

Electronic Visit Verification

CDASS Compliance Protocol

June 22, 2021

WELCOME Stakeholders

- Introductions

Meeting Purpose

The purpose of this meeting is to gather stakeholder feedback to help guide Consumer Directed Attendant Support Services (CDASS) Compliance Protocol with EVV,

And specifically discuss:

- EVV Compliance at member level
- Notification Requirements
- Process for EVV non-compliance

Deadlines

- July 6, 2021, 10:00-11:00 am (virtual)
 - Need complete CDASS Compliance Protocol
- July 27, 2021, 10:00-11:00 am (virtual)
 - Need finalized Protocol to bring to PDPPC for Final Review

Agenda

Purpose

Term Clarification

Decision Points Review

Remaining Decision Points

Discussion

Adjourn

Purpose Overview

EVV Overview

- 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

CDASS Compliance

- To ensure EVV is being performed correctly and appropriately, need to establish compliance protocol for CDASS participants.
- CMS expects compliance with EVV and this protocol is how we will demonstrate compliance.
- Review potential features of protocol and gather stakeholder feedback.

Terms & Definitions

What must EVV Capture?



**TYPE OF SERVICE
PERFORMED**



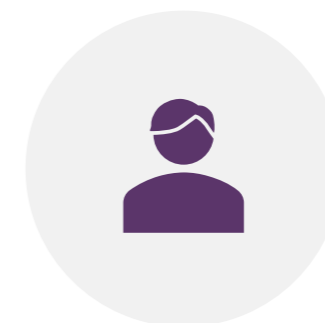
**INDIVIDUAL
RECEIVING THE
SERVICE**



**DATE OF THE
SERVICE**



**LOCATION OF
SERVICE DELIVERY**



**INDIVIDUAL
PROVIDING THE
SERVICE**



**TIME THE SERVICE
BEGINS AND ENDS**

Key Terms

- **Data Aggregator** is the read-only portal for **Provider Choice System** users. Visit data will be reflected from the **Provider EVV Portal**.
- **Verified Visit** - A verified visit does not contain any exceptions, meaning either no exceptions exist, or they have been fixed, making the visit eligible for claim matching.

Key Terms

- **Incomplete Visit** - A visit is considered Incomplete if it requires manual intervention before it can be considered closed, completed, or verified.
- **Exception** - Exception means an alert identifying a missing Verification Point of Data. All Exceptions must be fixed for an EVV record to be a verified visit.

Key Terms

- **Manual Entry** - Manual Entry means an EVV record input in the Provider EVV Portal after the time of service delivery by administratively entering all Verification Points of Data.
- **Modified EVV** - Modified EVV is an EVV record with one or more of the Verification Data Points captured or modified after the time of service.

Key Terms

- **Matched Visit** - A matched visit is an EVV record that has matched to a billed claim.
- Matched visit requires a verified visit EVV record and a billed claim that has no other claim errors that has paid correctly. EVV records that are not yet a verified visit will not match.
- **Match Rate** - total number of claims submitted for EVV required services for a given month divided by the number of claims submitted for EVV required services that were denied for that respective month.

