

Electronic Visit Verification

General Stakeholder Meeting

July 18, 2023

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

Department engagement with providers, members, and other stakeholders, to continue maintenance and operation of 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 Compliance and Quality Review

Survey: Moving the EVV Needle

EVV Report Cards

Sandata Mobile Connect App Release

CDASS Compliance Review and Updates

EVV Live-In Caregiver Exemption Reminders

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 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 Compliance and Quality Review

EVV Compliance and Quality Review

Purpose (Updated 7/18/23):

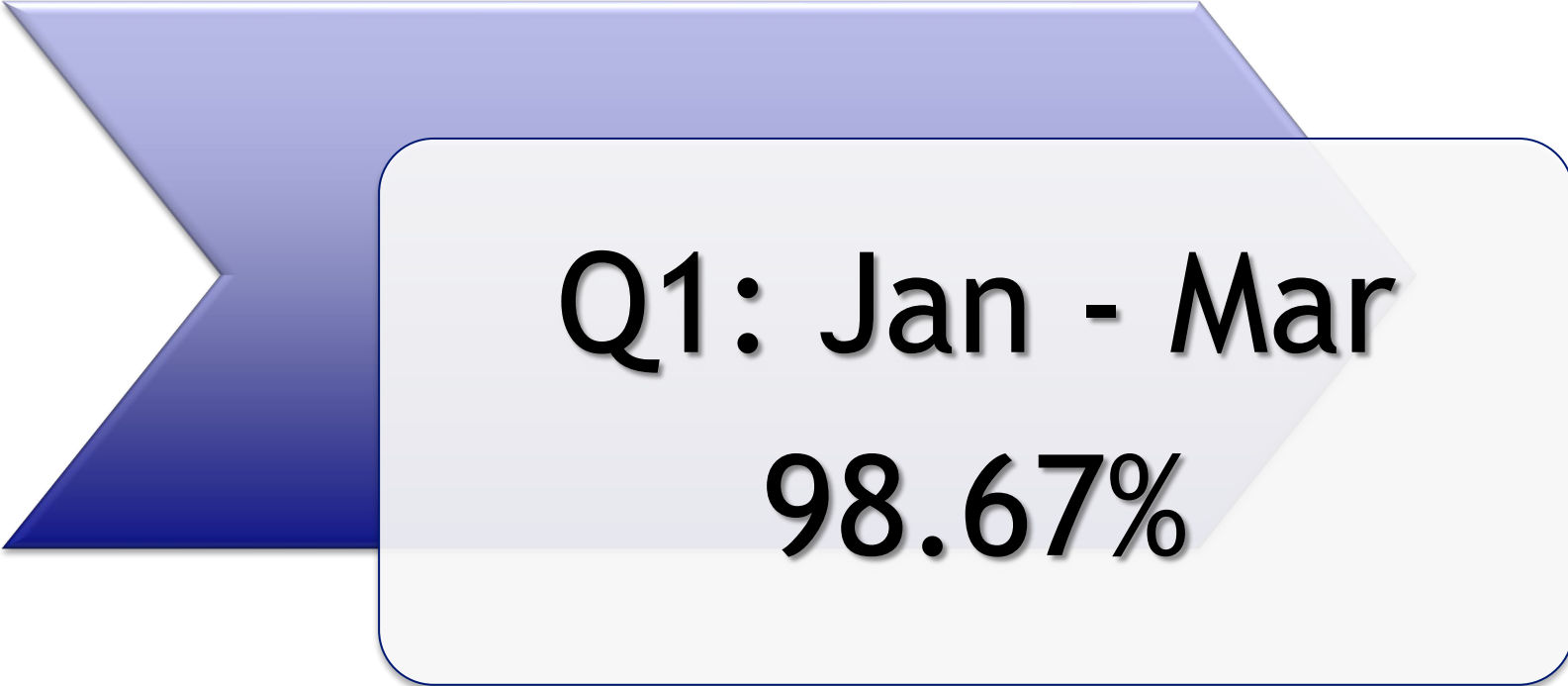
Mitigate risks by leveraging existing resources to identify and resolve EVV claims denials and improve unmodified EVV performance.

