



OPERATIONAL MEMO

Title: Temporary Pause of the Provider Portal EVV Exemption Process for Live-in Caregivers	Topic: EVV
Audience: Billing Providers, Caregivers, and Members	Sub-Topic: Provider Guidance
Supersedes Number: HCPF OM 25-008	Division: Benefits and Services Management Division
Effective Date: Nov. 5, 2025	Office: Office of Community Living
Expiration Date: Nov. 5, 2027	Program Area: Electronic Visit Verification (EVV)
Key Words: Electronic Visit Verification (EVV), EVV Exemption, Live-in Caregiver, Gainwell Provider Web Portal, Process Update	
Legal Authority: CCR 2505-10 Section 8.001	
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Operational Memo Number: HCPF OM 25-068 Issue Date: Nov. 5, 2025 Approved By: Bonnie Silva	

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Purpose and Audience:

The purpose of this Operational Memo is to inform billing providers, caregivers, and Medicaid members of a **temporary pause** in the Electronic Visit Verification (EVV) exemption process for live-in caregivers in the Gainwell Provider Web Portal. This pause is intended to reduce administrative burden while the Department of Health Care Policy and Financing (HCPF) works with stakeholders to refine and improve the EVV exemption solution.

Information:

This memo supersedes guidance issued in Operational Memo 25-008, which outlined the process for submitting EVV Live-In Caregiver Exemption Requests through the Gainwell Provider Web Portal. Under that process, billing providers were required to submit exemption requests electronically, including the EVV Attestation of Exemption Form and supporting documentation, for review and approval by HCPF.

HCPF is asking providers to temporarily pause submitting EVV live-in caregiver exemption requests through the Gainwell Provider Web Portal.

- **Reason for Pause:** Provider feedback indicated that the current exemption process presented multiple challenges to providers, making it difficult for them to participate fully and has resulted in significant administrative burden.
- **Next Steps:** HCPF is working with stakeholders and Gainwell to develop an improved and sustainable long-term solution for the EVV live-in caregiver exemption process.
- **Timeline:** At this time, the Department cannot provide a definitive timeline for when the updated process will be implemented. We recognize the uncertainty this may cause and are committed to communicating updates as soon as they are available.

During this pause, billing providers must continue to **maintain complete EVV exemption documentation** for live-in caregivers, including the EVV Attestation of Exemption Form (released in February 2025) and all required supporting documentation. Although the submission of exemptions through the Gainwell Provider Web Portal is temporarily paused, providers remain responsible for ensuring EVV exemption records are accurate and current. These records are subject to HCPF verification and audit. Providers and caregivers are encouraged to continue using existing EVV tools and resources while the exemption process is on hold.

Action To Be Taken:

- Do not submit new EVV exemption requests for live-in caregivers in the Gainwell Provider Web Portal until further notice.
- When services are provided by a live-in caregiver and the provider has an active exemption on file, continue to bill using Place of Service (POS) 99 or Condition Code (CC) 23, as applicable to the claim. Claims billed for EVV-exempt services without live-in caregiver documentation on file in the Gainwell Provider Web Portal will post an informational EOB 3056 but will still pay.
- Billing providers must continue to maintain complete EVV exemption documentation, including the EVV Attestation of Exemption Form (released in February 2025) and all required supporting documentation. Documentation must be kept current and available for HCPF verification and audit. EVV Live-in Caregiver exemptions must be updated/renewed annually to remain active.
- Providers should continue submitting EVV records for applicable services using existing EVV tools and resources.
- HCPF will notify billing providers directly when the revised EVV exemption process becomes available.

Definition(s):

- **Electronic Visit Verification (EVV) Exemption:** A status granted to certain caregivers or members allowing services to be billed without EVV records. For this memo, EVV exemptions specifically refer to live-in caregivers.
- **Live-In Caregiver:** A caregiver who permanently resides in the same residence as the Medicaid member receiving services. Live-in caregiver status must be supported by documentation maintained by the billing provider and is subject to HCPF verification and audit.
- **Gainwell Provider Web Portal:** The online platform used by billing providers to manage administrative tasks related to Medicaid services, including EVV exemption submissions.

Attachment(s):

None

User Support/Links:

- [EVV Website](#)
- [EVV Program Manual](#)
- [Gainwell Provider Web Portal](#)

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