Electronic Visit Verification

General Stakeholder Meeting

April 18, 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 implementation of 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 Review and Support

EVV CDASS Updates and Compliance Review

Open Forum

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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 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 Updates

EVV Updates

Program Updates

- Outpatient Therapies via Telehealth – Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST)

- Pediatric Behavioral Therapies (PBT) via Telehealth

- Compliance Review and Support

- CDASS Compliance Review and Updates

EVV Updates

Outpatient Therapies via Telehealth

Policy Update

- EVV is NOT required for Outpatient Therapies - OT, PT, and ST via Telehealth.

- The Department has withdrawn this change in policy.

- This policy was not implemented on April 1, 2023.

- To learn more visit the Provider Bulletin webpage refer to December 2022 and March 2023 bulletins.

EVV Updates

Outpatient Therapies via Telehealth (cont'd)

Claims Denials

- Claims submitted after April 1, 2023, for EVV for Outpatient OT, PT, and ST providers may be denying incorrectly for Explanation of Benefits (EOB) 3054 – "EVV Record Required and Not Found" for telehealth.

- A resolution to this issue is being processed.

- Affected claims will be reprocessed by Gainwell.

- Visit Known Issues and Updates and Provider News web page to learn more.

EVV Updates

Pediatric Behavioral Therapies (PBT) via Telehealth

Policy Update

- As of October 1, 2022 EVV was required for PBT providers for services delivered via Telehealth

- As of May 1, 2023 PBT providers will NOT be required to collect EVV when services are delivered via Telehealth.

- EVV remains a requirement for all other PBT services when they are delivered in the home or community.

EVV Updates

PBT Therapies via Telehealth

Policy Update Cont'd

- The requirement for PBT provided via telehealth was initiated in an attempt to streamline EVV policy with Outpatient Therapies.

- The Department is withdrawing the EVV requirement for PBT services delivered via telehealth to align with the Outpatient Therapy telehealth exemption.

- Stay tuned for upcoming Provider Bulletins to learn more.

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EVV Compliance and Quality

EVV Compliance and Quality

EVV Match Rate remains greater than 97%

December 99.16% → January 98.62% → February 98.56%
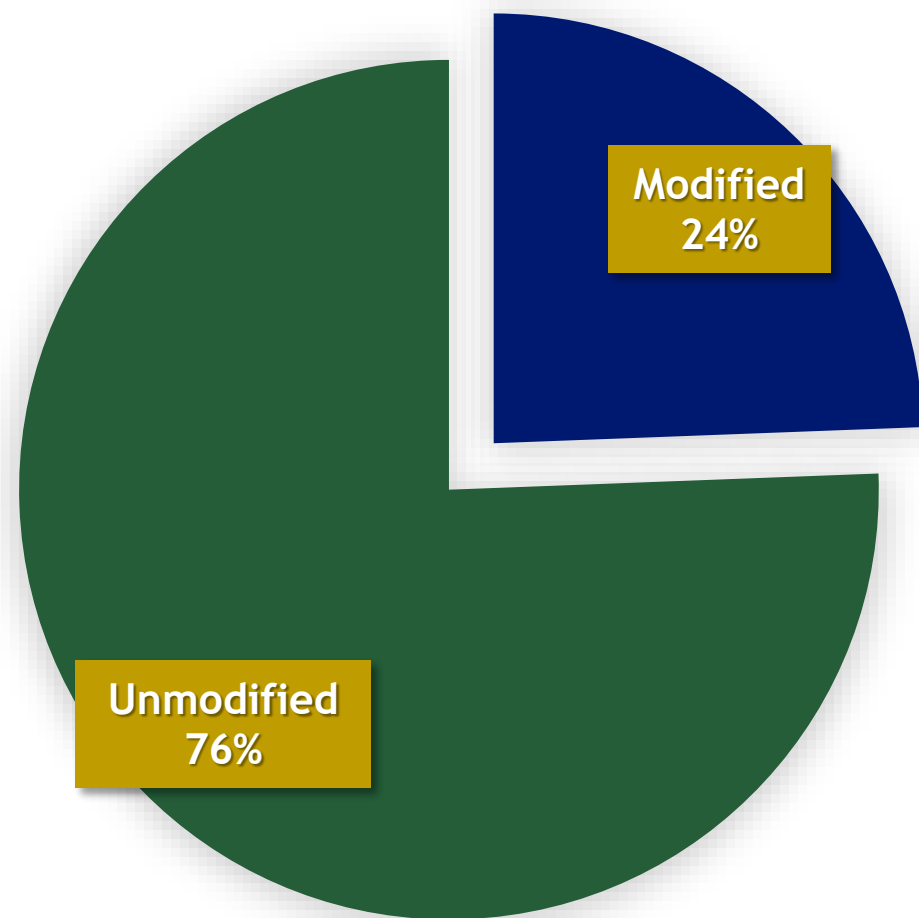
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EVV Compliance and Quality

