

Electronic Visit Verification

General Stakeholder Meeting

January 16, 2024

Presented by Jillian Estes



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Department of Health Care
Policy & Financing

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.



What We Do

The Department of Health Care Policy & Financing administers Health First Colorado (Colorado's Medicaid program), Child Health Plan *Plus* (CHP+) and other health care programs for Coloradans who qualify.

Welcome

- HCPF Introductions
- Housekeeping



Meeting Purpose

HCPF engagement with providers, members, and other stakeholders related to maintenance and operation of EVV for EVV-required services.

And specifically, to:

- Clarify EVV in Colorado
- Discuss EVV Program Updates
- Gather Stakeholder Feedback

Agenda

- Overview
- Quality Assurance and Performance Improvement (QAPI)
- CDASS Review & Updates
- Updates & Questions
- Sandata Mobile Connect (SMC) App Transition
- Open Forum



Overview



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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 and ensure caregivers are paid for time and efforts

What must EVV capture?

1. Type of Service Performed
2. Individual Receiving Service
3. Date of Service
4. Location of Service Delivery
5. Individual Providing Service
6. 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 (member location)
- EVV does not disrupt this flexibility of service location

Quality Assurance & Performance Improvement (QAPI)



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Definitions & Terms

- **EVV Quality Assurance and Performance Improvement (QAPI)** is a data driven and proactive approach to quality improvement. It combines two approaches - Quality Assurance (QA) and Performance Improvement (PI).
- QA is a process used to ensure EVV quality standards are met and reaches a certain level.
- PI is a pro-active approach that continuously studies EVV data with the goal to prevent or decrease the likelihood of fraud waste and abuse.

Definitions & Terms (Cont'd)

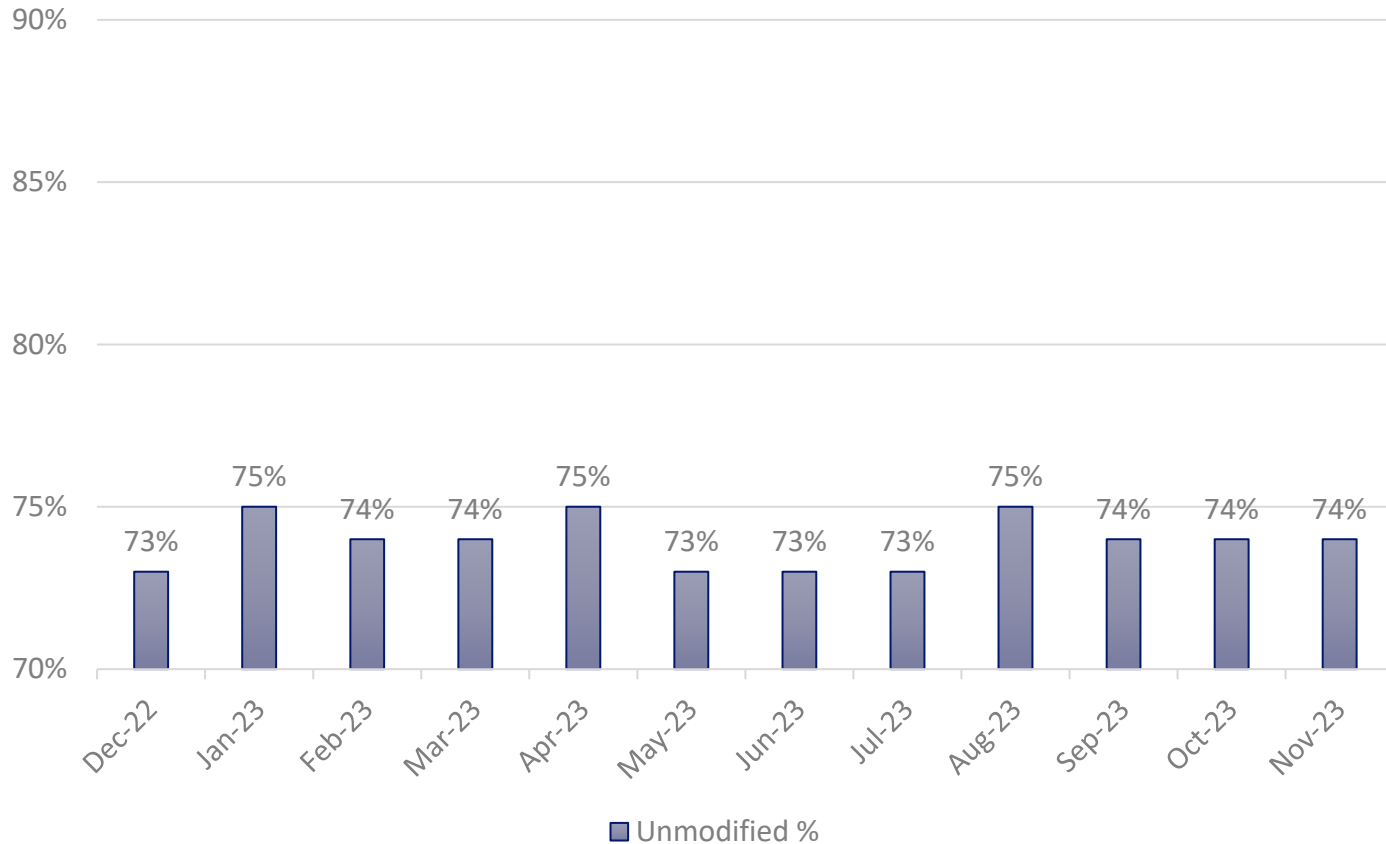
- **Unmodified EVV** is all six verification data points captured at time of service, in real-time, and is best practice. These can also be referred to as visits **without manual edits**.
- **Modified EVV** is when one or more of the verification data points, including manual entries, are captured or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

