



OPERATIONAL MEMO

TITLE:	ELECTRONIC VISIT VERIFICATION (EVV) CLAIM EDIT TIMELINE
SUPERSEDES NUMBER:	HCPF OM 21-020
EFFECTIVE DATE:	NOVEMBER 16, 2021
DIVISION AND OFFICE:	BENEFITS & SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING; BENEFITS AND SERVICES DIVISION, HEALTH PROGRAMS OFFICE
PROGRAM AREA:	ELECTRONIC VISIT VERIFICATION
KEY WORDS:	ELECTRONIC VISIT VERIFICATION, EVV, LIVE-IN CAREGIVER EXEMPTION, CURES ACT, CLAIM EDIT
OPERATIONAL MEMO NUMBER: HCPF OM 21-075	
ISSUE DATE: NOVEMBER 16, 2021	
APPROVED BY: COLIN LAUGHLIN	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to inform Electronic Visit Verification (EVV) Stakeholders about updates on the implementation timeline and status of the pre-payment claim edit. Stakeholders

Information:

The Department of Health Care Policy & Financing (Department) has utilized a tiered implementation strategy to familiarize providers with the use of EVV to minimize long-term administrative burden and reduce the financial impact when claims require EVV records.

Over the past year, there have been significant improvements with EVV compliance. Accordingly, beginning **February 1, 2022**, all claims requiring the use of EVV will encounter a pre-payment review. **Claims without necessary EVV records will deny.** Up until February 1, 2022, claims that are missing EVV or have incomplete EVV records



will show in the provider's Remittance Advice as EOB 3054 "EVV Record Not Found" and the claim will pay. After February 1, 2022, claims missing or having incomplete EVV records will show in the provider's Remittance Advice as EOB 3054 "EVV Record Required and Not Found" and the claim will deny.

The date is intended to provide sufficient notice for providers to examine their EVV participation and correct issues contributing to non-compliance. This date will also allow providers additional time to continue navigation of the Public Health Emergency and implement the new base wage requirement.

Providers are reminded that EVV has been required in Colorado since August 3, 2020, by 10 CCR 2505-10 8.001 and providers not making an earnest effort to collect EVV records are currently experiencing suspension of EVV required claims. Information on the suspension of claims of non-utilizers can be found in [HCPF OM 21-044](#). Further, continued noncompliance and evidence of inappropriate billing activities of any kind may result in a full review and recoupment of funds.

Required and

How to Prepare for the Pre-Payment Claim Edit

- ✓ Determine if your agency is required to use EVV, by reviewing the [EVV Types of Service – Service Code Inclusion Section](#) located in the EVV Program Manual.
- ✓ Review Remittance Advice for claims with EOB 3054 "EVV Records Require and Not Found". Troubleshoot the reason for the error and process improve.
- ✓ Consider using the State EVV Solution, if your agency's Provider Choice System is not completely functional. [Switching EVV Technologies Fact Sheet](#).
- ✓ Access the support channels listed below.

EVV User Support

The Department has implemented multiple supports for caregivers and providers to begin using EVV successfully. The EVV Website (<https://hcpf.colorado.gov/evv>) is the primary source of information for the EVV program, and stakeholders are advised of the following resources:



Pathway	Contact Information	Purpose
EVV Help Desk	1-855-871-8780 / COCustomercare@sandata.com	Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV accounts.
Gainwell Technologies (Billing) Help Desk	1-844-2387	Provider Billing or claims processing questions.
EVV Inbox	EVV@state.co.us	Department approval of Live-in Caregiver exemption, Policy and Program answers, escalations from other support methods.
Stakeholder Feedback	Complete EVV Feedback Form OR contact Jordan Larson, EVV Policy 303-866-3580 Mon – Fri, 8 am - 4 pm	Allow members, caregivers, and stakeholders to provide the Department with feedback related to EVV.

Attachment(s):

None

Department Contact:

EVV@state.co.us