General Quality Overview

EVV Modified vs. Unmodified
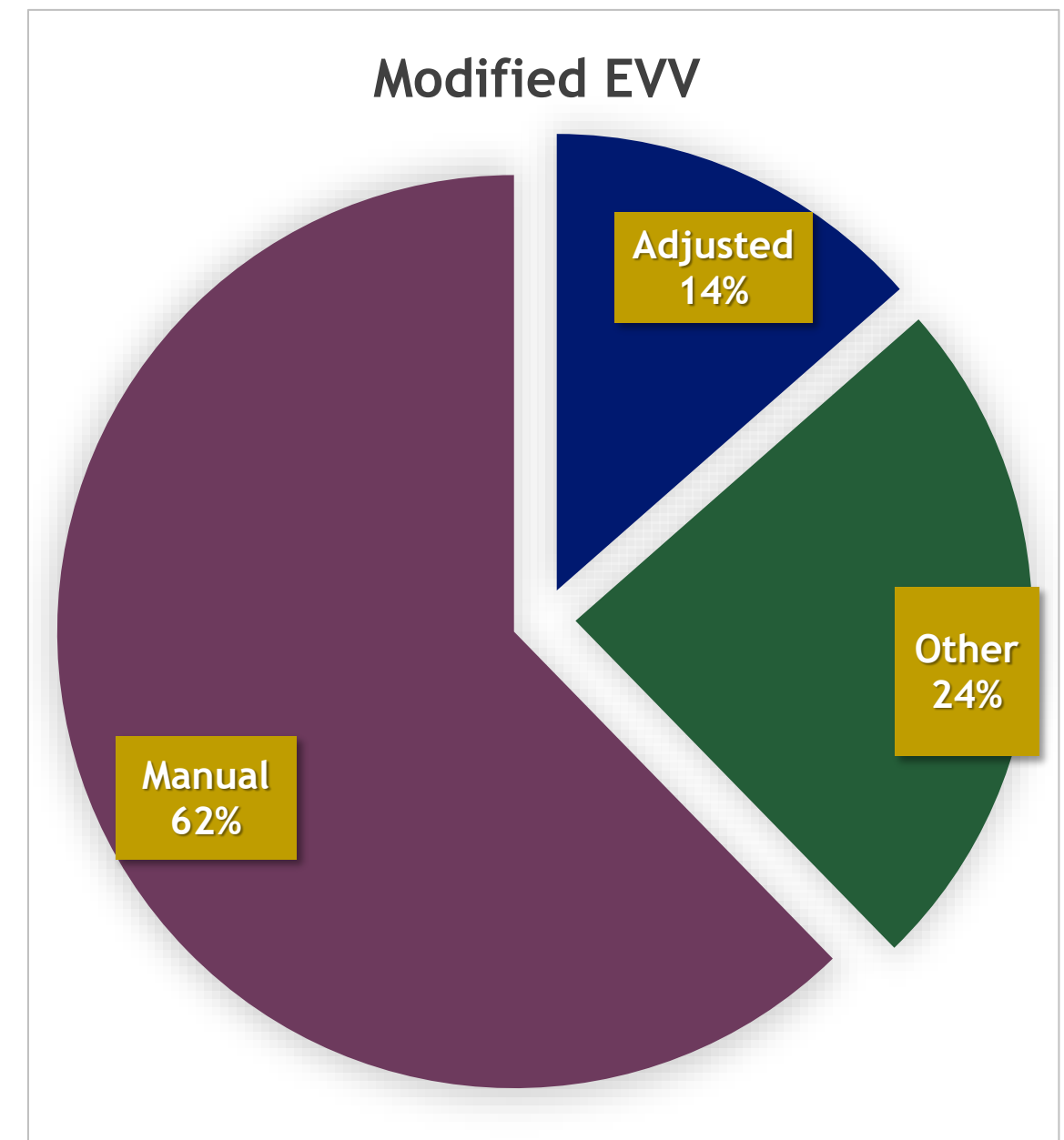
Modified
24%

