Electronic Visit Verification

General Stakeholder Meeting

January 18, 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 Claim Edit

EVV Questions & Loose Ends

EVV Report Cards

CDASS Update

Open Forum

EVV Competency Check

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EVV Competency Check

Let's see how we're doing Colorado!

EVV Brief Overview

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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

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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

EVV Claim Edit

14 Days until
February 1, 2022

Go Live!

EVV Questions & Loose Ends

EVV Questions & Loose Ends

Purpose: Mitigate *risk* by improving EVV *quality* while leveraging existing resources before claim edit date 2/1/22 by utilizing stakeholder engagements for *proactive* approaches, tools, and planning.

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EVV Questions & Loose Ends

Objectives:

- Ensure continuity of care for Members.
- Support Provider EVV compliance, stabilization, and mitigate financial impacts proactively.

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EVV Questions & Loose Ends

3 EVV Risk Categories:

No EVV	Incomplete EVV	Verified EVV but...

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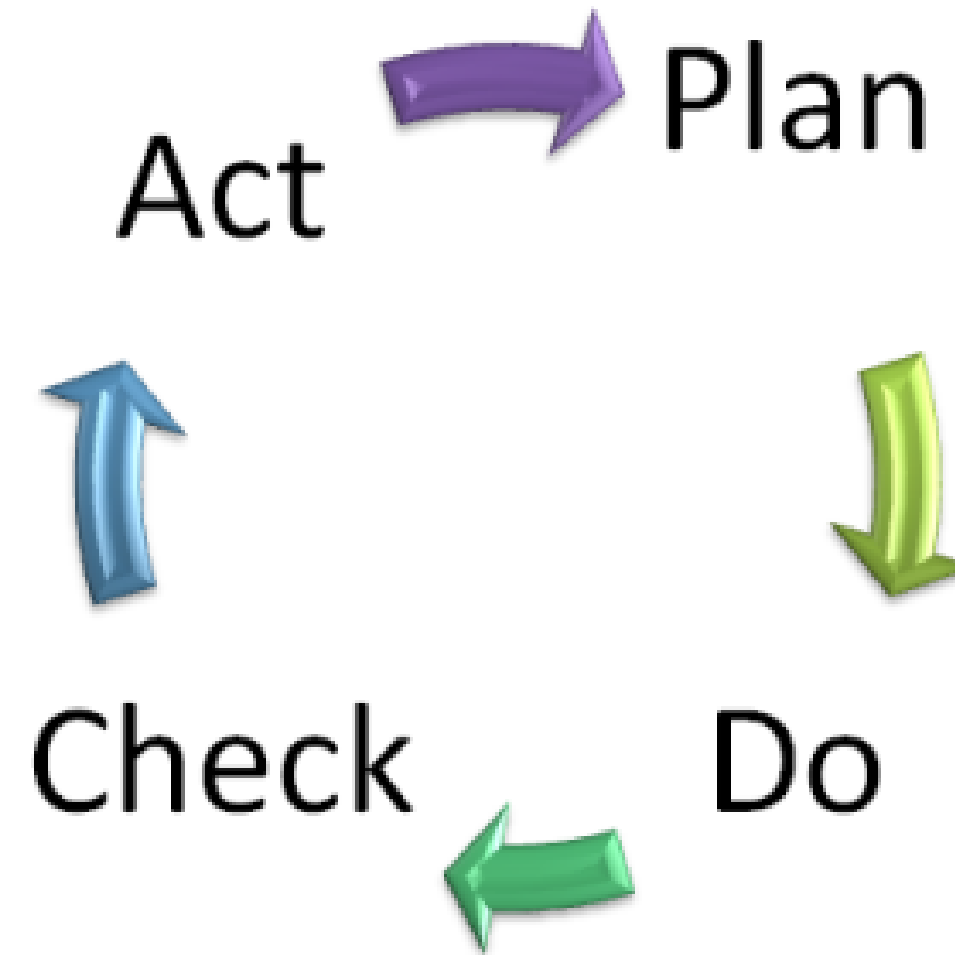Policy & Financing

EVV Questions & Loose Ends

[EVV Best Practices for Recording & Billing](#)