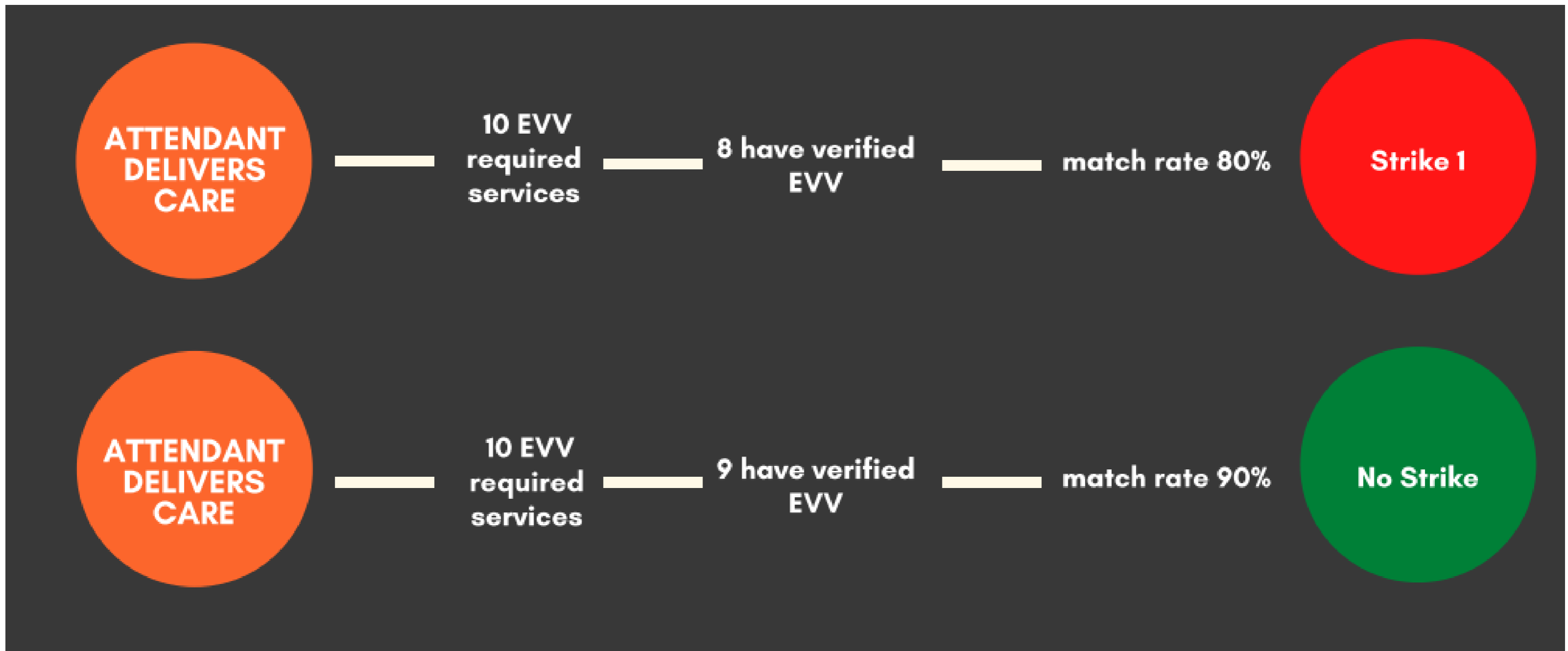
Key Terms

- **Manual Entry and Modified Visit Thresholds (Thresholds)** - The acceptable limit of modified and manual EVV records determined as a percent of paid claims each month.
- Thresholds have nothing to do with protocol discussed today

Key Terms

- **Match Rate** - Monthly Rate at which claims matched to EVV records
- Monthly percentage used to determine compliance
- When referring to compliance today is always related to **match rate**

Match Rates and Strikes



Previous Meeting Decision Points Review

Previous Decision Points

- Match rate: 84% or less results in strike
- 5 Strikes, each resulting in unique consequences
- Strikes expire after 12-month period

Remaining Decisions

- Should there be an appeals process for strikes?
 1. Yes, for each strike
 2. Yes, for certain steps in the protocol (for example: new AR or termination from CDASS)
 3. No

Remaining Decisions

- How should employers report system issues with the FMS vendors?
 1. Online/call/form to FMS vendor
 2. Online/call/form to FMS vendor and Department
 3. Other

