



Dear Provider,

The [21st Century CURES Act](#), passed in December 2016, requires state Medicaid programs to implement an Electronic Visit Verification (EVV) system for Personal Care and Home Health services. Per section 12006, all states must implement an EVV system to avoid a reduction in federal Medicaid funding. EVV is an electronic-based system that verifies when provider visits occur and documents the precise time services begin and end, ensuring that members receive authorized services. To be in federal compliance, all EVV systems must collect the six points of data listed below.

1. Type of service performed
2. Individual receiving the service
3. Date of the service
4. Location of service delivery
5. Individual providing the service
6. Time the service begins and ends

On **January 1, 2020**, the Department of Health Care Policy & Financing (the Department) will **require** Medicaid providers of EVV mandated home and community-based and state plan services to use EVV. Colorado is implementing EVV for federally required services and additional services that are similar in nature and service delivery. A list of services that require EVV in Colorado is listed below.

Participation in the EVV is **mandatory** for the following programs and services. Provider agencies not in compliance with EVV by January 1, 2020, may experience a disruption in reimbursement.

#### **Services Mandated for Colorado EVV Implementation\***

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| <ul style="list-style-type: none"><li>• Behavioral Therapies (provided in the home or community)</li><li>• Consumer Directed Attendant Support Services (CDASS)</li><li>• Durable Medical Equipment (requiring in-home setup)</li><li>• Home Health: RN, LPN, CNA, PT, OT, SLP</li><li>• Homemaker</li><li>• Hospice</li><li>• Independent Living Skills Training (ILST)</li><li>• In-Home Support Services (IHSS)</li></ul> | <ul style="list-style-type: none"><li>• Life Skills Training</li><li>• Occupational Therapy (provided in the home)</li><li>• Physical Therapy (provided in the home)</li><li>• Pediatric Behavioral Health</li><li>• Pediatric Personal Care</li><li>• Personal Care</li><li>• Private Duty Nursing</li><li>• Respite (provided in the home or community)</li><li>• Speech Therapy (provided in the home)</li><li>• Youth Day</li></ul> |
|--|---|

- \* Services subject to change
- \* Facility Based Per Diem Services, Managed Care, PACE, and other Capitated Services are exempt from EVV

### **Colorado Implementation**

The Colorado EVV program will deploy a **hybrid model**. A hybrid model means that a provider agency may choose to use the State EVV Solution at no cost or an utilize an alternate EVV vendor. The Department has subcontracted with Sandata Technologies for State EVV Solution. The State Solution will utilize three EVV technologies: mobile application, telephony, and a provider web portal. Providers who choose to utilize an alternate EVV solution must ensure that their system is configured to Colorado EVV rules and requirements.

A list of [vendors who have interfaced with Sandata in other states](#) is available on the [Electronic Visit Verification web page](#) under the Hot Topics drop-down section. Interface time may be reduced by choosing a vendor from this list. The Department does not endorse any vendor or recommend using a vendor from this list. The Department strongly recommends that providers decide by the end of July 2019 if they will utilize an alternate EVV vendor to ensure adequate time for interface testing. It is each provider's responsibility to have a functional EVV solution by January 1, 2020.

### **Technical Specifications Documents**

As part of the Colorado Choice EVV program, providers who will be utilizing a third-party EVV vendor will receive two documents with instructions for interfacing with the Sandata Aggregator:

- The first document will contain the generic specification which documents the requirements for using the Sandata Real time Interface (part of the Open EVV Series of Interface), for receiving information from third-party EVV Vendors into the Sandata Aggregator. This interface includes clients, employees, visits, and their associated calls as well as the ability to send data related to visit modifications.
- The second document will be the addendum. This addendum is intended to document the requirements specific to the State of Colorado's EVV program. This document will define all required fields/data to be sent as defined within program policy as well as the expected values specific to Colorado.

Providers choosing to use an alternate EVV vendor are encouraged to review the technical specifications documents, available on the [Electronic Visit Verification web page](#) under the Resources drop-down section.

### **Provider Choice System Process Overview**

#### **Phase 1: Outreach**

- Providers review technical specifications
- Providers coordinate with contracted EVV vendor
- Providers determine if they will use the State solution or an alternate EVV vendor
- Provider Choice Systems reach out to Sandata starting August 2019 to begin testing process.

**Phone:** (855) 871-8780

**Email:** [CO-HCPF-EVVProviderHelpdesk@etraconline.net](mailto:CO-HCPF-EVVProviderHelpdesk@etraconline.net)

**Phase 2: Setup for Interface Testing with Sandata**

- Providers register with Sandata to request test credentials
- Sandata sends testing guide and checklist to providers
- Sandata creates an account to support testing efforts
- Sandata will provide contact information for Sandata's technical interface support team for questions and issues

**Phase 3: Interface Testing**

- Test files are uploaded by vendor and checklist is filled out
- Provider sends in completed checklist from vendor to Sandata and requests validation. If unsuccessful, the checklist marked with erroneous files/scenarios is sent back to provider. The corrected checklist can be resubmitted until all errors are corrected.

**Phase 4: Production-Ready**

- Provider testing is successful
- Sandata sends production credentials to provider
- Provider takes aggregator training
- Providers start sending EVV data to Department for soft launch

**Learn More**

Information and updates about EVV are available on the [Electronic Visit Verification web page](#). Providers are encouraged to visit this web page often for the latest EVV news and any upcoming training announcements.

The Department looks forward to working with providers on successful EVV implementation. Contact [evv@state.co.us](mailto:evv@state.co.us) with any questions on EVV.

Thank you,

Department of Health Care Policy & Financing

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