How to mitigate risk and improve EVV quality:

1) *Before* submitting claims
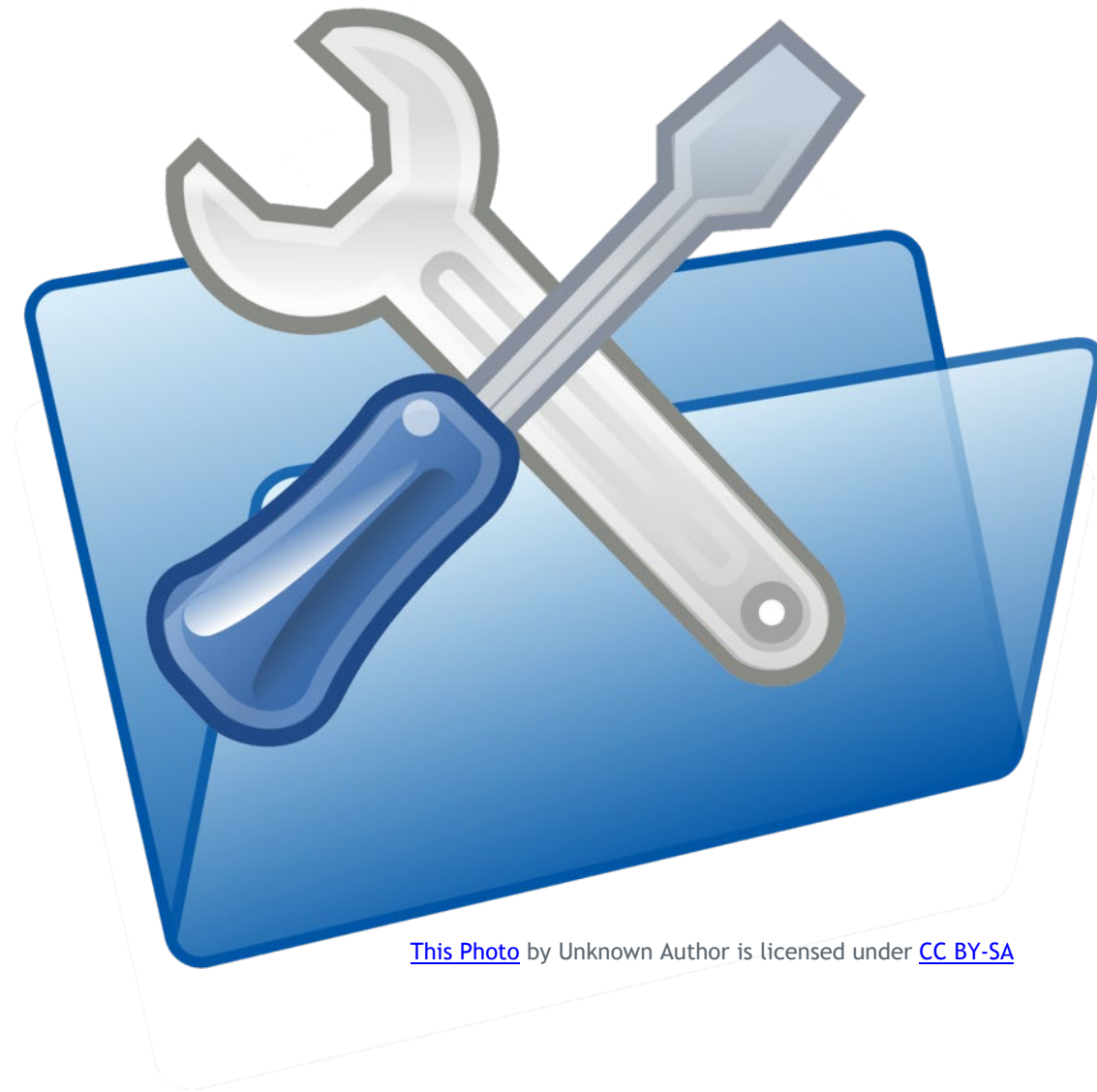
2) *After* claims submission

