

Electronic Visit Verification

General Stakeholder Meeting

March 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 Compliance Review

EVV CDASS Compliance Review

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 Claim Edit



Activated
February 1, 2022

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EVV Updates

EVV Updates

EVV Program Updates:

- EVV Report Cards
- Pediatric Behavioral Therapy (PBT) | Place of Service (POS) 99

EVV Updates

EVV Report Cards:

- Report Cards will be discontinued after April 2022
- Claim edit will provide feedback on compliance
- Continue utilizing available resources to identify areas of needed improvement

EVV Updates

Pediatric Behavioral Therapy and POS 99

- PBT should adhere to billing guidance in the PBT Billing Manual.
- If POS 99 is added to the billing manual, PBT providers must collect EVV as PBT is not eligible for the live-in caregiver exemption.
- For PBT providers using the State EVV System, collecting EVV for POS 99 will be an administrative change.
- For PBT providers using a Provider Choice Solution, the Department has heard concerns that the collection of EVV for POS 99 may require a system change. We encourage each individual provider agency to evaluate their system to determine the complexity of this change. If an agency is experiencing undue hardship as a result of this change, please contact the Department.

EVV Compliance Review

EVV Compliance Review

Why Are My Claims
Denying for EVV?
What Do I Do?



EVV Compliance Review

Purpose:

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

EVV Compliance Review

Objectives:

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

EVV Compliance Review

Reviewing [EVV Best Practices for Recording & Billing](#)

Resource that walks through the five steps to identify EVV issues:

1. Before submitting claims (Steps 1 and 2)
2. After claims submission (Steps 3 - 5)

Today we will review steps 3 - 5, after claims submission.

EVV Compliance Review

Step 3. Review Claims for Error (EOB 3054)

Understanding How Claims Match to Visits:

- ✓ Pull Remittance Advice (RA)
- ✓ Search RA for Explanation Of Benefits (EOB) 3054
- ✓ Understand why the claim did not match to a visit/posted an error

EVV Compliance Review

Step 3. Review Claims for Error (EOB 3054)

Notes & Tips:

- ✓ Pull and review the Detail Visit Status report
- ✓ Call Gainwell with your Claim Number and Visit ID to help identify why EOB 3054 posted.

EVV Compliance Review

Step 4. Change/Update Visits Related to Errors

- ✓ Claims posted EOB 3054 and *do not have* a visit
- ✓ Claims posted EOB 3054 and *do have* a visit
- ✓ Provider Choice Solution Utilizers: Where to Fix Visits/Verify Visits

EVV Compliance Review

Step 5. After Billing and Receiving Error

Rebilling or Reprocessing:

- ✓ Rebilling denied claims and/or lines
- ✓ Adjusting paid claims, will deny for duplication

EVV Compliance Review

Step 5. After Billing and Receiving Error

Notes & Tips:

- ✓ Quick Guide on Reading the Remittance Advice (RA) Dated on or After 1/9/2019 If the claim paid
- ✓ General Provider Information Manual to understand Re-bills, Adjustments, and Claims Paid at Zero

EVV Compliance Review

Other EVV Compliance Resources:

[EVV Program Manual - Billing Integration](#)

- Provides an overview of steps like the EVV Best Practices for Recording and Billing to ensure EVV compliance.

EVV Compliance Review

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 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 Compliance Review

EVV CDASS Compliance Review

EVV Matching vs. EVV Match Rate

EVV Matching: A verified EVV record that matches to a claim submitted for billing. Individual EVV records and claims by service visit.