Program Highlights

- Approximately 3 of every 4 EVV is unmodified in Colorado. These visits are typically verified by mobile visit verification (MVV) or telephonic visit verification (TVV).
- In contrast, 1 of every 4 EVV are modified, these visits are usually verified by manual editing or manual entry in the web-based portal.
- High rates of unmodified EVV, real-time data, improves program health and integrity.



Unmodified EVV



Reminders

- HCPF strongly encourages all stakeholders to decrease modified EVV visits.
- High rates of modified EVV are subject to additional review by HCPF.
- Compliance expectations may change in the future and a proactive approach to increase unmodified EVV now will make future compliance easier.

Reminders (cont'd)

- HCPF recognizes the practical need for EVV to be modified or manually entered, doing so should only be done as an exception to normal practice and the **majority of all EVV should remain unmodified.**
- HCPF recommends, when needed, to edit or adjust an existing EVV rather than making a full manual EVV entry.

Consumer Directed Attendant Support Services (CDASS)



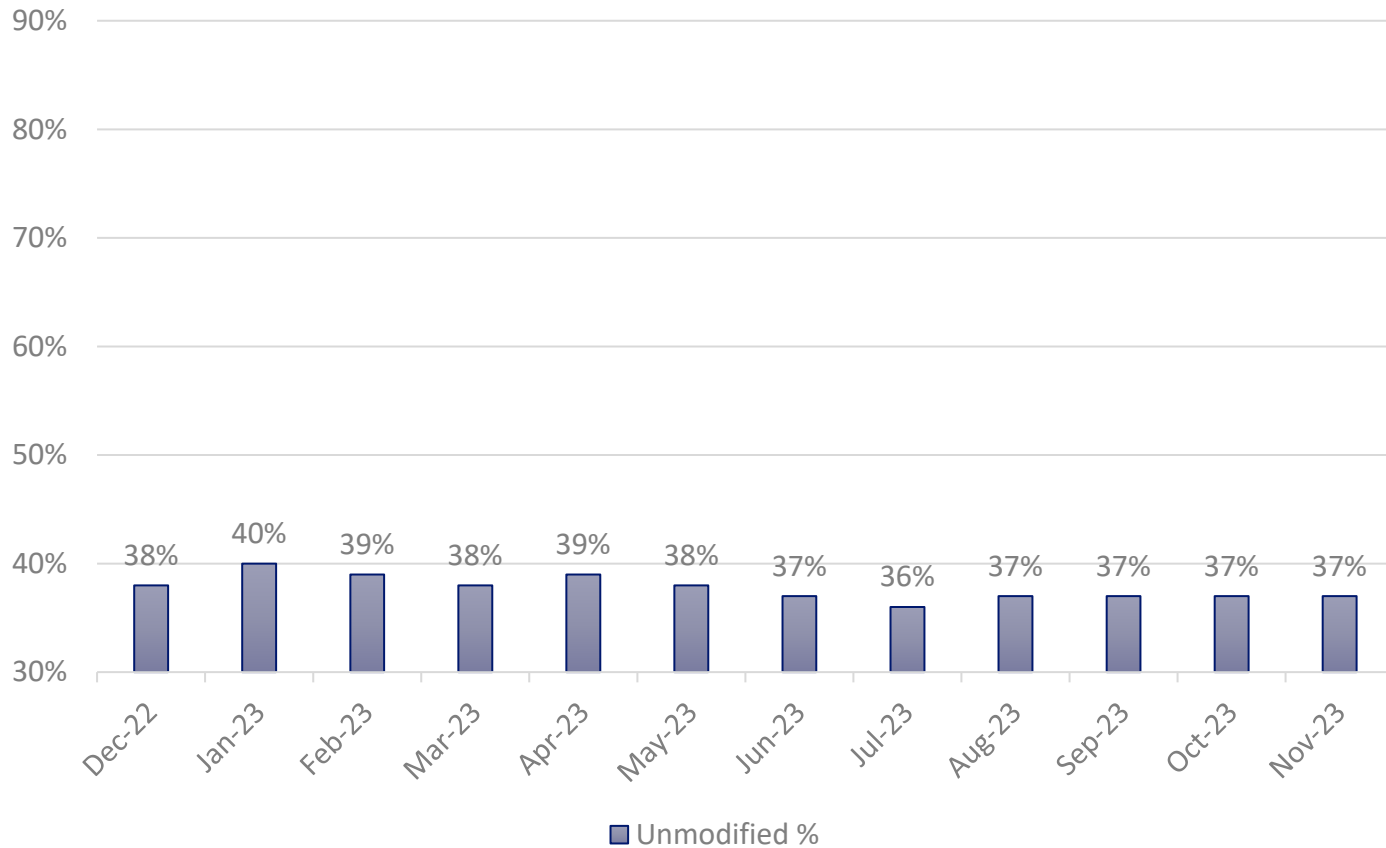
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CDASS Highlights

- Approximately **3.5 of every 10** EVV are unmodified and completed using MVV or TVV.
- In contrast, **6.5 of every 10** EVV are modified including manually entered EVV via web-based portal.
- Low rates of unmodified EVV impacts program health and effects data integrity.

CDASS Unmodified EVV



CDASS Reminders

- CDASS Employers of Record (EORs) are responsible to ensure caregiver collection of EVV and should discourage modified EVV via web-based portal entries.
- Web-based portal entries should only be done as an exception to normal practice and the **majority of all EVV should remain unmodified.**
- High rates of modified EVV are subject to additional review by HCPF.

