

Electronic Visit Verification

General Stakeholder Meeting

April 19, 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

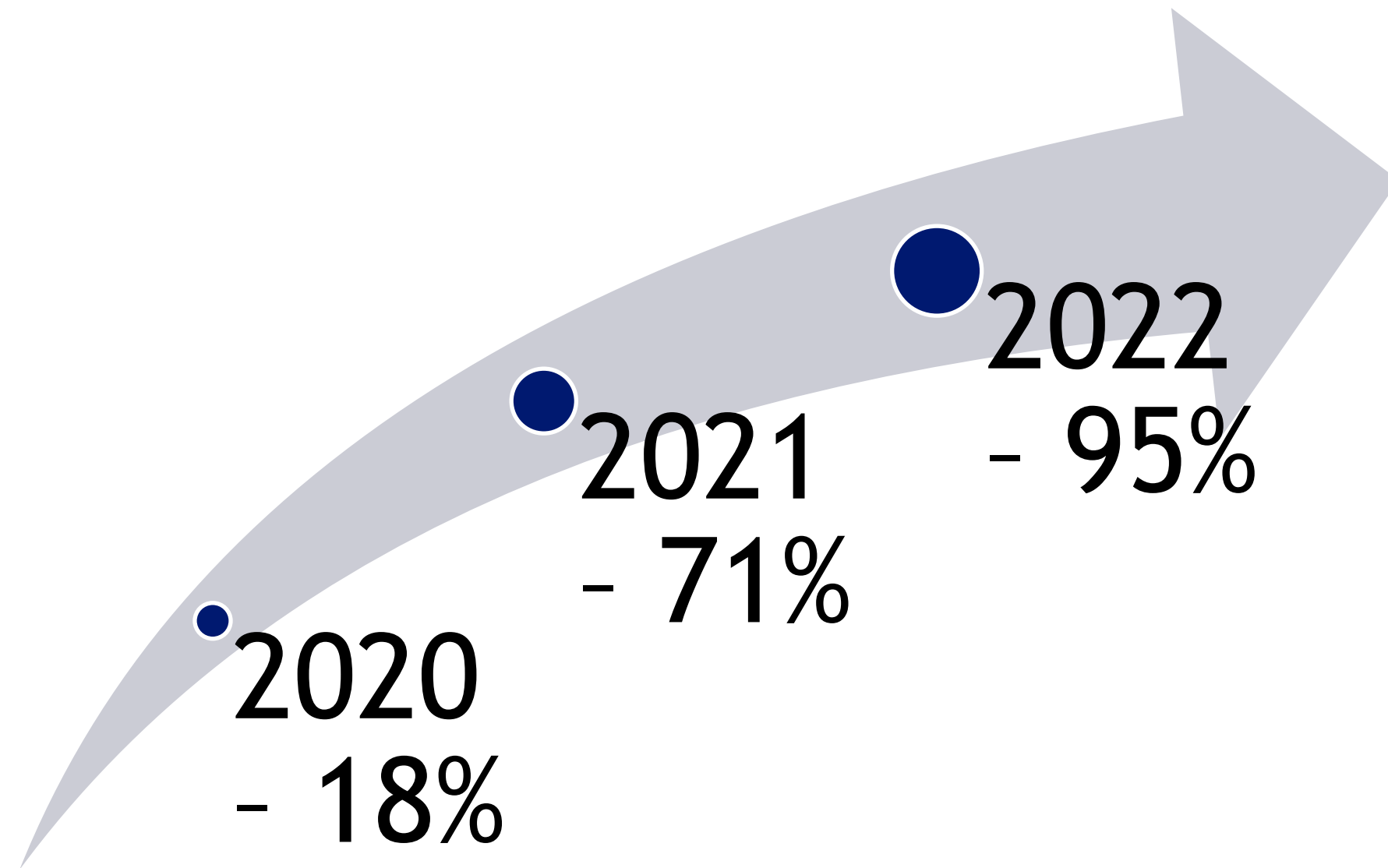
EVV Updates

EVV Program Updates

- Three Year EVV Program Review
- Live-In Caregiver Attestation Form Reviews
- EVV Report Cards Discontinued

EVV Updates

Three Year EVV Program Review



EVV Updates

EVV Live-In Caregiver Attestations Review

- Review and update annually
- Ensure shared address documentation on file
- Only Part C Extenuating Circumstances require Department approval
- How to bill correctly (place of service 99, condition code 23) [OM 20-051](#)

EVV Updates

EVV Report Cards:

- Report Cards will be discontinued after April 2022
- Claim edit will provide feedback on compliance
- Continue utilizing available resources to identify areas of needed improvement (Remittance Advice, Data Aggregator, etc.)

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

Submitting Modified EVV Records and Claims Too Close Together:

- [EVV Best Practices for Recording & Billing](#)
- Care staff records EVV for services on January 29 at 8:00 a.m. but forgets to clock out.
- The same day at 3:00 PM the provider modifies the visit by adding the clock out time to 9:30 a.m.
- Provider confirms EVV for services performed on January 29 are all “Verified” at 4:00 p.m.
- Billing claims are submitted for these services on January 29 at 5:00 p.m.

EVV Compliance Support

Submitting EVV Records & Claims Too Close Together

Guidance:

Wait at least 24 hours before submitting billed claim lines after a visit has been recorded or modified.



EVV Compliance Support

Submitting EVV Records and Claims Too Close Together

- EVV records, from both Sandata Provider Portal and Data Aggregator, are sent to the claims system nightly.
- Waiting 24 hours prior to submitting claims.
- Once "Verified" visits are in the claims system, EVV records can match to billed claim lines.
- If you fix an exception (modify record) and the visit becomes "Verified", you still need to wait until the next day to bill for that claim.

EVV Compliance Support

Submitting EVV Records and Claims Too Close Together

- From the example, the EVV record from January 29 will not be available until January 30. Billing was sent to soon and resulted in an error.
- More information on billing can be found in the [EVV Program Manual - Billing Integration](#) section of the EVV Program Manual.



Questions

EVV CDASS

EVV CDASS

What You Need To Know About EVV Compliance:

- CDASS payroll is the basis for EVV records matching to claims.
- By missing FMS payroll deadlines, it results in missing time-sensitive EVV deadlines.
- These untimely actions can lead to EVV non-compliance, and this can cause 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: May 17, 2022***
10:30 - 11:30 am

Listening Sessions

- First Thursday of the month -AND- Thursdays following the EVV General Stakeholder Meeting
- ***Next Meetings:***
 - ***April 21, 2022 11:00 am - 12:00 pm NEW TIME!***
 - ***May 5, 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!