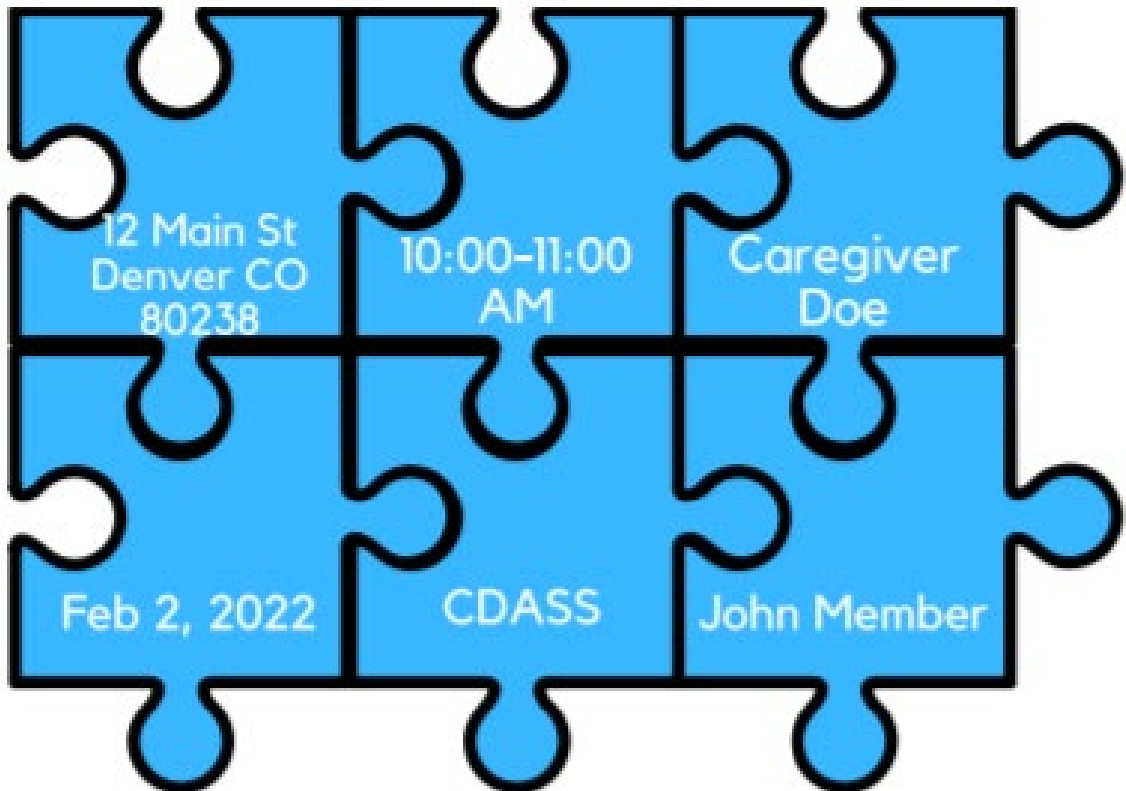
Examples:

- EVV Match: An attendant provides a service visit. The attendant records EVV including the correct service code. The claim matches to the EVV record.
- EVV Mismatch: An attendant provides a service visit but records the service code “CDASS” when it should be “SLS HMA”. This incorrect selection of service code would cause the EVV not to match to the claim.