Updates & Questions



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Location Required Exception

- Q: My agency uses a provider choice solution for EVV. We recently experienced an increase in location required exceptions. What changed?
- A: A system logic correction was made which resulted in the enforcement of 41 - Location Required. It was triggered if any of the four specified criteria were not met. For detailed information refer to [Colorado HCPF AltEVV Addendum v2.4](#) pg. 29

Advanced Notice

- Q: When can we expect advanced notice about EVV system updates?
- A: Under typical circumstances the EVV vendor Sandata sends notice by email a week before updates occur. These notices are generic but include a link for you to visit [Sandata On Demand](#) where you can get additional details on expected changes and even "Follow" updates to stay in the know.

Clocking In For a Visit

- **Q: Can I clock in for an EVV visit before I am face to face with a member?**
- **A: The presence of technology (tablets, phones, etc.) can cause members' discomfort or even disrupt service delivery. If this occurs, consider clocking in at the door of a member's home before entering to provide services. This can put the member at ease while still capturing the required location of services.**



Questions?



Sandata Mobile Connect (SMC) Transition



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SMC Transition

- SMC app was released July 2023.
- State solution utilizers are urged to transition their caregivers to the new SMC app to before June 2024 to prevent service disruption.

Look for the  icon.

Reach out to Sandata for app or functionality questions.

- Call: 1-855-871-8780
- Email: COCustomerCare@sandata.com
- Visit: [Sandata On-Demand](#)



Questions?



Contact Information

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Thank you!



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