Objectives (Updated 7/18/23):

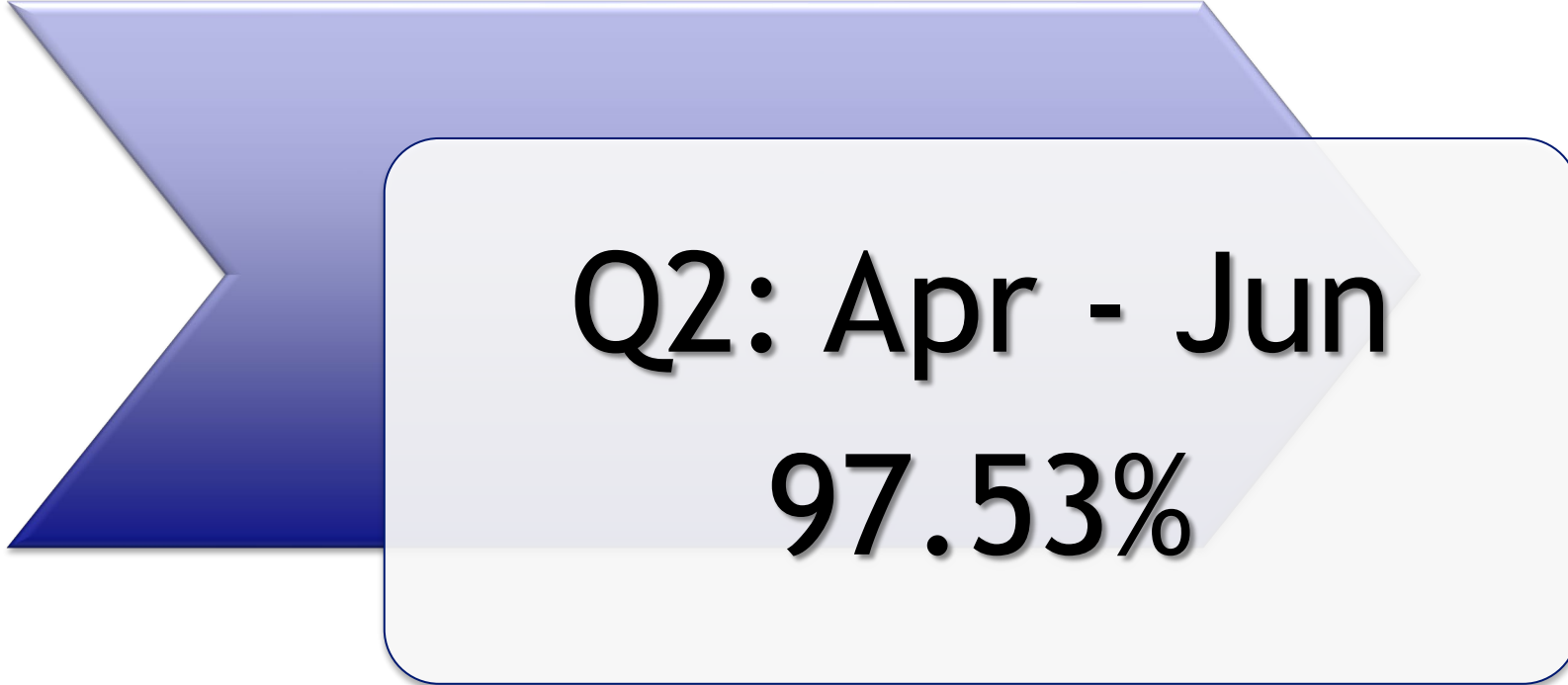
- Ensure continuity of care for Members.
- *Support Providers' EVV compliance, mitigate financial impacts, and improve performance regarding collection of unmodified EVV.*
- Increase Provider knowledge and resource utilization.

EVV Compliance and Quality Review

EVV Match Rate 2023 Quarters (Q) 1 and Q2 remain greater than 97%.

