

# Electronic Visit Verification

## General Stakeholder Meeting

July 19, 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

Department engagement with providers, members, and other stakeholders, to continue implementation 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 Updates

---

EVV Compliance Support

---

EVV CDASS

---

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 Claim Edit



Activated  
February 1, 2022

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

# EVV Updates

# EVV Updates

## EVV Program Updates

- EVV Compliance Review
- Remote Supports and EVV
- Stakeholder Engagement
- Pediatric Behavioral Therapy (PBT), Telehealth, and EVV

# EVV Updates

## EVV Compliance Review



# EVV Updates

## EVV Compliance Review

### EVV Performance Improvement:

- Manual and modified EVV thresholds have not been set by Centers for Medicare and Medicaid Services (CMS) or the Department.
- The purpose of compliance is improving what isn't working as well identify what is working.
- Colorado's EVV is working i.e. five months of high compliance.
- The Department encourages providers to begin proactive performance improvements for manual and modified EVV.

# EVV Updates

## EVV Compliance Review

**EVV Performance Improvement, consider taking these next steps:**

1. Review EVV records for a period for manual/modified visits. Target one or both categories. (3 mos., a quarter, since the claim edit activation)
2. Establish baseline. (Name it to tame it)
3. Perform root cause analysis. (The BIG why)
4. Set agency goals and completion dates. (Slow and steady wins the race)
5. Perform outreach, education, training, etc. (When we know better, we do better)
6. Monitor performance. (Keep your fingers on the pulse)
7. Repeat.

# EVV Updates

## Remote Supports & EVV - July 1, 2022

- Home & Community Based Services - Personal Care and Homemaker services provided by Remote Supports require EVV prior to claims processing.
- Remote Supports are ineligible for the Live-In Caregiver EVV Exemption.

Service Description	Procedure Code	Waivers	Modifier
Personal Care - Remote Supports	T1019	U1, UA, U6, U8, & U1, SC	SE
Homemaker - Remote Supports	S5130	U1, UA, U8, & U1, SC	SE

# EVV Updates

## EVV Stakeholder Engagement - August 1, 2022

### Overview:

- **EVV General Stakeholder Meetings** - Once a Month (3<sup>rd</sup> Tuesday) Formal with handouts, one hour meeting.
- **EVV Listening Sessions** - Twice Monthly (1<sup>st</sup> Thursday and Thursday after Stakeholder Meeting) Informal, no handouts, timeframe varies.

# EVV Updates

## EVV Stakeholder Engagement - August 1, 2022 (cont'd)

Based on stakeholder feedback and successful transition into the operations phase of EVV, the Department has changed the schedule of EVV stakeholder meetings for the remainder of 2022.

- One EVV Listening Session a month.
- One EVV General Stakeholder Meeting quarterly (January, April, July, & October).

# EVV Updates

## EVV Stakeholder Engagement - August 1, 2022 (cont'd)

### EVV General Stakeholder Meetings:

- Discontinue *monthly* EVV General Stakeholder meetings.
- EVV General Stakeholder meetings will be held *quarterly* after July 2022.
- No EVV General Stakeholder meetings until October 18, 2022.
- Google Invite and other resources will be updated.

# EVV Updates

## EVV Stakeholder Engagement - August 1, 2022 (cont'd)

### EVV Listening Sessions:

- Discontinue the Listening Sessions following the EVV General Stakeholder meeting.
- No Listening Session August 18, 2022 and thereafter.
- Google Invite and other resources will be updated.
- EVV Listening Sessions on the 1st Thursday will continue monthly.

# EVV Updates

## PBT, Telehealth, & EVV - October 1, 2022

- Pediatric Behavioral Therapy (PBT) Services provided by Telehealth will require EVV prior to claims processing.
- PBT services remain ineligible for the Live-In Caregiver EVV Exemption.
- Place of Service (POS) 99 requires EVV.

