

Electronic Visit Verification

General Stakeholder Meeting

June 21, 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

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EVV Updates

EVV Updates

EVV Program Updates

- Three Month EVV Program Review

EVV Updates

EVV Compliance Review



EVV Compliance Support

EVV Compliance Support

Purpose:

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

EVV Compliance Support

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

4 Questions to Help Improve EVV Compliance

1. What EVV activities are you tracking and trending?
2. What do you want to improve about these activities?
3. What is the cause of the issue(s)?
4. What can you do to achieve the desired outcome?



EVV Compliance Support

What EVV Activities Are You Tracking & Trending?

- Denials - EOB 3054s
- Staff Behavior
- Agency Processes
- Technology Issues

EVV Compliance Support

What Do You Want to Improve?

- Denials - EOB 3054s
 - Increase claims paid, prevent denials with proactive processes.
- Staff Behavior - Individual Staff or Collective Staff
 - How EVV is collected.
 - When EVV is collected.
 - Agency Processes - Policies & Procedures
 - How EVV is understood.
 - Internal processes for EVV oversight.
- Technology
 - Reporting challenges with tech

EVV Compliance Support

What Is the Cause of the Issue?

- Staff Behavior - Potential Questions to Ask
 - Is staff collecting EVV?
 - How is EVV collected?
 - When is EVV collected?
 - Individual staff or multiple?
 - Staff questions asked or concerns reported?

EVV Compliance Support

What is the Cause of the Issue?

- Agency Behavior - Potential Questions to Ask
 - Are there policies and/or processes in place for EVV compliance and oversight?
 - Does the agency administration understand the EVV collection, transmission, and claim matching processes?

EVV Compliance Support

What is the Cause of the Issue?

- Technology - Potential Questions to Ask
 - Are tech issues reported to appropriate parties?
 - Are tech issues addressed in a timely manner?

EVV Compliance Support

What Can You Do to Achieve the Desired Outcome?

Tips:

- Focus on a single activity at a time.
- Evaluate trends for answers.
- Use established processes to provide and collect staff feedback on EVV performance. (Supervisory visits and/or performance evals.)
- Refine internal processes for EVV oversight and ensure staff education to ensure consistent agency practices.
- Repeat.