Unmodified
76%

- **Unmodified EVV** (EVV without Manual Edits) – 76% is captured at time of services. This is best-practice.

- **Modified EVV** (EVV with Manual Edits) – 24% has at least one or more of the Verification Data Points captured or modified after the time of service. This is compliant but not best-practice.

- An Unmodified EVV threshold has **not** been set but Providers and CDASS Members are encouraged to improve performance to collect at the time of service.

EVV Compliance and Quality

Modified EVV Breakdown

- **Manual** – 62% of Modified EVV are input in the Provider EVV Portal after the time of service delivery by entering all Verification Points of Data.

- **Other** – 24% of Modified EVV include a data point of the visit that has been edited.

- **Adjusted** – 14% of Modified EVV are captured in real time but data points edited.

Modified EVV

- Adjusted 14%
- Other 24%
- Manual 62%

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EVV Compliance Support

Purpose:

Mitigate *risk* by leveraging existing resources to identify and resolve EVV claims denials **as well as improve the quality of EVV data**.

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

EVV Performance Improvement – Billing Errors

- Visit records in the State Solution are transmitted nightly.

- Visits are available for matching in the Gainwell Claims System the day after a visit is recorded and verified.

- Be aware that claims must be billed after service has been completed and a visit has been recorded to ensure proper matching.

- If a visit has been **adjusted**, those changes will be available for matching in the Gainwell Claims System the day after the adjustment to the visit has been made.

EVV Compliance Support

EVV Performance Improvement – Billing Errors

- If, as a billing provider, a claim didn't match to a visit, this means that you are incorrectly entering one of the points of data being captured in the EVV system, or

- You submitted your claim prior to having a visit available for matching.

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EVV Compliance Support

EOB 3054 - EVV Required and Not Found

Claims billed before EVV data is in the Gainwell Claims System will deny.

EVV Compliance Support

EVV Performance Improvement – Billing Errors

- To see why the billing error occurred, you'll need to look at which claim lines did not have a matching visit.

- To do this, download your Remittance Advice.

- Next, you will need to log into the Sandata provider portal (for State Solution users) or the Sandata Aggregator (for Provider Choice systems) and find the visits that were logged for those claim lines.

- Next, check the EVV points of data to see which is the cause of the missing visit(s).

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EVV Compliance Support

EVV Performance Improvement – Reminder

- **State Solution Utilizers** – Wait at least 24 hours after collection of verified EVV data before billing EVV claims.

- **Provider Choice Solution Utilizers –** Once you have validated verified EVV data is in the data aggregator wait at least 24 hours before billing EVV claims.

- Once "Verified" visits are in the claims system, EVV records will be able to match to billed claim lines.

EVV Compliance Support

Once EVV has been sent from the data aggregator and received by the claims system the claims can match to the EVV visit.

EVV Compliance Support

EVV Performance Improvement – Billing Errors

To learn more visit:

- EVV Program Manual web page for Billing Integration guidance.

- Resources web page for the EVV Best-Practices for Recording and Billing see section Submitting Modified EVV Records and Claims Too Close Together to learn more.

Questions

EVV 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% +

- New! EVV Quality review

Visit the EVV Resources page for EVV CDASS Compliance Protocol resources.