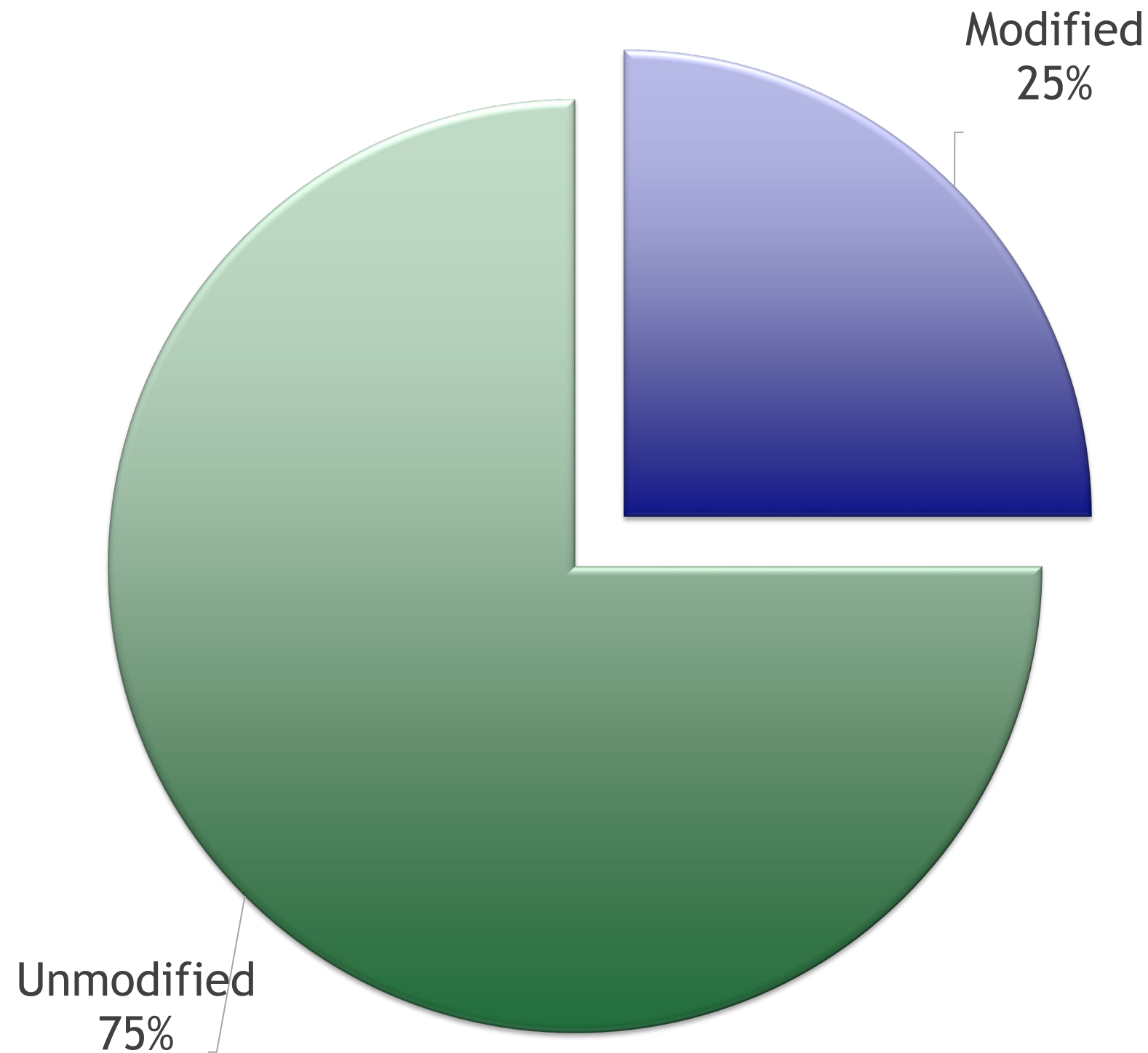


Q1: Jan - Mar
98.67%



Q2: Apr - Jun
97.53%

EVV Compliance and Quality Review



2023 Q1 & Q2: EVV Quality

- **Unmodified EVV** (EVV without manual edits, green) - 75%
- **Modified EVV** (EVV with manual edits, blue) - 25%
- Both Q1 and Q2 show consistent performance, 75% EVV unmodified.