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EVV Questions & Loose Ends

EVV Quality Using the Plan-Do-Check-Act Cycle

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EVV Questions & Loose Ends

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EVV Questions & Loose Ends

Provider Resources:

1. [EVV Program Manual](#)

2. [EVV Best Practices for Recording & Billing Document](#)

3. [EVV Resources Page](#)

4. Provider Web Portal Quick Guides: [Pulling Remittance Advice](#) (Gainwell) and [Reading the RA Dated on or After 1/9/2019](#)

5. [OM 20-051 EVV Live-In Caregiver Exemption](#) (Includes Billing instructions for the live-in caregiver exemption)

EVV Questions & Loose Ends

Provider Tools:

1. Remittance Advice (Gainwell)

2. Data Aggregator (Sandata): Visit Review / Maintenance

3. Data Aggregator (Sandata) Reports: Visit Verification Activity Summary

4. Data Aggregator Reports: Detail Visit Status

5. Data Aggregator Reports: Visit Exception

Questions

EVV Report Cards

EVV Report Cards

Providers, Tell Us What You Think?

- Report Cards currently provide monthly compliance rate percentages.

- After Claim Edit 2/1/22, claims that post EOB 3054 will deny.

- Based on how the claim edit works, do you want to continue receiving report cards after 2/1/22? Why? Or Why not?
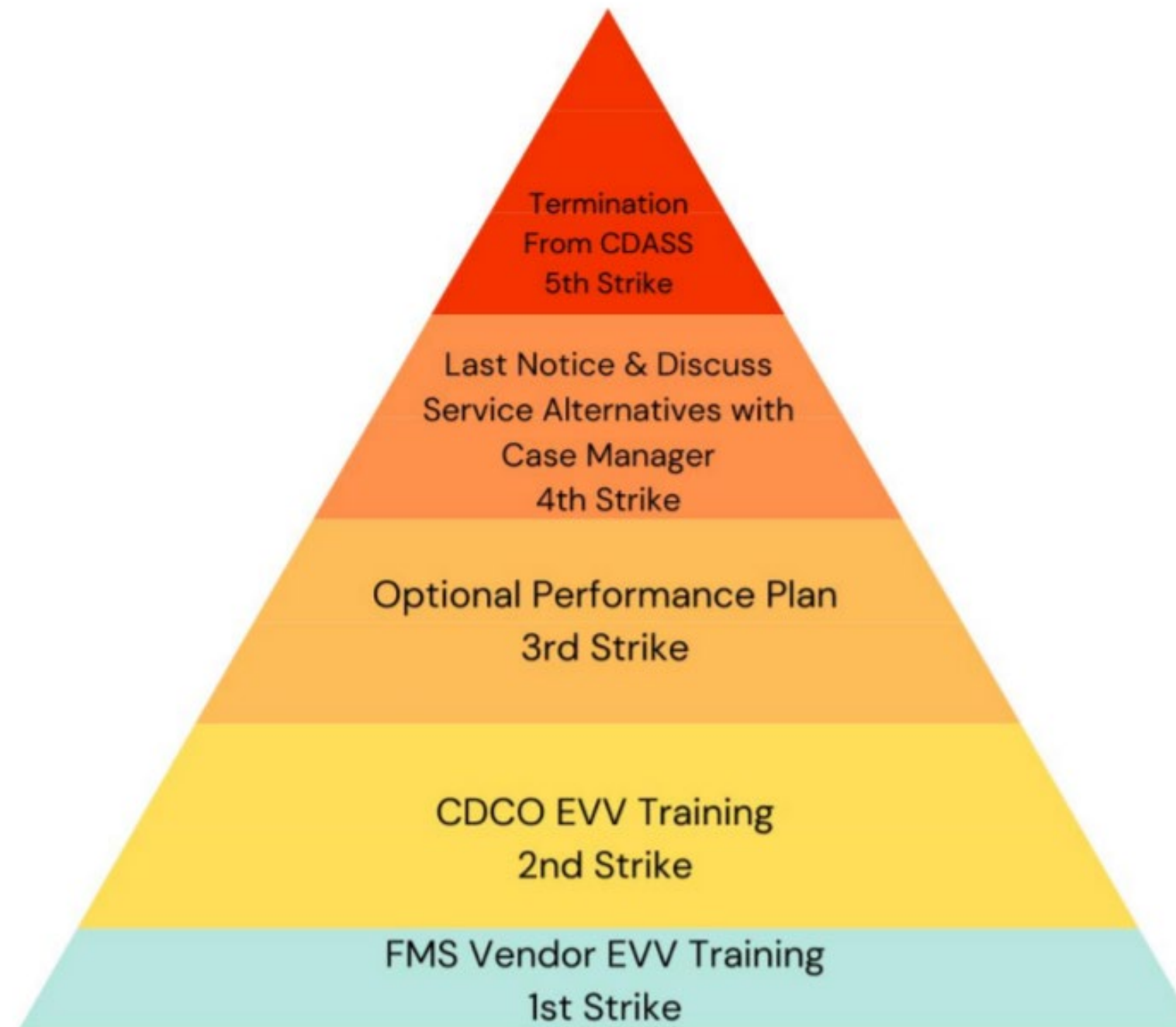
CDASS Updates