EVV CDASS Compliance

CDASS maintains a 99% EVV Match Rate

Dec. 99.92%

Jan. 100%

Feb. 100%

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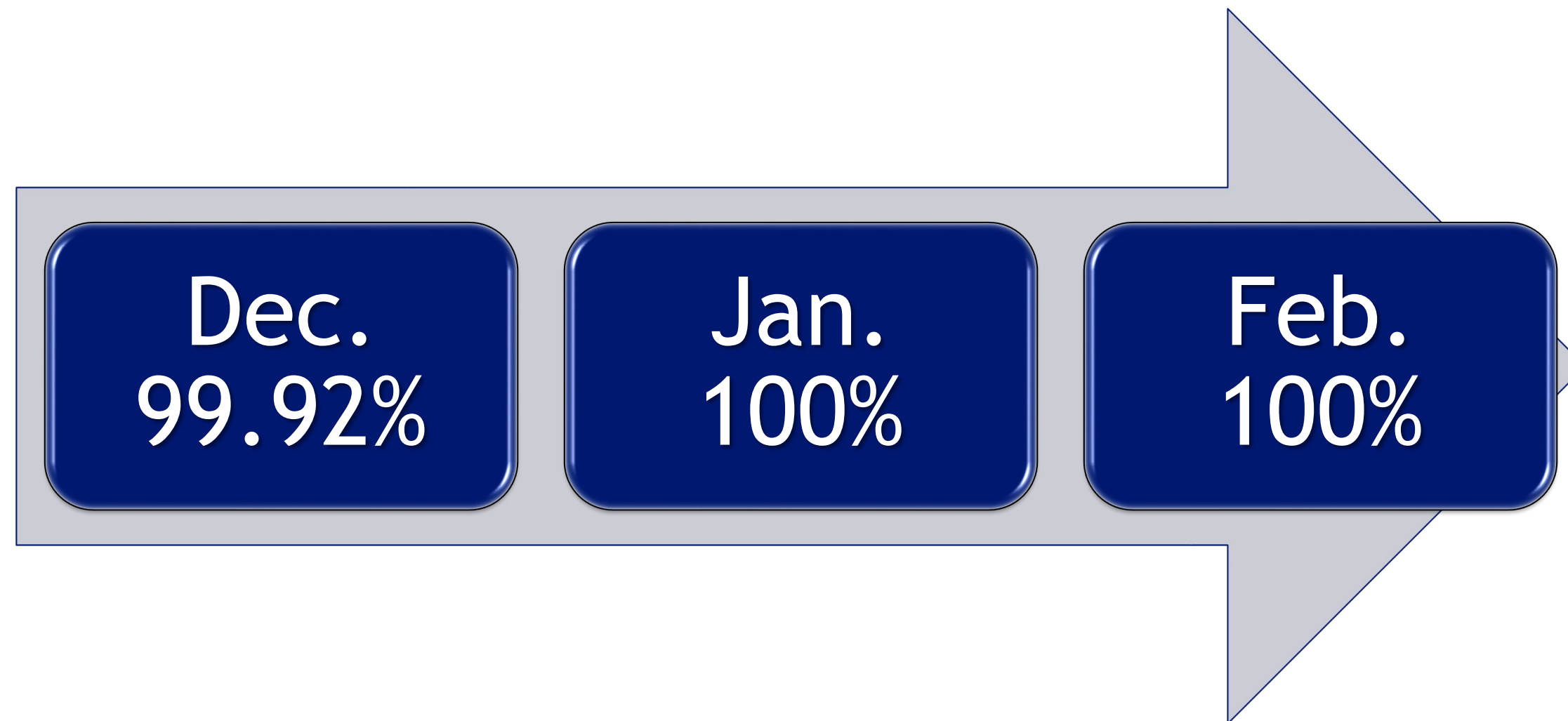
EVV CDASS Compliance

No Strikes!

- ✓ **December 2022**
- ✓ **January 2023**
- ✓ **February 2023**

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EVV CDASS Compliance

EVV Quality Review

- **Unmodified EVV** - EVV capture at time of services, real-time and best-practice.

- **Modified EVV** - EVV visit with one or more of the Verification Data Points captured or modified after the time of service, compliant but not best-practice.

- No unmodified thresholds established.

