.
- POS may be required for billing through Gainwell. (CMS 1500 billing methodology)
- Coordinate with your alternate vendor and Sandata for alt EVV systems for guidance related to correct system setup and to address any transmission errors.

EVV Updates

EVV Support Pathways Review:

- To ensure timely support please follow the Support Pathway that best supports your needs.
- If the issue is not resolved and escalation is required, contact the Department with supporting information: ticket numbers and who you spoke to.

EVV Support Pathways

Pathway	Method	Purpose	Prepare Before Contacting
EVV Help Desk - State Solution Utilizers	1-855-871-8780 COCustomerCare@sandata.com	State EVV Solution, Sandata trainings, and EVV accounts	Nothing needed
EVV Help Desk - Alt Vendor Utilizers	1-844-289-4246 COAltEVV@sandata.com	Interfacing Alt Vendor Systems and alt EVV accounts	Nothing needed
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
HCPF EVV Inbox	EVV@state.co.us	Dept. approval of Live-in Caregiver Part C exemption, Policy and Program inquiries, Escalations from other support methods	Live-in Caregiver Documentation for review, Help Desk documentation (Call number, who you talked to, etc.)
Stakeholder Feedback	Complete the EVV Feedback Form Contact Jillian Estes, EVV Policy Advisor, 720-273-6967	Provide the Department with feedback related to EVV. Applicable to all stakeholders.	Nothing Needed



Questions

EVV CDASS Updates

EVV CDASS Updates

EVV CDASS Compliance Protocol Review

- **Strike 1** - FMS training within 30 days receipt of strike notice
- **Strike 2** - CDCO training within 30 days receipt of strike notice
- **Strike 3** - (Optional) Complete a Performance Improvement Plan (PIP) to remove a strike - *One time only*
- **Strike 4** - At risk for termination from CDASS program
- **Strike 5** - Final strike and 30 days until termination. Member ineligible for CDASS re-enrollment for 365 days. Case manager sends an LTC-803 Notice of Action to the employer/member and supports with the member to find new services.

EVV CDASS Updates

EVV CDASS Compliance Protocol Review

Signature Line:

- Do not sign and return the protocol
- Signature is required at time of CDCO training, either when onboarding into CDASS or when training is required for EVV compliance
- Live-In Caregivers with attestation documentation on file are not required to collect EVV. Should not impact the member's EVV compliance *unless* there is a non-live-in attendant

EVV CDASS Updates

EVV CDASS Compliance Protocol Review

- [EVV-CDASS Compliance Protocol FAQ](#)
 - Answers to common CDASS Compliance Protocol questions

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: March 15, 2022***
10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- the Thursdays following the EVV General Stakeholder Meeting
- ***Next Meetings:***
 - ***February 17, 2022 11:00 am - 12:00 pm NEW TIME!***
 - ***March 3, 2022 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](#)

Contact Information

EVV@state.co.us

Department's [Distribution Lists Sign-Up page](#)

Click the "Electronic Visit Verification
Stakeholder Group"

hcpf.colorado.gov/evv

Sign Up for the ARPA Project Pulse!

The Department is implementing a multitude of projects to expand, enhance, and strengthen the Home and Community Based Services (HCBS) system from Fall 2021 through Spring 2024 tied to federal funding in the American Rescue Plan Act (ARPA). This newsletter will serve as a source for key updates on all project planning and implementation, stakeholder engagement opportunities, and other topics of interest related to the funding.

* Email

First Name

Last Name

County Name

Sign Up

HCBS ARPA Newsletter

- Launching this fall/winter
- Monthly updates:
 - Project planning & implementation
 - Stakeholder engagement opportunities
 - Other topics of interest related to funding

Sign up Landing Page:

<https://lp.constantcontactpages.com/su/hcMkUsw/ARPANewsletter>

Also sign up available at the bottom of the ARPA webpage:

hcpf.colorado.gov/arpa

Feedback Opportunity

EVV General Stakeholder Engagement

We're listening!
Take a minute to tell us how we're doing.

Thank you!