

Electronic Visit Verification

General Stakeholder Meeting

October 17, 2023

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

Department engagement with providers, members, and other stakeholders, to continue maintenance and operation of EVV for EVV-required services.

And specifically, to:

- Clarify EVV in Colorado
- Discuss EVV Program Updates
- Provide a platform to gather stakeholder feedback

Agenda

Overview of EVV

Compliance & Quality Review

Unmodified EVV Report Cards

Frequently Asked Questions (FAQs)

Sandata Mobile Connect App Release

CDASS Updates & Compliance Review

EVV Live-In Caregiver Exemption Reminders

Open Forum

EVV 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 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**

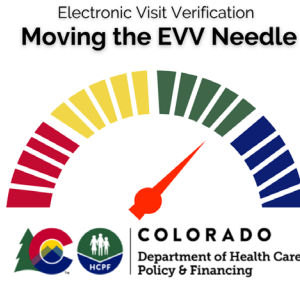


**TIME THE SERVICE
BEGINS AND ENDS**

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 Compliance & Quality Review



EVV Compliance & Quality Review

Purpose (Updated 7/18/23):

Mitigate risks by leveraging existing resources to identify and resolve EVV claims denials and improve unmodified EVV performance.

Objectives (Updated 7/18/23):

- Ensure continuity of care for Members.
- Support Providers' EVV compliance, mitigate financial impacts, and improve performance regarding collection of unmodified EVV.
- Increase Provider knowledge and resource utilization.

EVV Compliance & Quality Review

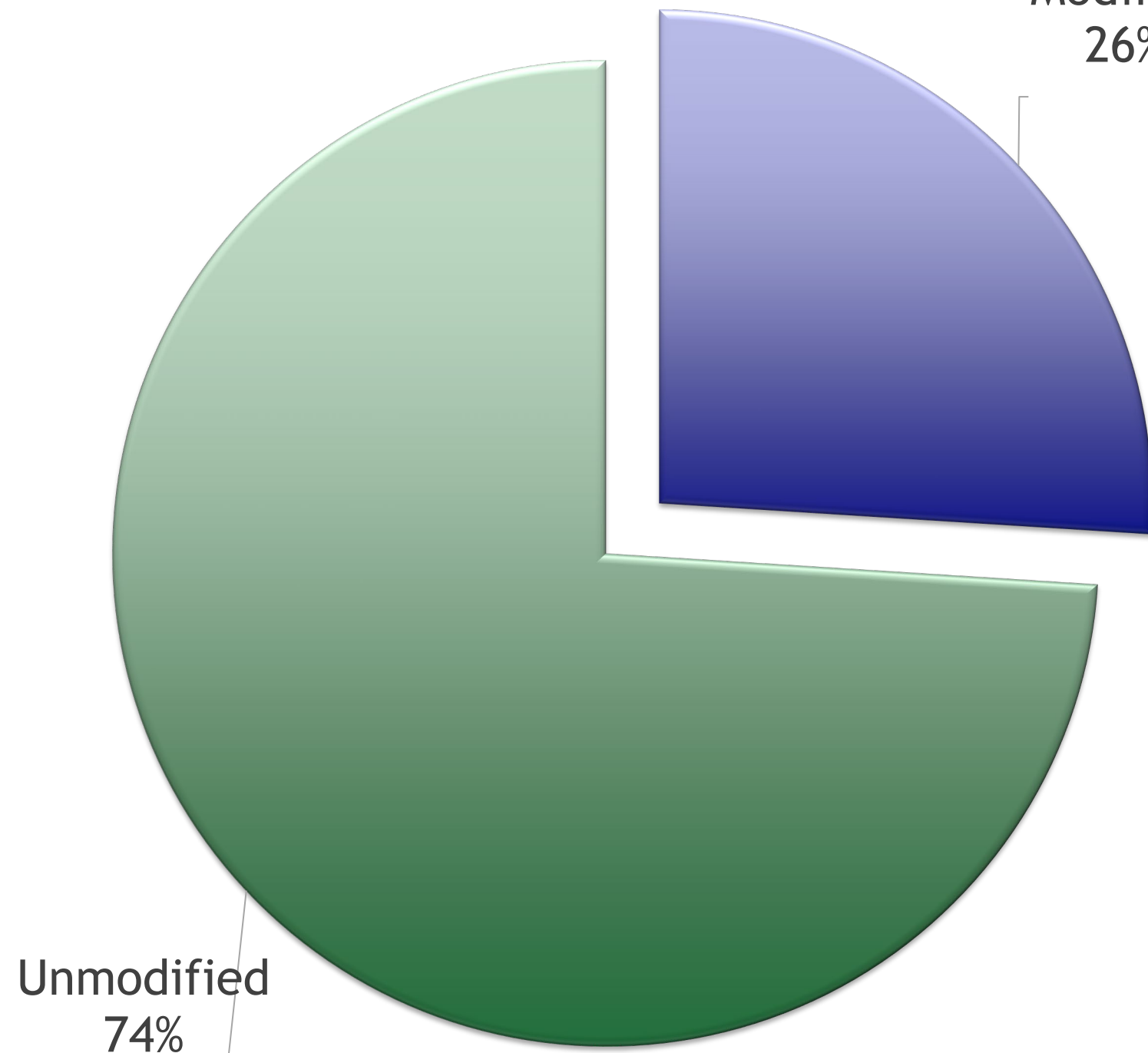
EVV Match Rate 2023 Quarters (Q) 2 and Q3 remain greater than 97%.

