

Electronic Visit Verification

General Stakeholder Meeting

September 21, 2021

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

Live-in Caregiver Updates

Claim Edit Discussion Follow Up

Call Center Report

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**



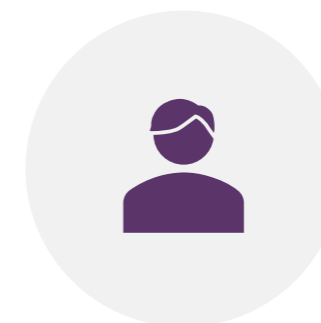
**INDIVIDUAL
RECEIVING THE
SERVICE**



**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 Program Updates

Live-in Caregiver Eligibility

- Upon Department review, Hospice providers (provider type 50) may no longer bill as a Live-in Caregiver for hospice services.
- Change made based on lack of application and practicality.
- Department review shows that currently no Hospice providers are using a Live-in Caregiver exemption.

Live-in Caregiver Audit Protocol

- Initiating process on October 5, 2021
- Department will be reviewing approximately 25% of providers utilizing Live-in Caregiver exemptions each quarter
- Department will request a sample of documentation for those utilizing Live-in Caregiver exemption
- Any requests or audit findings will be documented in the member sample list and provider notified by email

Live-in Caregiver Audit Protocol

- Providers will be sent encrypted email to provide notice of audit
- Email includes brief overview, instructions with video links, what to expect, and a Department feedback link
- Instructions will review:
 - How to access selected member sample list
 - How to complete data upload for either individual or bulk upload methods
 - How to notify Department when documentation has been completed and ready for review

Live-in Caregiver Audit Protocol

- Providers have 10 business days from receipt of email to complete Live-in Caregiver Attestation documentation to upload for Department review
- Failure to provide a response within 10 business days may result in EVV-required service payment suspension
- Look for Department notice and ensure you have Live-in Caregiver Attestation documentation ready



Questions

Claim Edit Discussion Follow Up

Claim Edit Discussion Follow Up

Concern related to Sandata fixes and updates creating decreases in compliance or delays in reimbursement

- Department has no knowledge of a global drop in compliance due to Sandata updates
- Some alternate vendor specific issues present, but not a global problem currently
- Department developing a “bypass” for unique circumstances
- Would require agency to meet criteria and demonstrate additional channels have been pursued to have bypass temporarily applied

Claim Edit Discussion Follow Up

Alternate vendors concerned about Sandata updates, communications, and implementation timeframes

- Provider Choice Systems should ensure they have ability to log EVV in alt-vendor system, extract, and complete a bulk upload by Sandata
- Department working with Sandata to send advanced communication to providers to give time to prepare
- Question: What is average turnaround time for alternate vendors to make updates or resolve issues?

Claim Edit Discussion Follow Up

Who to contact when seeing EOB 3054 error codes?

- If EOB 3054 is triggered and there is verified EVV in Sandata contact Gainwell (1-844-235-2387)
- Gainwell can help diagnose issue and see where changes needs to happen
- Assumption, there is an EVV visit showing
- If EOB 3054 is triggered and **there is not verified EVV**, start with Sandata
- 1-855-871-8780 / COCustomerCare@sandata.com

Claim Edit Discussion Follow Up

Outstanding Sandata issues send ticket number to Department for escalation and follow up

- Need to supply ticket number to be able to help
- Ticket not received by Department related to outstanding Sandata issue brought up at last meeting

Time zone issue brought up by specific provider agency

- Department looking into, however never received follow up with additional information to assist investigation

Claim Edit Discussion Follow Up

Will the Department have billing protocols for rebilling a claim when the claim initially denies for an EVV error once the claim edit goes live?

