



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>ELECTRONIC VISIT VERIFICATION (EVV) COMPLIANCE TIMELINE UPDATE</b>
<b>SUPERSEDES NUMBER:</b>	<b>HCPF OM 20-079</b>
<b>EFFECTIVE DATE:</b>	<b>DECEMBER 23, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS &amp; SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING; BENEFITS AND SERVICES DIVISION, HEALTH PROGRAMS OFFICE</b>
<b>PROGRAM AREA:</b>	<b>ELECTRONIC VISIT VERIFICATION</b>
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### **Purpose and Audience:**

This Operational Memo informs Electronic Visit Verification (EVV) Stakeholders about updates on the EVV implementation timeline, how the Colorado Department of Health Care Policy & Financing (Department) will enforce implementation, and resources available for providers using EVV.

### **Information:**

The Department has utilized a tiered implementation strategy to familiarize providers with the use of EVV before incorporating claims adjudication to minimize long-term administrative burden and reduce the financial impact when claims require EVV records. Full information on the Department's implementation strategy and supports are available in [HCPF OM 20-079](#).

Due to the broad impacts of the public health emergency (PHE) on providers, the difficulties experienced by providers acting in good faith to implement EVV, and assurance by the Centers for Medicare & Medicaid Services (CMS) that the Department's strategy will not adversely impact Federal Medicaid supports, the Department is delaying the pre-payment claim review until January 15, 2021. This additional time may be used by

providers to address technical and operational obstacles they may be experiencing in the implementation of EVV. Providers are reminded that EVV has been required in Colorado since August 3, 2020, by the EVV Rule (10 CCR 2505-10 8.001.3.E.1).

Providers are expected to utilize EVV as soon as possible to minimize the proportion of claims that are anticipated to deny once the pre-payment claim review is enabled. Expected claim denials are shown as Error Code 3054 "Missing EVV" in the providers Remittance Advice. The Department is working closely with providers who are actively implementing EVV to ensure they can sufficiently meet the mandate by January 15, 2021. All providers are encouraged to remain in contact with [established EVV support channels](#) to ensure best practices and reduce financial impact when the pre-payment review is implemented.

More information will be made available prior to January 15 on further compliance timelines, but the Department strongly encourages all providers who have yet to alert the Department to their non-compliance or utilization to do so immediately.

**Attachment(s):**

None

**Department Contact:**

[EVV support channels](#)

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