Q2: April - June
99.07%

Q3: July - September
98.89%

EVV Compliance & Quality Review

Modified
26%



Unmodified
74%

EVV Quality Q2 & Q3 2023

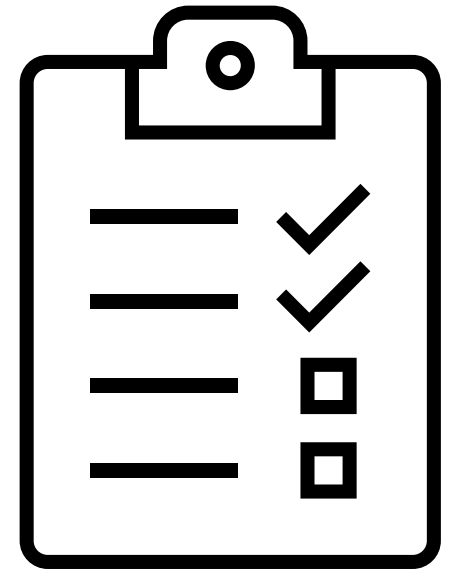
- Unmodified EVV (EVV without manual edits, green) - 74%
- Modified EVV (EVV with manual edits, blue) - 26%
- No significant changes

Unmodified EVV Report Cards

Unmodified EVV Report Cards

Overview

- Kicked off July 2023 to provide agencies with percentages on unmodified EVV.
- Includes a provider's monthly percentage with visit count of unmodified EVV; a 3-month percent review, and the state average.
- Links to resources such as the EVV FAQs website to support improved performance.
- Keep contact information updated to ensure receipt of report cards. Visit [How to Update Provider Email Address at Gainwell Technologies](#)



Frequently Asked Questions

FAQs

EVV Questions and Comments

Q: How do I support caregivers who forget to clock in and out?

A: Consider leveraging the scheduling and alert features and functions.

Q: How do I support caregivers who do not enter the Members/Medicaid ID?

A: Consider providing a solution through scheduling and/or training on where to get that information, i.e., on care plans, call the office, etc.

Q: How do I support caregivers who select the wrong service?

A: Use a pocket guide such as the [Code Quick Reference Guide](#) or develop a guide specific to your agency.

FAQs

EVV Questions and Comments (cont'd)

Q: How do I support caregivers who forget to charge their phones?