EVV Survey: Moving the Needle

EVV Survey: Moving the Needle

Goal:

The survey aims to identify what are the main barriers to collecting unmodified EVV or in real-time. Then utilize survey feedback to provide performance improvement resources and improve unmodified EVV collection.

Electronic Visit Verification
Moving the EVV Needle: An EVV Survey
Tell Us How You EVV?



EVV Survey: Moving the Needle

Overview of Responses:

- On May 15, 2023, a survey was sent to EVV enrolled providers and stakeholders.
- **6% of Emails Bounced** - [Check your provider service location email address on file with Gainwell](#)
- **12% of Surveys Recipients Responded** - Haven't responded? [Take 5 minutes to share how you EVV](#)



EVV Survey: Moving the Needle

Who Responded & From Where?

Survey Respondents

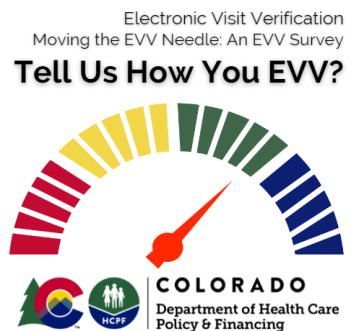
- Providers/Agencies 94%, Agency Caregivers 3%, and CDASS Caregivers 2%.

Reported Service Regions (Providers and CDASS)

- 91% Urban, 27% Rural, and 17% Frontier

Reported EVV Solution (Providers)

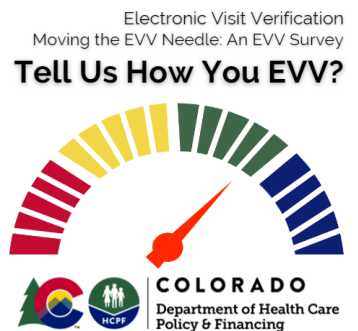
- 67% State Solution Utilizers and 33% Provider Choice Solution



EVV Survey: Moving the Needle

Why Is EVV Modified or Manually Entered?

| Top 3 Barriers by Category | Modified: | Manual Entries: |
|--|-----------|-----------------|
| Staff forget to Clock In/Out | X | X |
| Member/Medicaid ID Not Entered | X | |
| Wrong Service Selected | X | |
| Cell Phone Not Charged | | X |
| EVV not successfully included into workflows | | X |



EVV Survey: Moving the Needle

General Thoughts and Considerations:

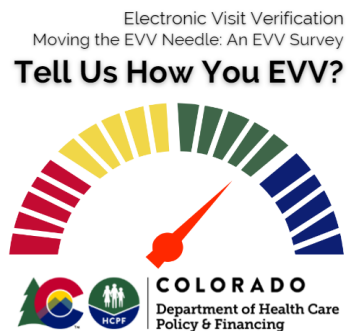
- Separate the behavior from the technology/tool.
- Identify what you or your organization can control and improve directly.
- Focus on solutions for performance improvements.
- Report specific technology or tool issues to the appropriate vendor.
- Report concerns to HCPF if issues are specific to the State Solution or if you are a CDASS member and need additional support.