- [EVV Best Practices Document](#) provides additional information on rebilling
- Need to ensure EVV data has been updated or input, then rebill

Request for Sandata representative at stakeholder meeting

- Information at meetings has been and can be passed to Sandata and then provide follow up at meetings



Questions

EVV Program Updates: Past Week Sandata Call Center Report

Sandata Call Center

- Purpose: Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV account questions, and receiving welcome packets.
- Materials needed before calling: Nothing
- Contact info: 1-855-871-8780 / COCustomerCare@sandata.com
- How to track your call: Need to keep track of Call Tracking Number (CTN)

Gainwell Call Center

- Purpose: Provider billing or claims processing questions, such as troubleshooting why claims didn't match related to EVV
- Materials needed before calling:
 - Provider Medicaid ID
 - Individual Claim Number (ICN) - [found in your Remittance Advice](#)
 - Visit ID Information - found in Sandata under General Tab
- Contact Info: 1-844-235-2387
- How to track your call: Need to keep track of Call Tracking Number (CTN)

Call Center: Calls Answered

59 Total Calls



59 Presented / 59 Answered

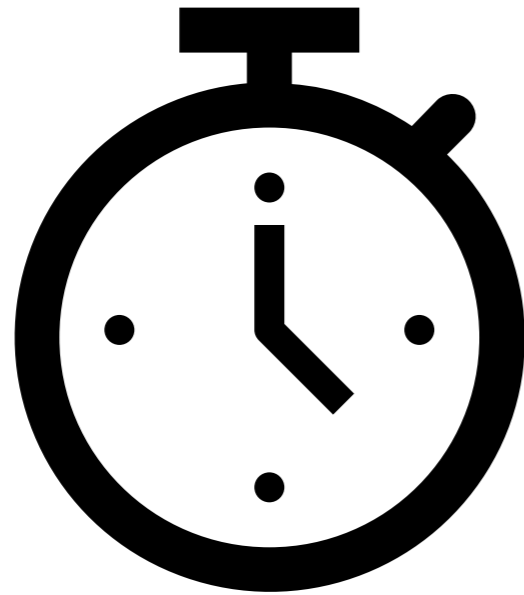
100% Answered



0% Abandoned

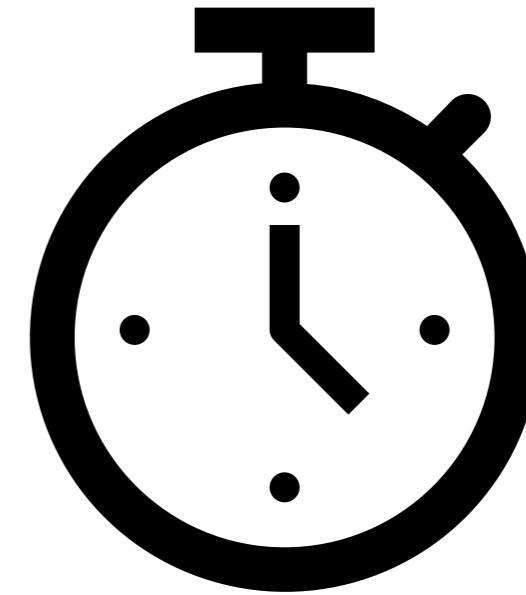
Call Times: What To Expect

Wait Time for a Call Representative



13.6 Seconds

Time With a Call Representative



10.4 Minutes

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: October 19, 2021*
- 10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- the Thursday following the EVV General Stakeholder Meeting
- *Next Meeting: September 23 & October 7, 2021*
- 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](#)

EVV Resources

EVV Support Pathways

Pathway	Method	Purpose	Prepare Before Contacting	Expected Initial Response Time
EVV Help Desk	1-855-871-8780 COCustomerCare@sandata.com	Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV accounts	Nothing needed	Phone: As soon as connected Email: within two business days
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	As soon as connected
HCPF EVV Inbox	EVV@state.co.us	Dept. approval of Live-in Caregiver exemption, Policy and Program answers, Escalations from other support methods	Live-in Caregiver Documentation for review, Help Desk documentation (Call number, who you talked to, etc.)	Within a week
Stakeholder Feedback	Complete the EVV Feedback Form or contact Jordan Larson, EVV Policy, Mon-Fri 8 AM-4 PM at 303-866-3580	Allow members, caregivers, and stakeholders to provide the Department with feedback related to EVV	Nothing Needed	Within a week

Contact Information

EVV@state.co.us

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

hcpf.colorado.gov/evv

Thank you!