Place of Service	POS Description
02	Telehealth Provided Other than in Patient's Home
10	Telehealth Provided in Patient's Home

# EVV Compliance Support

# EVV Compliance Support

## Purpose:

Mitigate *risk* by leveraging existing resources to identify and resolve EVV *claims denials*.

## Objectives:

- Ensure continuity of care for Members.
- Support Provider EVV compliance, stabilization, and mitigate financial impacts.
- Increase Provider knowledge and resource utilization.

# EVV Compliance Support

## EVV Best Practices Tip - Provider Choice Solution Utilizers

- To improve claims payments related to billing timing issues providers using a Provider Choice Solution (Alternate Vendor) should consider adopting a 72-hour EVV wait time before submitting claims for processing.

# EVV Compliance Support

## EVV Best Practices Tip (Cont'd)

- **Day 0** - by 5:00 p.m. Alternate Vendor transmits EVV data to Data Aggregator (72 hours starts)
- **Day 1** - by 5:00 p.m. Data Aggregator transmits EVV data to Medicaid Management Information System (MMIS) (24 hours)
- **Day 2** - by 5:00 p.m. EVV Data is ingested by MMIS (24 hours)
- **Day 3** - by 5:00 p.m. Provider/Financial Management Services (FMS) submits claims for adjudication (24 hours)

