

Electronic Visit Verification

General Stakeholder Meeting

May 17, 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 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 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

- Three Month EVV Program Review
- Getting Indicated and Provisioned - New EVV Providers
- Switching EVV Systems - Existing EVV Providers

EVV Updates

EVV Program Review Post Claim Edit Activation



EVV Updates

EVV Indicated & Provisioned - New Providers

Contacted Sandata they say Medicaid ID not on file, reach out to the state.

- Email evv@state.co.us to get confirmation of your EVV status.
- If not indicated, complete the [EVV Attestation Form](#) and follow guidance to submit through provider maintenance. Save your tracking number.
- Once application is processed, you receive a welcome email explaining next steps for training and obtaining production credentials*.
- Typical timeframe is 5-7 business days.
 - * If you do not receive a welcome email in that timeframe follow up on the application status with Gainwell and/or call Sandata about account setup status, provisioning.

EVV Updates

Switching EVV Technologies

Steps on Switching from:

- State Solution to Provider Choice (alt EVV vendor)
- Provider Choice to State Solution
- One Provider Choice System to another Provider Choice System

Note: During a tech switch, many records may need to be manually entered. Any claim line without an initial EVV may be entered and re-billed appropriately to ensure that no appropriate claims are denied.

EVV Compliance Support

EVV Compliance Support

Why Are My Claims
Denying for EVV?



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

Selecting Incorrect Group Code for Services

EVV Best Practices for Recording & Billing

Example #1

- Physical Therapy (PT) services delivered.
- TVV code 111 or group code HHPT (Home Health PT) selected when recording EVV.
- Billing provider submits claim for Physical Therapy service, procedure code 97116.
- From the examples, the provider would have found procedure code 97116 on the EVV Crosswalk of Codes and realized they should have selected group code 119 or PT, and not 111/HHPT.

EVV Compliance Support

Selecting Incorrect Group Code for Services (cont'd)

Example #2

- Personal Care (PC) services under In-Home Support Services (IHSS) delivered.
- TVV code 106 or group code Personal Care (PRSNL) selected when recording EVV.
- Billing provider submits claim for IHSS Personal Care service, procedure code T1019, U1, KX.
- From the examples, the provider would have found procedure code T1019 U1, KX, on the EVV Crosswalk of Codes and realized they should have selected group code 105 or IHSS and not 106/PRSNL.

EVV Compliance Support

Selecting Incorrect Group Code for Services

Guidance:

Review the [EVV Crosswalk of Codes](#) to identify which group codes you should select, based on the relevant procedure or revenue codes you bill with.

Determine the list of services you bill for by reviewing your remittance advice (RA) and referencing your billing manual.

EVV Compliance Support

Selecting Incorrect Group Code for Services

Tips & Recommendations:

- Providers using a State EVV Solution may create schedules for employees allowing them to populate the group code prior to service delivery.
- Those using a Provider Choice System are encouraged to reach out to their vendors to learn if similar functionalities are available.
- If you have questions about the billing manual, contact Gainwell 1-844-235-2387.
- If caregivers are selecting the wrong group code, please reference the State Solution Materials on the [EVV Resources](#) web page for more information.



Questions

EVV CDASS

EVV CDASS

EVV Compliance:

- CDASS Financial Management (FMS) payroll is the basis for EVV records matching to claims.
- Meeting FMS payroll deadlines means meeting time-sensitive EVV deadlines.
- Timely actions can lead to improved EVV compliance, and this can prevent a strike.

For reference Compliance (Strike) Notices are sent out according to this schedule: [CDASS EVV Compliance Protocol 2022 Notification Schedule](#)

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: June 21, 2022***
10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- Thursdays following the EVV General Stakeholder Meeting
- ***Next Meetings:***
 - ***May 19, 2022 11:00 am - 12:00 pm NEW TIME!***
 - ***June 2, 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

Feedback Opportunity

EVV General Stakeholder Engagement

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

Thank you!