A: Solutions might include providing extra power cords, car chargers, incentives to keep phones charged, reminders to use battery saver or low power mode (shut down apps, dim screen, etc.), and any other creative solution you can devise.

Q: How do I support caregivers who report they are unable to use the mobile visit verification app because of phone issues?

A: Solutions might include utilizing telephone visit verification (TVV) but it will depend on what the issue is.

FAQs

EVV Questions and Comments (cont'd)

Q: Does EVV take into consideration rural areas where cell phone coverage is not available or unstable?

A: Yes, EVV solutions are required to have an [offline mode](#) for situations when connectivity issues arise. To learn more about offline mode in the state EVV solution visit Sandata Mobile Connect Video Library - [Offline Mode](#). If you are a provider choice solution utilizer, please follow up with your EVV vendor.

Q: How can I ease member concerns when I need time to login?

A: Logging in for a visit usually takes no more than about two minutes. However, one might consider clocking in after arrival but before entering a member's home.

FAQs

EVV Questions and Comments (cont'd)

Q: How can I improve agency workflows that support unmodified EVV compliance?

A: Utilize the data aggregator's various tools i.e. Sandata's visit verification reporting and visit review to support regular quality assurance checks. See the Online Manual in the data aggregator to learn more about these reports. Note: Not all reports in the online manual pertain to Colorado's EVV program.

Q: How can providers use the data aggregator reports to identify caregivers who need support?

A: Reports like Visit Listing and Visit Verification can be used for daily reviews to identify incomplete visits and call types. All of which can help identify caregivers who need additional support.

FAQs

EVV Questions and Comments (cont'd)

Q: Why did I get a 0% Unmodified EVV on my Report Card?

A: Report card data is finalized by the close of business on the Friday before they go out. If you did not bill any claims for the month reported on, this would result in a visit count of zero (0) and Unmodified EVV rate of 0%. However, if you did bill claims it is possible all EVV were modified and this would also result in a rate of 0%.

Q: Why do our agency unmodified EVV numbers differ from Department numbers provided report cards?

A: The Department counts unmodified EVV that have matched to claims and paid while providers may be looking only at the EVV data.

FAQs

How Can You Improve?

1. Training
2. Reminders (Preparation)
3. Quality Assurance Reviews

Sandata Mobile Connect App Release

SMC App Release Reminder

Sandata Mobile Connect (SMC) is now available.

- Applicable to State Solution utilizers.
- Sandata Mobile (SM, Version 1) will remain active during the next year but updates have stopped.
- Recommend adoption of the SMC application to support smooth caregiver transitions and take advantage of improved features.

Any questions about the app or functionality? Reach out to Sandata 1-855-871-8780 COCustomerCare@sandata.com or visit [Sandata On-Demand](#)

Look for the



icon.



Questions

CDASS

EVV CDASS Updates

EVV CDASS Program Updates:

- No EVV issues reported to the Department
- Continued monitoring of EVV CDASS compliance
- EVV CDASS Compliance remains at 99% +

Visit the [EVV Resources page](#) for EVV CDASS Compliance Protocol resources.

EVV CDASS Compliance

EVV CDASS Match Rate 2023 Q2 and Q3 remain greater than 99%.



Q2: April - June
100%



Q3: July - September
100%

EVV CDASS Compliance

No Strikes!