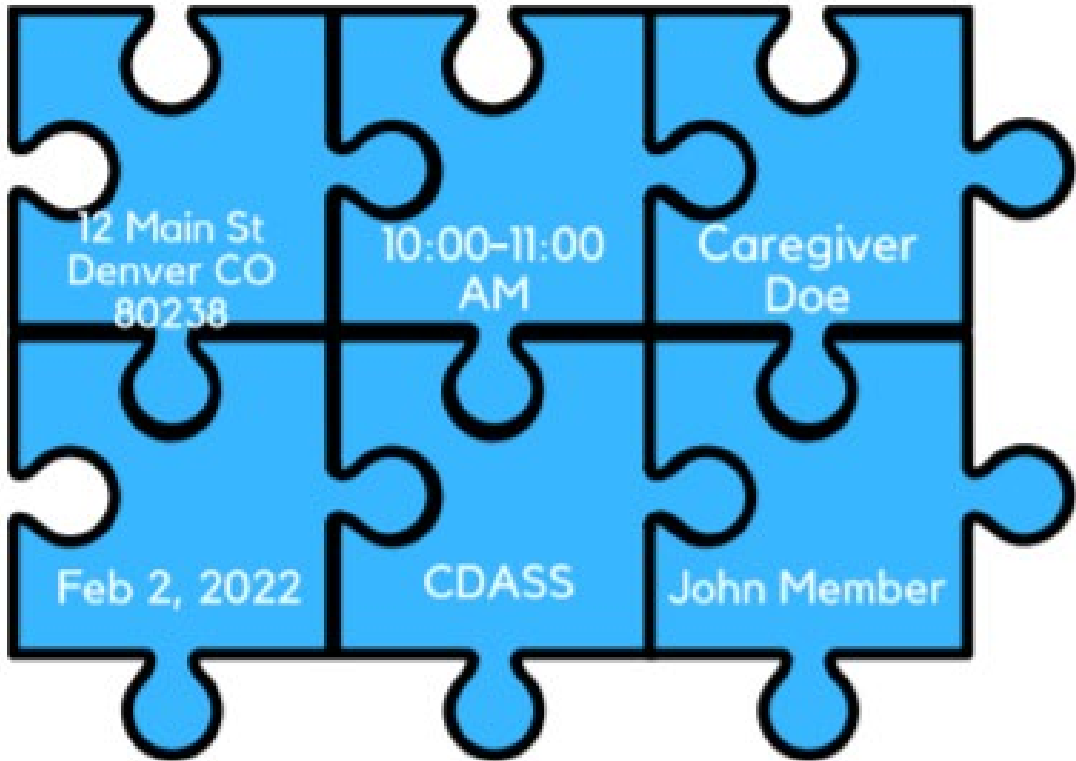
EVV CDASS Compliance Review

Match

EVV
Record



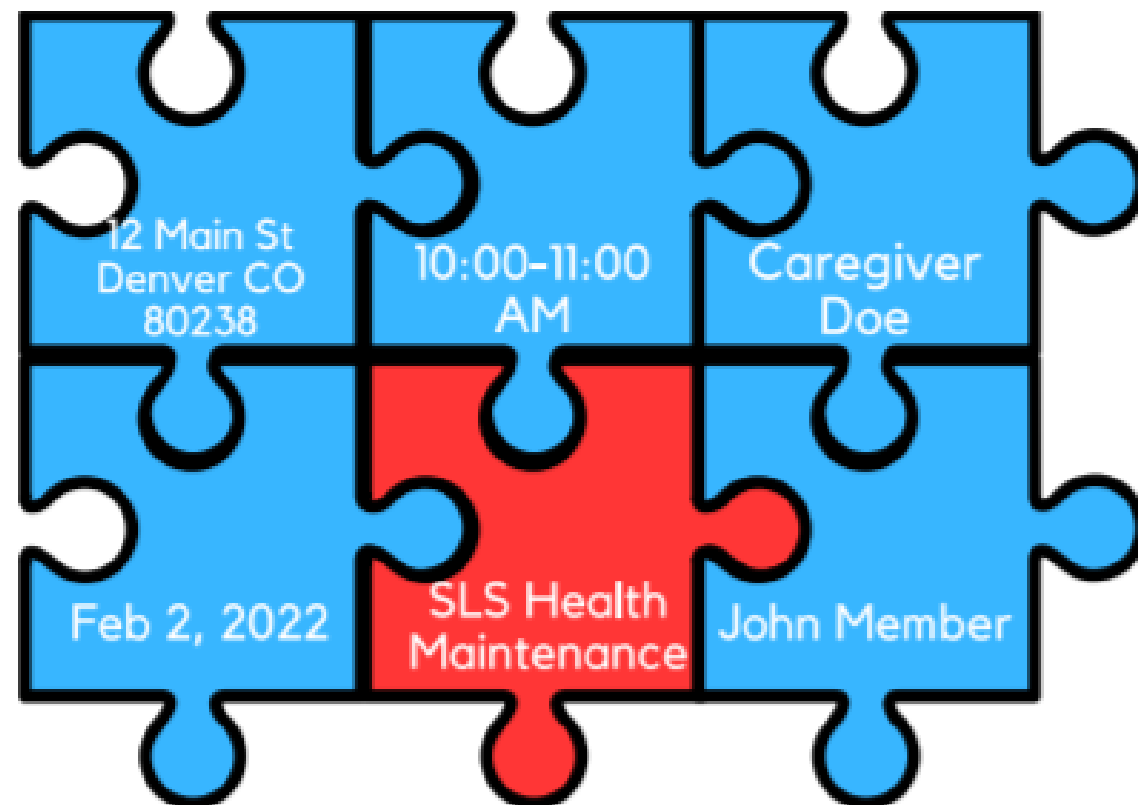
FMS submits
claim to
Department



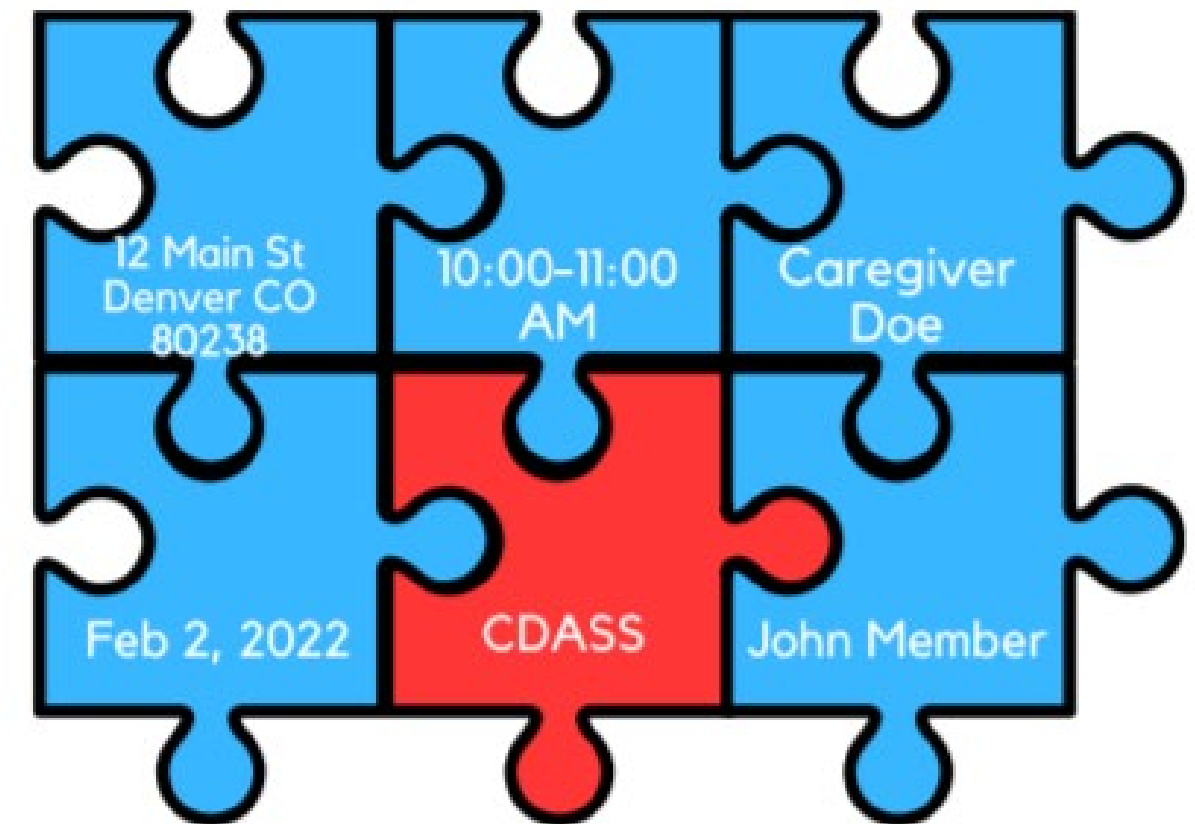
EVV CDASS Compliance Review

Mismatch

EVV
Record



FMS submits
claim to
Department



EVV CDASS Compliance Review

EVV Matching vs. EVV Match Rate

EVV Match Rate or Compliance Rate: Number of EVV records that have matched to a billed claim over the period of a month.

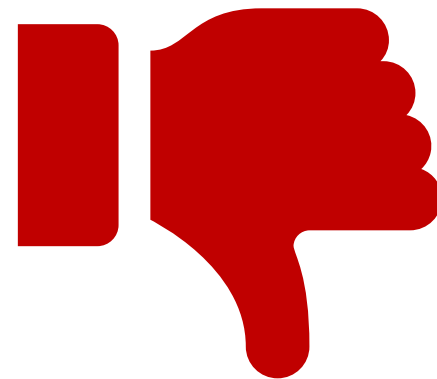
Example:

- An attendant selects the incorrect service code for 7 of 31 visits a month. The EVV Match Rate is 77.4%. That would result in a strike because it does not meet 80%.