EVV Survey: Moving the Needle

How Can You Improve? Top 3 Best Practices

1. Training
2. Reminders (Preparation)
3. Quality Assurance Reviews

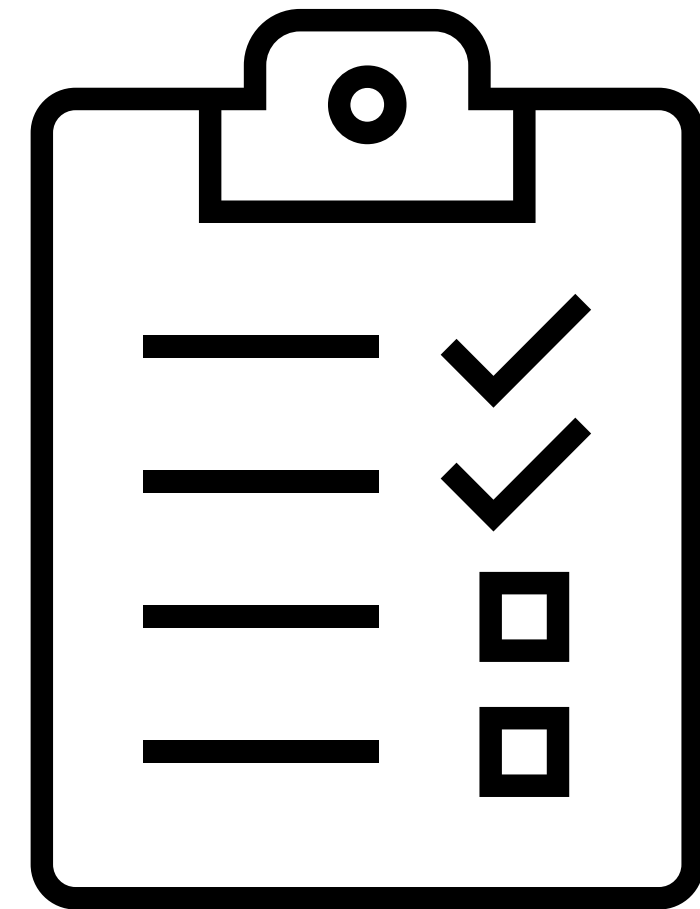


Report Cards

EVV Report Cards

EVV Report Cards

- Kick off July 2023
- Provide agencies with EVV unmodified compliance scores and information on how performance can be improved.
- Includes a provider's monthly percentage and volume of unmodified EVV; a 3-month review, current month plus two previous months; and FAQs to support improved performance.



Sandata Mobile Connect (SMC) App Release

SMC App Release

Version 1 (prior to July 15, 2023)

- Applies to State Solution utilizers.
- Version 1 (V1) has been renamed to Sandata Mobile.
- V1 will remain active for 90 days. (Users can use either V2 or V1 during this period).
- Sandata will officially stop software updates of V1 on July 15, 2023.
- V1 will be removed from the app stores after 90 days, October 13, 2023.

SMC App Release

Version 2 - (After July 15, 2023)

- Applies to State Solution utilizers.
- The new SMC app V2 was submitted to the app stores on July 15, 2023.
- SMC app V2 is available to the public for download.
- V2 has been named Sandata Mobile Connect (SMC).

Look for the



icon.

SMC App Release

Version 2 - Updates

- Simplified Login process
- Simplified Reset Password process
- Improved offline messaging
- Streamlined workflows
- 100% parity with previous version features

Any questions about the app or functionality? Reach out to Sandata
1-855-871-8780 COCustomerCare@sandata.com or visit [Sandata On-Demand](#)



Questions

EVV CDASS

EVV CDASS Updates

EVV CDASS Program Updates:

- No EVV issues reported to the Department
- Continued monitoring of EVV CDASS compliance
- EVV CDASS Compliance remains at 99% +

Visit the [EVV Resources page](#) for EVV CDASS Compliance Protocol resources.

EVV CDASS Compliance

EVV CDASS Match Rate 2023 Q1 and Q2 remain greater than 99%.



Q1: Jan - Mar
100%



Q2: Apr - Jun
99.99%

EVV CDASS Compliance

No Strikes!