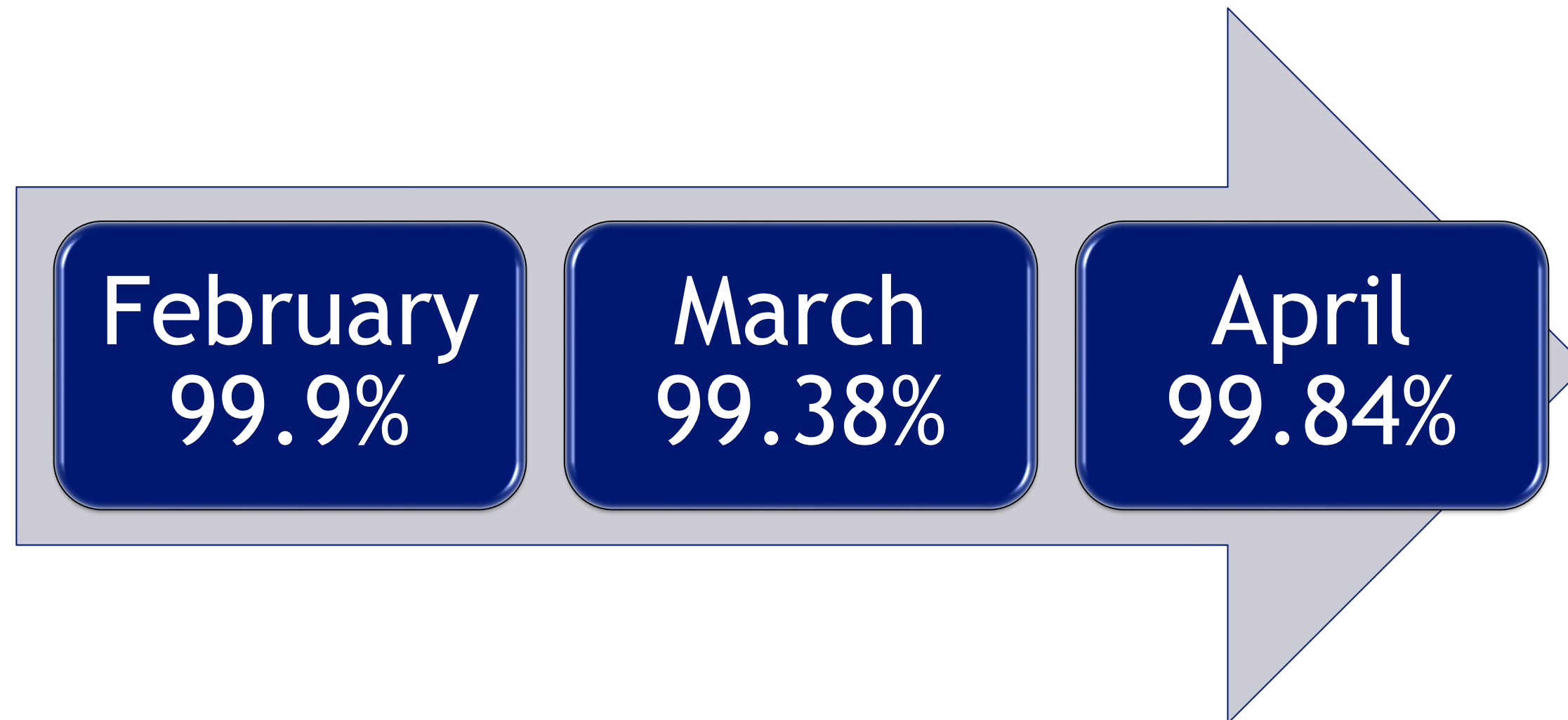


Questions

EVV CDASS

EVV CDASS Compliance Review

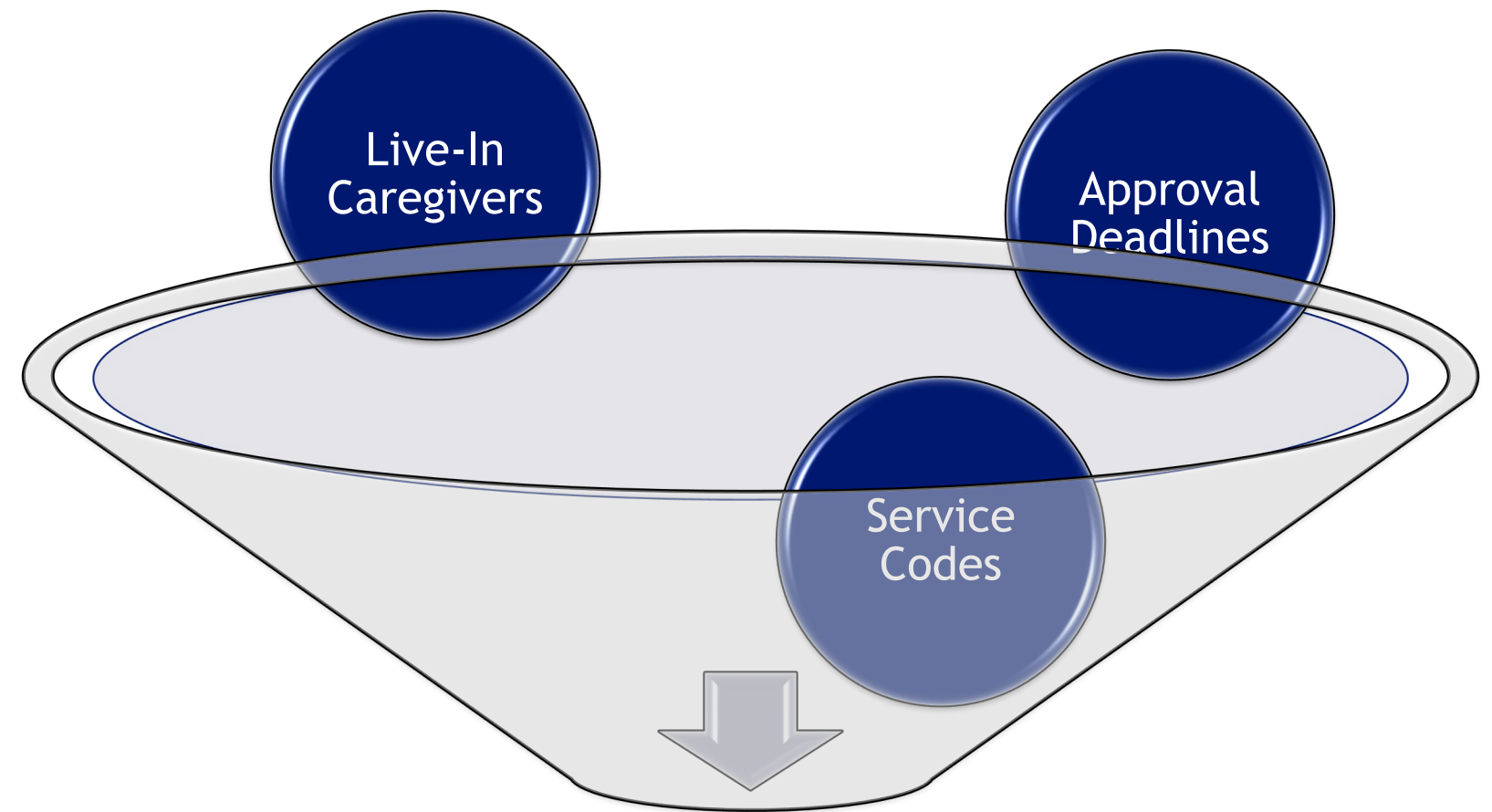
CDASS is maintaining a 99% EVV Match Rate!