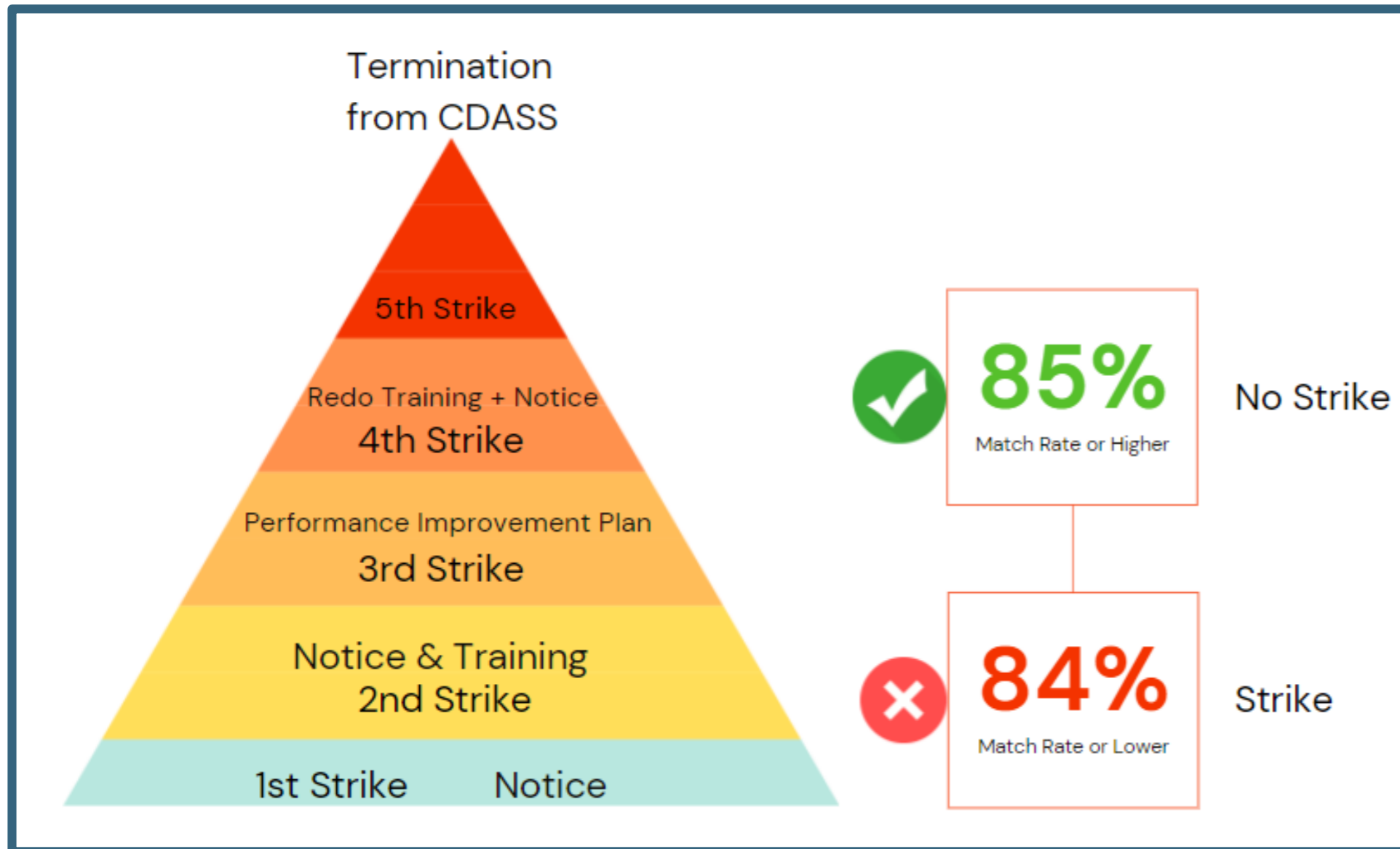
FMS Vendor Role in Compliance Protocol

- Providing training and technical assistance
- Reviewing and monitoring compliance
- Working collaboratively with the Department to evaluate data
- Communication with employer/employees
- Live-in Caregiver Exemptions and ADA Exemptions

Department Role in Compliance Protocol

- Providing data to FMS Vendors
- Monitoring compliance at the member level
- Ensuring FMS, CMA, and EVV vendor compliance
- Managing EVV and CDASS policy
- ADA Exemptions

Protocol Draft Based on Decision Points



- Match rate: 84% or less results in strike
- 5 Strikes, each resulting in unique consequences
- Strikes expire after 12-month period

EXAMPLE DRAFT

Strike 1: FMS remind member of EVV purpose and requirements.

Strike 2: Employer (member/AR) required to re-complete FMS vendor EVV training.

Strike 3: Employer (member/AR) required to mail or email performance improvement plan to FMS vendor.

Strike 4: Member/AR required to re-complete training. Member receives notice that they may be terminated from CDASS if EVV non-compliance persists.

Strike 5: Member will be terminated from CDASS within 30 days and will not be eligible to re-enroll in CDASS for 365 days.



Questions

Protocol Discussion

Open Forum

Questions on the phone

- Unmute with *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 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 at 303-866-3580	Allow members, caregivers, and stakeholders to provide the Department with feedback related to EVV	Nothing Needed	Within a week

Next Meetings

- July 6, 2021, 10:00-11:00 am (virtual)
 - Need complete CDASS Compliance Protocol draft by July 6, 2021
- Department works to finalize in between July 6 and 27
- July 27, 2021, 10:00-11:00 am (virtual)
 - Need finalized Protocol to bring to PDPPC for Final Review

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

Thank you!