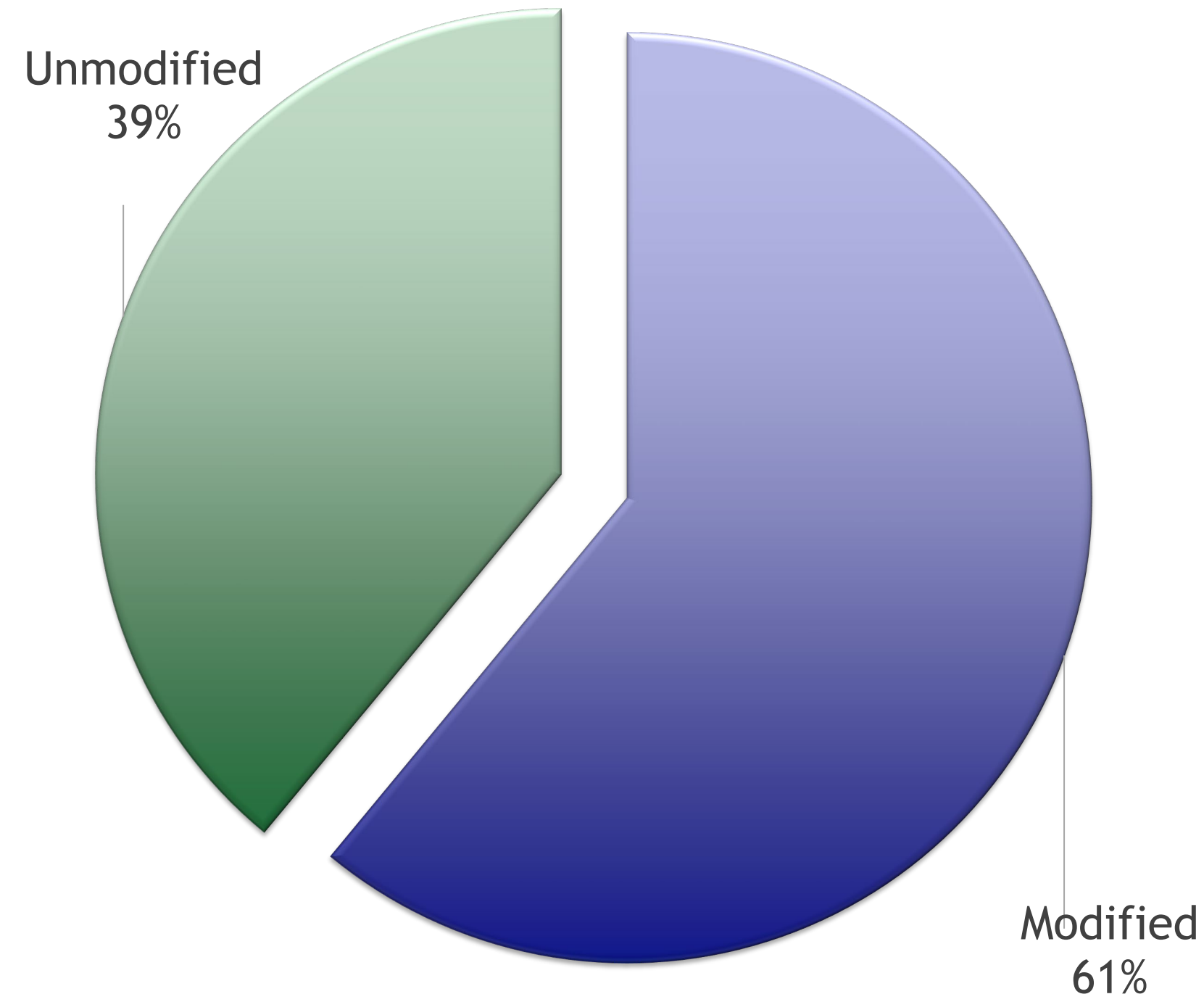
- ✓ **March 2023**
- ✓ **April 2023**
- ✓ **May 2023**



EVV CDASS Compliance & Quality

2023 Q1 & Q2: EVV Quality

- **Unmodified EVV** (EVV without manual edits, green) - 39%
- **Modified EVV** (EVV with manual edits, blue) - 61%
- Both Q1 and Q2 show consistent performance, 39% EVV unmodified.