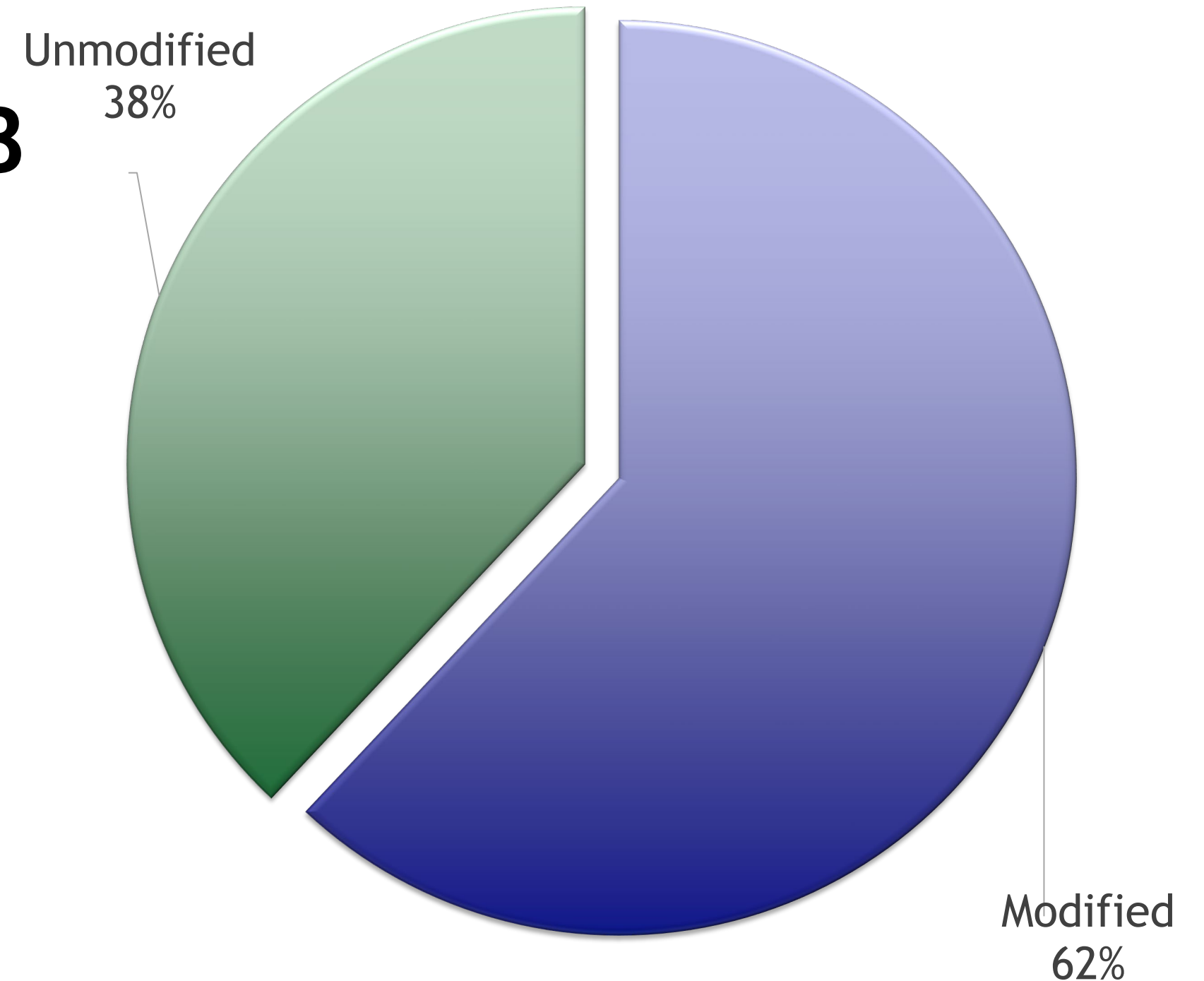
- ✓ June 2023
- ✓ July 2023
- ✓ August 2023



EVV CDASS Compliance & Quality

EVV Quality Q2 & Q3 2023

- **Unmodified EVV** (EVV without manual edits, green) - 38%
- **Modified EVV** (EVV with manual edits, blue) - 62%
- No significant changes

