



Electronic Visit Verification Mandate Caregiver Letter

Beginning August 3, 2020, providers agencies billing certain types of home or community-based services will be required to utilize Electronic Visit Verification (EVV). Caregivers providing direct care will need to collect EVV data to help provider agencies comply with the EVV requirement. EVV is mandatory for the services listed below.

What is EVV?

EVV is a system which electronically verifies that home or community-based service visits occur by documenting six points of data:

- 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

An EVV solution may include multiple point-of-care visit verification technologies, such as mobile device application, toll-free telephone number, and provider web-portal. Ask your employer which EVV technologies are available for your use and how to use them.

Which services require EVV?

The following services require the use of EVV in Colorado. Providers may choose to collect EVV for additional services.

- Behavioral Therapies (provided in home or community)
- Consumer Directed Attendant Support Services (CDASS)
- Durable Medical Equipment (select services)
- Home Health
- Homemaker
- Hospice
- Independent Living Skills Training (ILST)
- In-Home Support Services (IHSS)
- Life Skills Training
- Occupational Therapy (provided in the home)
- Pediatric Behavioral Health
- Pediatric Personal Care
- Personal Care
- Physical Therapy (provided in the home)
- Private Duty Nursing
- Respite (provided in the home or community)
- Speech Therapy (provided in the home)
- Youth Day

What does this mean for caregivers?

Caregivers will be required to collect EVV information at time of service. If EVV is not collected, the caregiver must communicate why information was not collected and service details to their provider agency. The Department has developed resources to assist caregivers and their employers with EVV implementation. For additional information about EVV including training resources, FAQs, and contact information, visit www.colorado.gov/hcpf/evv.