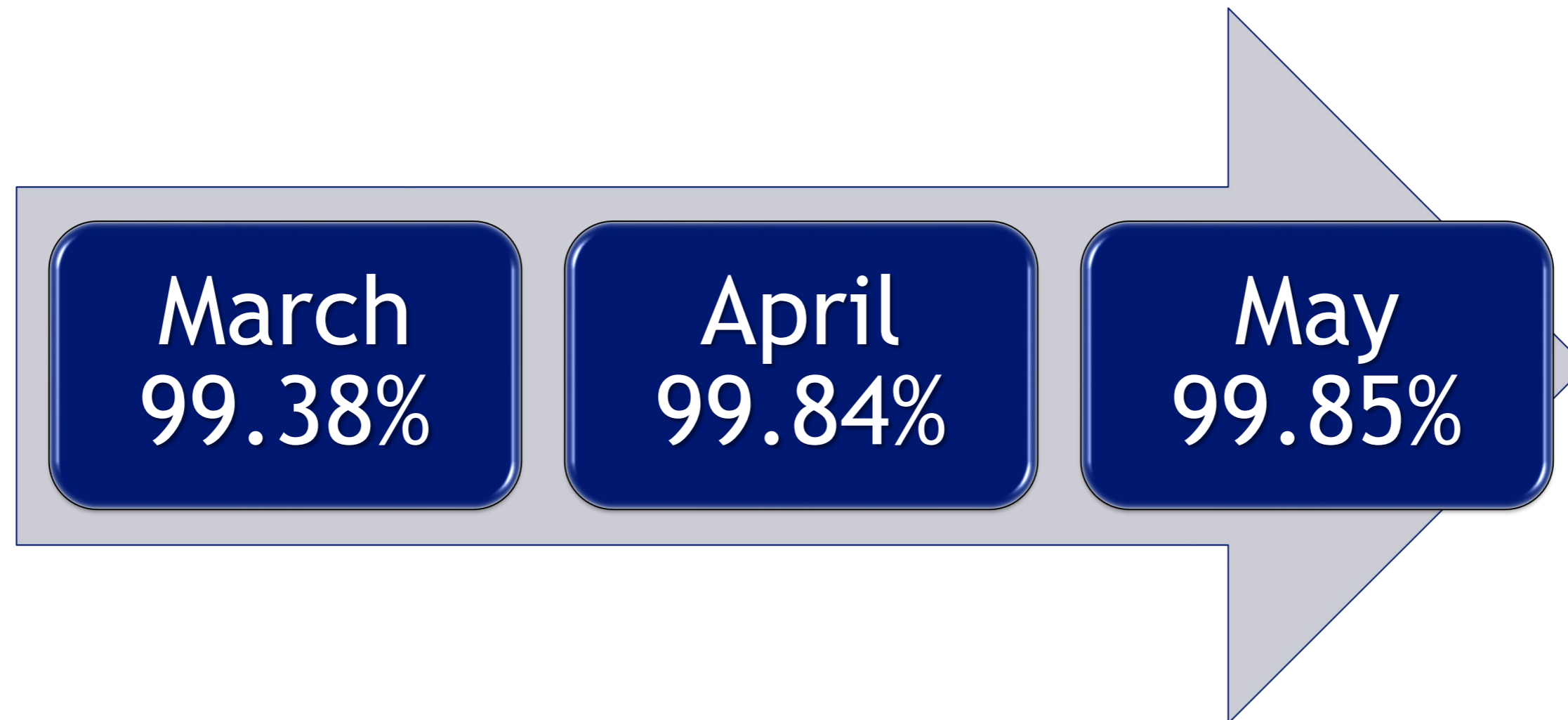


# Questions

# EVV CDASS

# EVV CDASS Compliance Review

**CDASS is maintaining a 99% EVV Match Rate!**



# EVV CDASS Compliance Review

**No Strikes for May 2022!!**



# EVV CDASS

## EVV Technology Issues Reporting Update

Now you can find the [Participant Directed Programs Unit Feedback Form](#)

- [Participant Directed Programs Website](#) (Resources and Contact Information section)
- [Palco Website](#) (page 3)
- [Public Partnerships, LLC Website](#) (EVV webpage)
- [EVV Compliance Protocol](#) (page 2)

If you are having issues with your FMS's EVV app, after you have reported your issue to the app's customer support for immediate resolution, please report the issue to the Department from any of the above pathways.

# EVV Supports & Contacts

# EVV Supports & 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 & Contacts

Pathway	Method	Purpose	Prepare Before Contacting
Gainwell (Billing) Help Desk	1-844-235-2387	Provider billing or claims processing questions	Review EVV Program Manual: <a href="#">Provider Medicaid ID, ICN, and Visit ID Information</a>
EVV Help Desk - State Solution Utilizers	1-855-871-8780 <a href="mailto:COCustomerCare@sandata.com">COCustomerCare@sandata.com</a>	State EVV Solution, Sandata trainings, and EVV accounts	Nothing needed
EVV Help Desk - Alt Vendor Utilizers	1-844-289-4246 <a href="mailto:COAltEVV@sandata.com">COAltEVV@sandata.com</a>	Interfacing Alt Vendor Systems and alt EVV accounts	Nothing needed
HCPF EVV Inbox	<a href="mailto:EVV@state.co.us">EVV@state.co.us</a>	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 <a href="#">EVV Feedback Form</a> 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&A

- Type questions directly into the chat box

## Email

- Encrypt PHI and PII
- [evv@state.co.us](mailto:evv@state.co.us)

# EVV Recurring Meetings

## General Stakeholder

- Update: Third Tuesdays of each quarter
- ***Next Meeting: October 18, 2022***  
10:30 - 11:30 a.m.

## Listening Sessions

- Update: Only First Thursdays of the month after July 21
- ***Next Meetings:***
  - *July 21, 2022 11:00 a.m. - 12:00 p.m.*
  - *August 4, 2022 10:00 - 11:00 a.m.*

Email [evv@state.co.us](mailto:evv@state.co.us) for a calendar invite

# EVV Listening Sessions

- Informal setting for questions and discussions about EVV
- Open for all to participate
- *Update:* First Thursday of each month
- Google Meet link: [meet.google.com/zcx-ytsv-bwa](https://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](mailto:EVV@state.co.us)

Department's [Distribution Lists Sign-Up page](#)  
Click the **Electronic Visit Verification**  
**Stakeholder Group**

[hcpf.colorado.gov/evv](https://hcpf.colorado.gov/evv)

# Feedback Opportunity

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

[EVV General Stakeholder Engagement](#)

# Thank you!