CDASS Updates

Recent Changes to EVV CDASS Compliance:

- EVV-CDASS Compliance Protocol Policy
  - Annual strike reset date: February 15
- EVV-CDASS Compliance Protocol V 2.0
  - Reorganized requirements for strikes 1 – 4.
- EVV-CDASS Compliance Protocol Notification Schedule
  - Outlines dates to support EVV compliance and minimize strikes.
- EVV-CDASS Compliance Protocol FAQ
  - Answers to common CDASS Compliance Protocol questions.

CDASS Updates

Termination
From CDASS
5th Strike

Last Notice & Discuss
Service Alternatives with
Case Manager
4th Strike

Optional Performance Plan
3rd Strike

CDCO EVV Training
2nd Strike

FMS Vendor EVV Training
1st Strike

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CDASS Updates

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CDASS EVV Compliance Protocol

2022 Notification Schedule

The Department reviews EVV compliance for each month's pay periods. Please remember to have all EVV records updated and in a verified status at least a day before your FMS Vendor's payroll deadlines.

Service Dates		EVV Deadline	Strike Notifications Sent
Start	End		
February 1	February 28	March 17	End of March
March 1	March 31	April 15	End of April
April 1	April 30	May 17	End of May
May 1	May 31	June 17	End of June
June 1	June 30	July 15	End of July
July 1	July 31	August 17	End of August
August 1	August 31	September 16	End of September
September 1	September 30	October 17	End of October
October 1	October 31	November 17	End of November
November 1	November 30	December 16	End of December
December 1	December 31	January 18	End of January

Please note: Strike counts will reset February 15th of each year.

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

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EVV Recurring Meetings

General Stakeholder	• Third Tuesday of the month • *Next Meeting: February 15, 2022* • 10:30 - 11:30 am
Listening Sessions	• First Thursday of the month –AND- the Thursdays following the EVV General Stakeholder Meeting • *Next Meeting: January 20 and February 3, 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

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 Jillian Estes, EVV Policy, Mon-Fri 8 AM-4 PM at 720-273-6967	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

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HCBS
ARPA Newsletter

Sign Up for the ARPA Project Pulse!

The Department is implementing a multitude of projects to expand, enhance, and strengthen the Home and Community Based Services (HCBS) system from Fall 2021 through Spring 2024 tied to federal funding in the American Rescue Plan Act (ARPA). This newsletter will serve as a source for key updates on all project planning and implementation, stakeholder engagement opportunities, and other topics of interest related to the funding.

* Email

First Name

Last Name

County Name

Sign Up

- Launching this fall/winter

- Monthly updates:
  - ➢ Project planning & implementation
  - ➢ Stakeholder engagement opportunities
  - ➢ Other topics of interest related to funding

Sign up Landing Page:
https://lp.constantcontactpages.com/su/hcMkUsw/ARPANewsletter

Also sign up available at the bottom of the ARPA webpage:
hcpf.colorado.gov/arpa

Feedback Opportunity

[EVV General Stakeholder Engagement](#)

Take a minute to tell us how we're doing

Thank you!