



COLORADO

Department of Health Care
Policy & Financing

Dear Providers,

The Department recently released an [Information Memo](#) regarding a critical project update. The purpose of the memo was to update stakeholders on Electronic Visit Verification (EVV) implementation and to inform them of the Centers for Medicare & Medicaid Services (CMS) decision on the Department of Health Care Policy & Financing (Department) formal request for Good Faith Effort Exemption to delay the EVV mandate in Colorado. The Department has received [approval](#) from CMS to delay the Federal mandate.

Colorado EVV Implementation Impact

Per CMS approval of the Good Faith Effort Exemption delay request, the Department will not mandate EVV on January 1, 2020 and providers will not be required to participate on that date. A new date for the EVV mandate will be communicated to stakeholders in early 2020. The Department anticipates that EVV will be mandated in Colorado in late summer 2020. EVV system implementation, training, and vendor interfacing will proceed on the current project schedule. Providers are strongly encouraged to participate in EVV beginning October 2019. Early adoption of EVV will produce valuable data for system modification and policy development. The timeframe between system launch and the EVV mandate is referred to as the Soft-Launch.

Soft-Launch

The State EVV Solution and Data Aggregator launched on September 30, 2019. At this time, providers may begin to verify service provision through EVV and transmit data from the State EVV Solution and Provider Choice Systems to the Department. Until EVV is mandated by Colorado Code of Regulation Rule, participation in EVV is voluntary. However, the Department strongly recommends that providers and caregivers participate in EVV beginning October 2019. All providers who bill for EVV services will see EVV notes in their Remittance Advice beginning the first week in October.

The Soft-Launch is an opportunity to:

- Test and interface Provider Choice Systems.
- Familiarize providers with EVV prior to claims integration.
- Claims will continue to pay and EVV errors will appear on remittance advice.
- Inform policy and system development for the exclusion of live-in caregivers.
- Help the Department identify and develop supplemental training materials.
- Facilitate EVV participation by caregivers and members.

One-time Bulk Upload Process

The State vendor, Sandata, offers a complimentary one-time bulk upload of member, employee, and agency staff data to a provider's utilizing the State EVV Solution. Batch upload requests are available as one-time courtesy to provider agencies that serve 80 or more members using Medicaid-covered services. The process will utilize a spreadsheet for the

agency to populate with their attendants and members associated with Medicaid-covered services.

How to Qualify

1. Providers must use the State EVV Solution
2. Providers must have completed training and downloaded their log-in credentials
3. Providers must have 80 or more Medicaid members

Providers should outreach Sandata to request the one-time bulk upload. Contact Information:

Email: CO-HCPF-EVVProviderHelpdesk@etraonline.net

Phone: (855) 871-8780

Please note: Providers should not enter any member or employee information in the EVV provider portal if the intention is to use the bulk upload process. Doing so will make the provide ineligible for bulk upload. Therefore, the Department recommends providers reach out to Sandata now or after receiving log-in credentials

Learn More

Information and updates about EVV are available on the [Electronic Visit Verification web page](#). Providers are encouraged to visit this web page often for the latest EVV news. Contact evv@state.co.us with questions or comments on EVV.

Thank you,

Department of Health Care Policy & Financing