EVV CDASS Compliance Review

CDASS Member EVV Compliance - Strikes

There are plenty of responsibilities to juggle, but CDASS members are doing a great job with EVV!



No Strikes for April 2022!

EVV CDASS

EVV Compliance & Live-In Caregiver Attestations

[Live-In Caregiver Attestations \(LICA\)](#) is an EVV exemption for live-in caregivers, i.e. the member lives in the caregiver's home (Part A); the caregiver resides in the member's home (Part B), or as approved by the Department (Part C).

- Complete reviews and updates of the [Live-In Caregiver Attestations \(LICA\)](#) each year, if applicable.
- Ensure submission of current documentation to the Fiscal Management Services (FMS) vendor for record-keeping and correct billing.
- Reminder: Select *only one* determination: Part A, Part B, or Part C.

EVV CDASS

EVV Technology Issues and Compliance

Step 1: Report issues to your FMS vendor for resolution

☐ **Palco**

- Phone: 866-710-0456 and select the option for Colorado
- Email: CO-CDASS@palcofirst.com
- Website: palcofirst.com/colorado/

☐ **Public Partnerships, LLC (PPL)**

- Phone: 888-752-8250
- Email: ppcdass@pcgus.com
- Website: www.publicpartnerships.com/cofacts/

If you are unsatisfied with the resolution, you may escalate the issue by stating you wish to file a grievance with the FMS.

EVV CDASS

EVV Technology Issues and Compliance (cont'd)

Step 2: Per the [EVV CDASS Compliance Protocol](#) if as system issue occurs that prevents a CDASS member from recording EVV, they must report the issue by completing the Department form and be able to verify by documentation.

- [Participant Directed Programs Unit Feedback Form](#)
- Call the Department Jillian Estes, EVV Policy Advisor 720-273-6967
- Systems issues that are reported and can be verified will not count towards or result in a strike.

If you are unsatisfied with the FMS's resolution after FMS escalation you may report your EVV-related grievance to the Department using one of the above.

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: 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&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: July 19, 2022***
10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- Thursdays following the EVV General Stakeholder Meeting
- ***Next Meetings:***
 - ***June 23, 2022 11:00 am - 12:00 pm NEW TIME!***
 - ***July 7, 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
- 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

Feedback Opportunity

EVV General Stakeholder Engagement

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

Thank you!