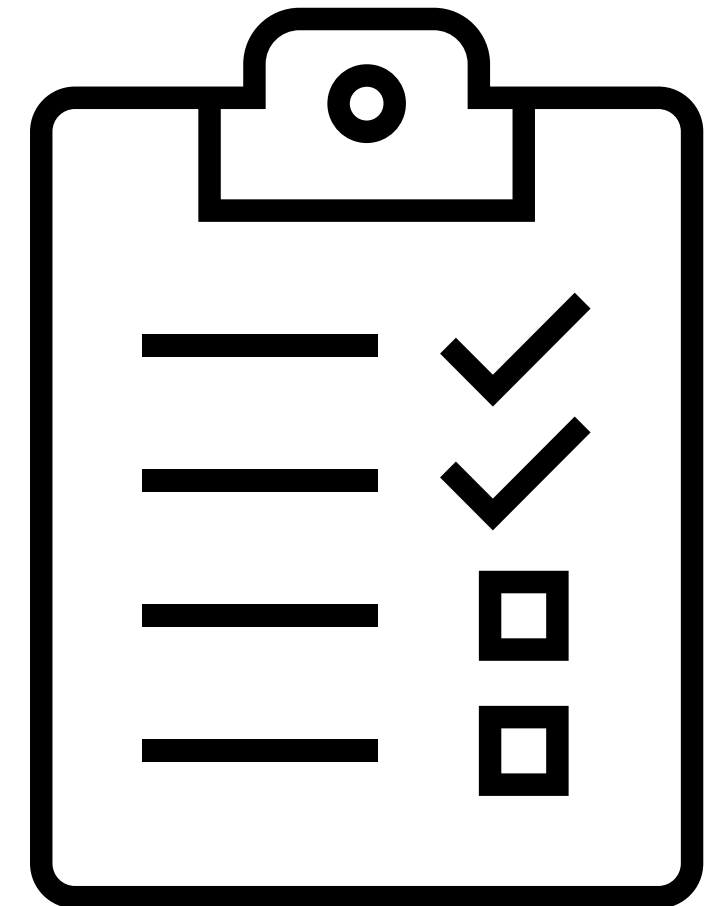


EVV Live-In Caregiver Exemptions

EVV Live-In Caregiver Exemptions

EVV Caregiver Exemptions Reminders

- Review annually and keep current attestations and supporting documentation on file.
- Ensure attestation form includes Medicaid Provider IDs not NPIs, the last five digits of the caregiver's social security number, and complete addresses.
- Do not include multiple members on one attestation form.
- Use encryption when sending Extenuating Circumstance requests to HCPF for approval evv@state.co.us



EVV Live-In Caregiver Exemptions

HCPF Pre-Approval Process Change

- Applicable to Extenuating Circumstances (Part C determinations).
- Reduce paperwork and streamline pre-approval process.
- Once an Extenuating Circumstance exemption is approved only the approved EVV Live-in Caregiver Attestation form (EVV exemption form) and a HCPF Pre-Approval Decision email/letter will be returned to the requestor.
- HCPF will continue to maintain records of the documents provided for review and substantiation of the extenuating circumstance request.

Questions about this change? Please reach out to evv@state.co.us



Questions

EVV Supports and Contacts

EVV Supports and 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 and Contacts

Pathway	Method	Purpose	Prepare Before Contacting
Provider Services Call Center - Billing Help Desk (Gainwell)	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 and A

- Type questions directly into the chat box

Email

- Encrypt PHI and PII
- evv@state.co.us

EVV Recurring Meetings

General Stakeholder

- Third Tuesdays of each quarter, 10:30 to 11:30 a.m.
- ***Next Meeting: January 16, 2024***

Listening Sessions

- First Thursdays of the month, 10:00 to 11:00 a.m.
- ***Next Meetings:***
 - ***November 2, 2023***
 - ***December 7, 2023***
 - ***January 4, 2024***

Email evv@state.co.us for a calendar invite

EVV Listening Sessions

- Informal setting for questions and discussions about EVV
- Open for all to participate
- First Thursday 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

Take a minute to share your thoughts

[EVV General Stakeholder Engagement Survey](#)

Thank you!