



**COLORADO**  
Department of Health Care  
Policy & Financing

1570 Grant Street  
Denver, CO 80203

# Switching EVV Technologies

*Fact Sheet November 2020*

## Purpose

This Fact Sheet outlines the processes for switching Electronic Visit Verification (EVV) technologies as well as the interim EVV State Solution for providers who will not have a functional Provider Choice Solution in place for claims adjudication and to ensure compliance with EVV requirements prior to 2021. When the pre-payment process is effective January 1, 2020, all EVV-required services billed without corresponding EVV records will deny.

## Guidance

### Switching EVV Technologies

Providers are responsible to implement their preference of EVV technology. Providers may use the State Solution, a complimentary EVV technology that only focuses on EVV records, or a Provider Choice system that ties into other administrative components of a provider's business. All providers may switch their technology that transmits EVV records to the Department at any time.

Providers are ultimately responsible for all aspects of EVV records submitted to the Department. Providers should be aware when doing so that technology vendor guidance does not supersede guidance from the Department. All Department requirements for EVV systems must be met, including the submission of all required data. The Department only accepts data from Provider Choice systems and cannot enforce any consumer requests for technology modification.

### Switching from State Solution to Provider Choice

Providers utilizing the State Solution to collect and submit EVV records may switch at any time to utilizing a Provider Choice system by completing the following steps:

1. Call Sandata Alternate Vendor Interfacing (1-844-289-4246) and implement all interfacing steps with Sandata and the Provider Choice vendor.

**Note:** You can continue to work with your vendor to integrate with Sandata while using the interim State Solution.

2. Confirm with your vendor that testing has been completed and that your Provider Choice Solution technology is functional.



3. Complete the Provider Choice System Training (sometimes called the aggregator training) if you haven't already done so.

**Note:** training for Provider Choice Systems is not the same training as the State Solution and is available on the Provider Choice System page of the EVV Website.

4. Confirm a "go-live date" for your Provider Choice Solution with both your vendor and Sandata.

5. Notify all caregivers and affected employees if you haven't already done so.

6. Implement your switch on Go-Live date

**Note:** It is expected during a switch that many records may need to be manually entered. Providers are advised that any claim line without an EVV record initially may enter the EVV record and re-bill appropriately to assure no appropriate claims are denied.

### Switching from Provider Choice to State Solution

Providers utilizing a Provider Choice system to collect and submit EVV records may switch at any time to utilizing the State Solution by completing the following steps:

1. Call Sandata Alternate Vendor Interfacing (1-844-289-4246) and notify of intent to switch and desired Go-Live date.

2. Complete the State Solution Provider Training if you haven't already done so.

**Note:** training for State Solution is not the same training as for Provider Choice Systems and is available on the State Solution page of the EVV website.

3. Notify all caregivers and affected employees if you haven't already done so.

4. Implement your switch on Go-Live date

**Note:** When switching to the State Solution, access to all aspects of the tool is granted after Go-Live. Therefore, it is not possible to prepare by loading employees and clients into the tool prior to Go-Live.

**Note:** It is expected during a switch that many records may need to be manually entered. Providers are advised that any claim line without an EVV record initially may enter the EVV record and re-bill appropriately to assure no appropriate claims are denied.

### Switching from one Provider Choice system to another Provider Choice system

Providers using one Provider Choice system may switch to another Provider. Please coordinate this switch directly with your technology vendors and work with Sandata Alternate Vendor Interfacing (1-844-289-4246) to assure everything is operational and meets your specific business needs.



## Interim State Solution

Providers must have functioning EVV prior to 1/1/2021 to ensure they are compliant with the EVV Rule (Code of Colorado Regulations 10 CCR 2505-10 8.001). Some providers may find that they are experiencing technological delays for implementing EVV.

**If all technical issues are not resolved prior to December 1, 2020, the Department recommends providers switch to the EVV State Solution** (either temporarily or permanently). Providers may quickly implement EVV while awaiting technical issues with their preferred provider choice system to be resolved. This approach, while not required or enforced, will allow payments to process as normal when billing in 2021.

### Interim State Solution Process

Providers experiencing difficulties with their Provider Choice system who are looking to temporarily utilize the State EVV Solution may use the State Solution during the interim by completing the following steps:

1. Complete State Solution training
2. Call Sandata (1-855-871-8780) and notify that you would like to use the State Solution while your vendor completes interface testing.  
**Note:** Make sure that you have the State Solution training completed prior to calling and say that you need State Solution credentials issued.
3. If you are **already actively using a Provider Choice system** but need to switch to the State Solution you will have to provide a date for the "switch-over" to occur.  
**Note:** This switch should occur prior to December 1, 2020, to allow time for your staff to become familiar with utilizing the State Solution
4. At this time, you will be actively using the State Solution and will need to input client and employee information as well as document all EVV records within the Sandata tool.  
**Note:** You can continue to work with your vendor to integrate with Sandata while using the State Solution in the interim. While it is possible to use either, it is not possible to use both at the same time.

## For more information contact

[www.colorado.gov/hcpf/evv](http://www.colorado.gov/hcpf/evv)

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