Unmodified 40%

Modified 60%

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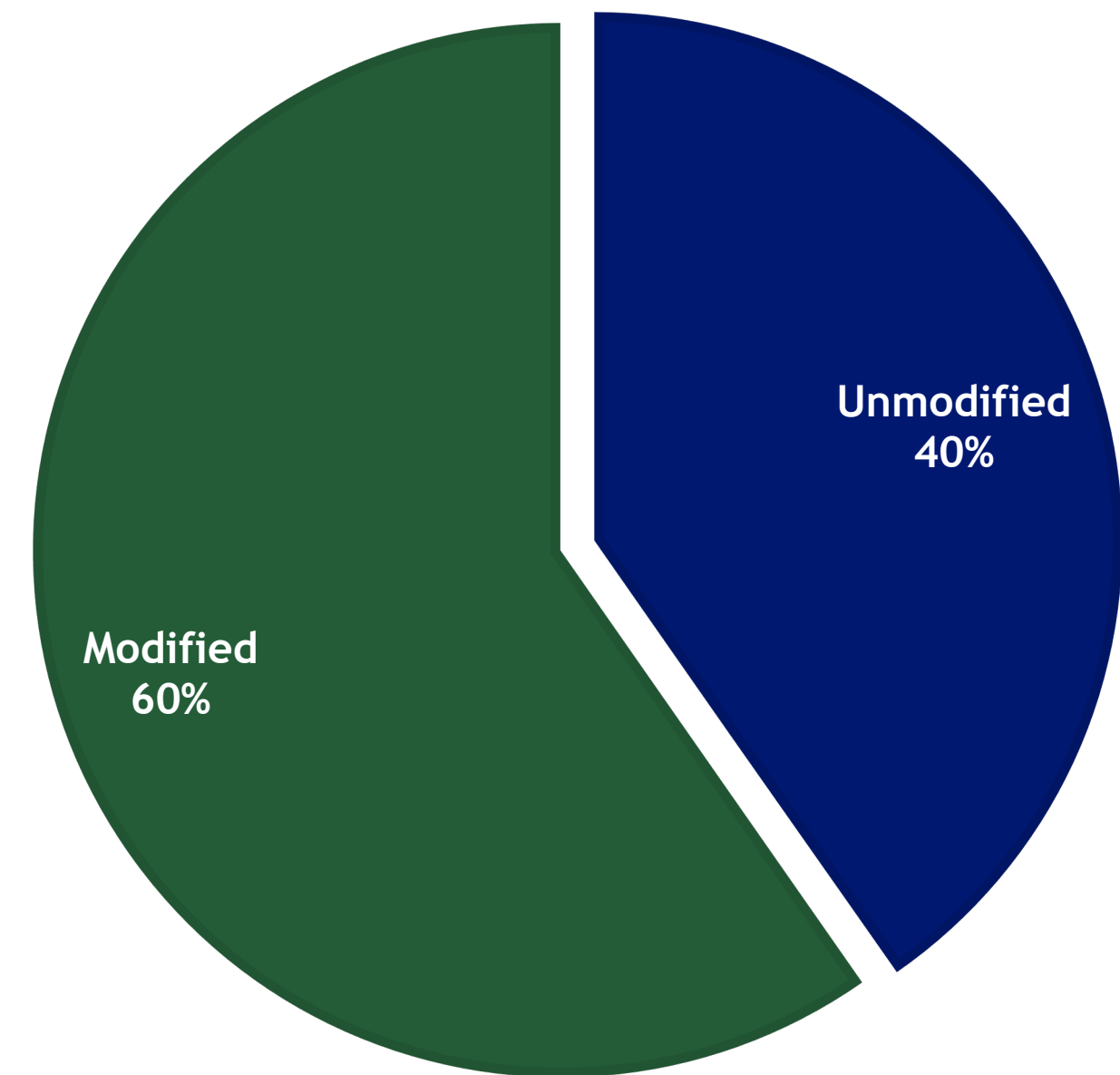
Questions

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: July 18, 2023*

Listening Sessions

- First Thursdays of the month, **10:00 to 11:00 a.m.**
- *Next Meetings:*
  - ➢ *May 4, 2023*
  - ➢ *June 1, 2023*
  - ➢ *July 6, 2023*

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

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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](#)

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Thank you!

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