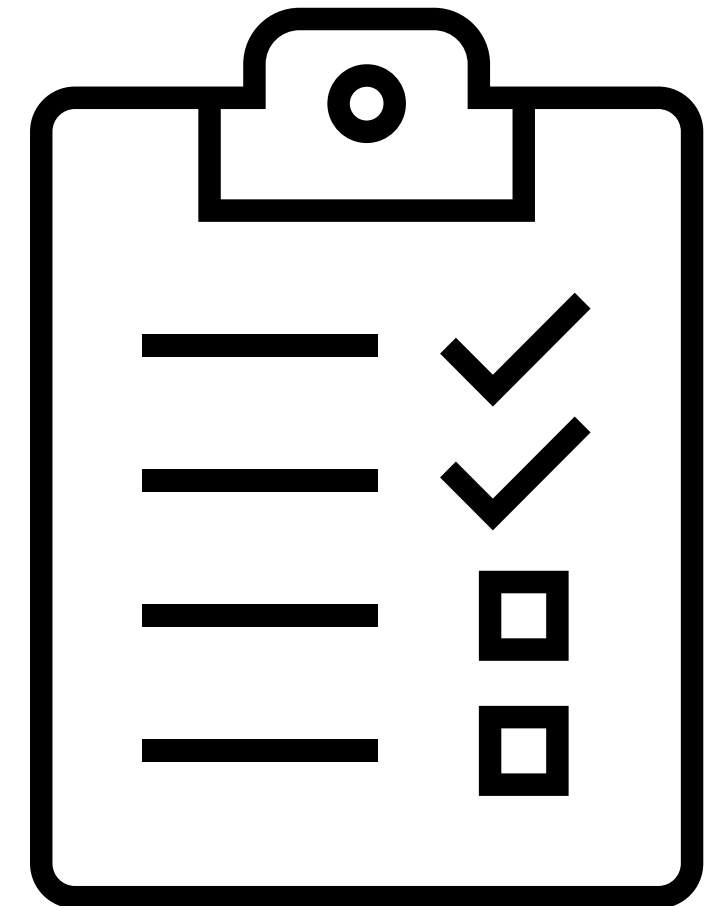


EVV Live-In Caregiver Exemptions

EVV Live-In Caregiver Exemptions

EVV Caregiver Exemptions Reminders

- Select only the determination that best fits the circumstance: Part A (IRS), B (Dept. of Labor), or C (Extenuating Circumstances).
- Send Part C to HCPF for approval evv@state.co.us and use encryption.
- Include Medicaid Provider IDs not NPIs.



EVV Live-In Caregiver Exemptions

EVV Caregiver Exemptions

- The Public Health Emergency (PHE) ended May 11, 2023, and the flexibilities afforded in the Appendix K amendments will end November 11, 2023.
- Providers are encouraged to review EVV live-in caregiver exemptions that pertain to family/relative caregivers that were allowed under Appendix K.
- Pay close attention to services provided that will no longer be allowed to be performed by a relative after November 11, 2023.
- For reference, the Unwinding Appendix K Flexibilities from the PHE, [Policy Memo 23-003](#).



Questions

EVV Supports and Contacts

EVV Supports and Contacts

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, you can request escalation through the pathway you are engaged with. If that is not satisfactory you can contact the Department with supporting information: ticket numbers and who you spoke to.

EVV Supports and Contacts

| Pathway | Method | Purpose | Prepare Before Contacting |
|--|--|--|--|
| Provider Services Call Center - Billing Help Desk (Gainwell) | 1-844-235-2387 | Provider billing or claims processing questions | Review EVV Program Manual: Provider Medicaid ID, ICN, and Visit ID Information |
| 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 |
| 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 |

Open Forum

General Stakeholder Open Forum

Questions on the phone

- Unmute self press *6
- Share the air

Questions in the Q and A

- Type questions directly into the chat box

Email

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

EVV Recurring Meetings

General Stakeholder

- Third Tuesdays of each quarter, 10:30 to 11:30 a.m.
- ***Next Meeting: October 17, 2023***

Listening Sessions

- First Thursdays of the month, 10:00 to 11:00 a.m.
- ***Next Meetings:***
 - ***August 3, 2023***
 - ***September 7, 2023***
 - ***October 5, 2023***

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

EVV Listening Sessions

- Informal setting for questions and discussions about EVV
- Open for all to participate
- First Thursday 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

Feedback Opportunity

Take a minute to share your thoughts

[EVV General Stakeholder Engagement Survey](#)

Thank you!