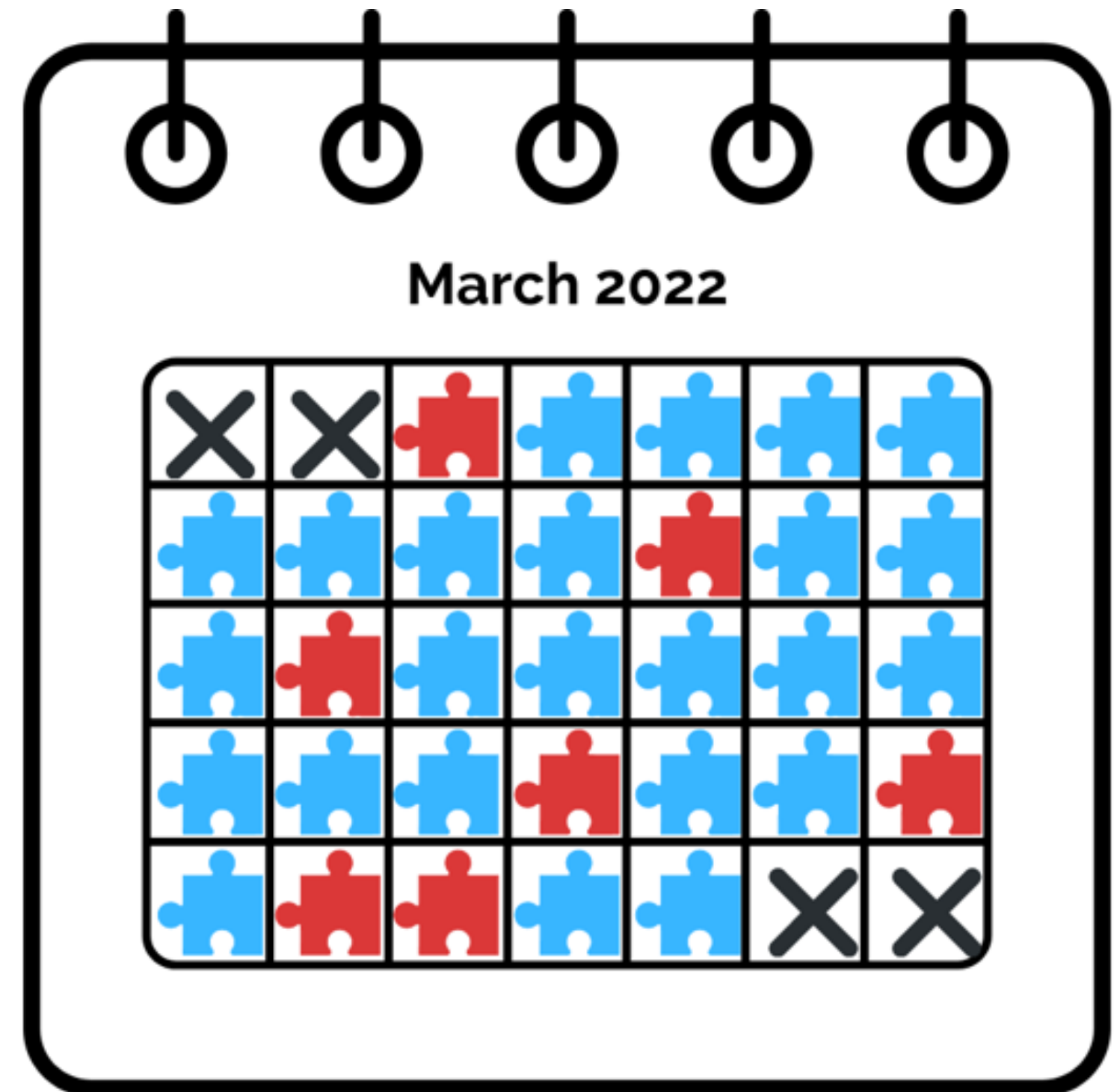
EVV CDASS Compliance Review

EVV Compliance Rate

77.42%



Strike



EVV CDASS Compliance Review

When Do Strike Notices Go Out?

EVV CDASS Compliance Protocol Notification Schedule

It reminds CDASS Members:

- When strikes are determined
- When notices are sent to members.
- [EVV-CDASS Compliance Protocol Notification Schedule](#)

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: April 19, 2022***
10:30 - 11:30 am

Listening Sessions

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