

# *Electronic Visit Verification*

*May 21, 2019*



# ***WELCOME***

Restroom location

HCPF Introductions



# *Agenda*

1. Introductions
2. Brief Overview of EVV
3. Review State EVV Technology
4. Review EVV Timeline
5. Discuss Provider Choice System Updates
6. Top FAQ's
7. Open Forum

# ***Meeting Guidelines***

We ask that you:

- Mind E-manners
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution and scope focused

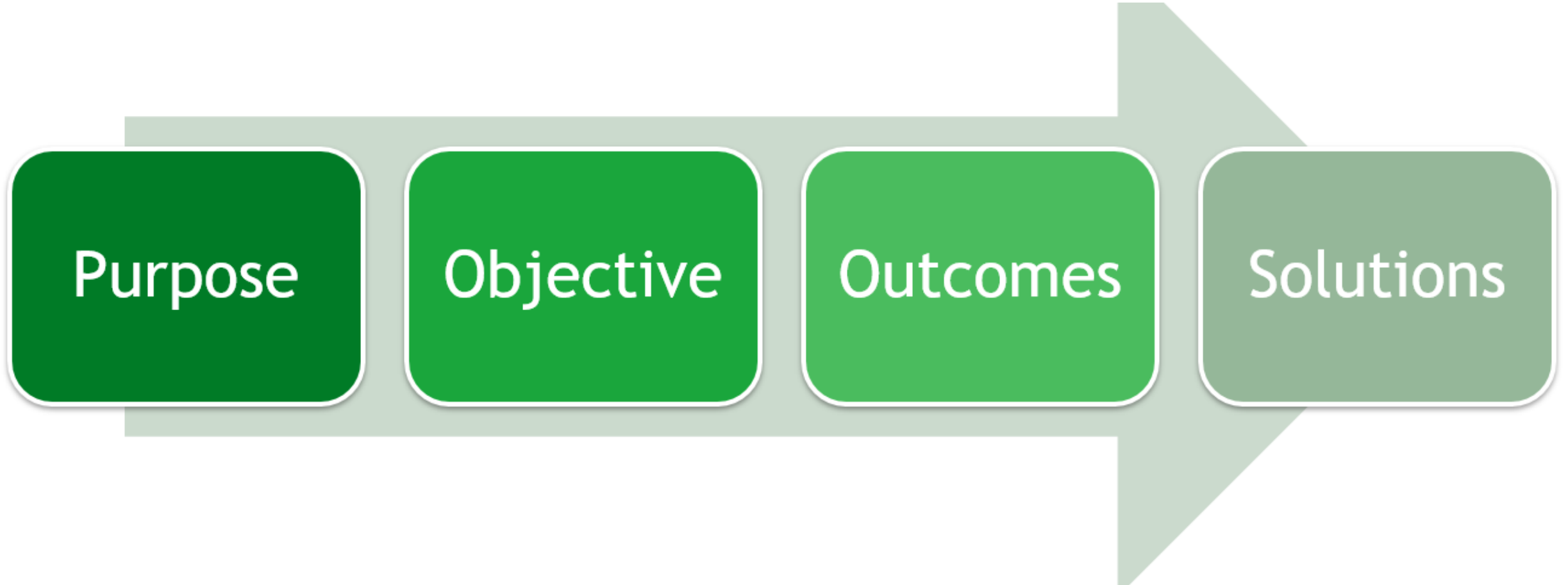
# ***Meeting Purpose***

The purpose of this meeting is to engage providers, members, and other stakeholders as the Department works to implement EVV for community based services offered through both the State Plan and Waivers.

And specifically to:

- Review EVV, the legislative mandate, and the scope of implementation
- Discuss EVV Provider Choice System Updates
- Review current implementation timeline
- Address stakeholder concerns from top FAQ's
- Provide a platform to gather stakeholder feedback

# ***Stakeholder Engagement Considerations***



# ***What is EVV?***

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends.
- Includes multiple point-of-care visit verification technologies, such as telephonic, mobile, web portal (Santrax) verification inputs

# ***Why is EVV required?***

- Section 12006 of the 21<sup>st</sup> Century Cures Act requires all state Medicaid agencies implement an EVV solution to manage their Personal Care services by January 1, 2019, and for all Home Health services by January 1, 2023.
- States that do not implement EVV will incur a reduction of Federal funding.
- H.R. 6042 delays FMAP reductions from 2019 to 2020
- The Department is implementing EVV for all Colorado required services on **January 1, 2020**



# ***What must EVV Capture?***

**Type** of service performed

**Individual receiving** the service

**Date** of the service

**Location** of service delivery

**Individual providing** the service

**Time** the service begins and ends

# *State EVV Model*

## Hybrid Model

- Colorado selected a vendor that will provide EVV solutions while allowing all providers to choose alternative/existing EVV systems, if they meet state specifications

# *State EVV Model*

## Hybrid Model

- Providers choosing to use an alternate vendor **must** ensure that their 3<sup>rd</sup> party system is configured to Colorado EVV rules and requirements
- There is mandatory training to connect to the State aggregator
- Read only access to the aggregator

# *Vendors Interfaced with Sandata*

AIDETECH

Alora Health

Ampersand

Axxess

Brightree

Brightstar

Cell Trak

These vendors have connected to Sandata EVV in other states. Interface time *may* be reduced by choosing a vendor from this list.



Providers *must* ensure that their 3<sup>rd</sup> party system is configured to Colorado EVV rules and requirements

ClearCare

Complia Health

FormDox

Maxim

McKesson

PointClickCare

Salo Solutions

SAM (Sandata)

# *Key Terminologies*

Term	Meaning
State EVV Solution	State EVV system available to providers at no cost
Provider Choice System	EVV system procured, purchased, and used by a provider
Alternate Vendor	Vendor who manages a provider choice system

# *Colorado EVV Technologies*



Mobile Application



Telephony



Provider Web Portal  
( Santrax)

# ***Which Services Require EVV?\****

- Personal Care
- Pediatric Personal Care
- Home Health
  - RN, LPN, CNA, PT, OT, SLP
  - Telehealth installation
- Private Duty Nursing
- Hospice
- Homemaker
- Respite (provided in the home or community)
- Consumer Directed Attendant Support Services (CDASS)
- In-Home Support Services (IHSS)
- Independent Living Skills Training (ILST)
- Life Skills Training
- Physical Therapy (provided in the home)
- Occupational Therapy (provided in the home)
- Speech Therapy (provided in the home)
- Behavioral Services (provided in the home or community)
- Pediatric Behavioral Services
- Youth Day
- Durable Medical Equipment (requiring in-home set up)

***\*Subject to change***

# *State EVV Solution Overview*





# ***Mobile Application : MVV***

- Mobile Visit Verification (MVV): A GPS enabled mobile application downloaded on a smartphone or tablet
- Bring your own device method that works on iPhone and Android
- GPS Enabled
  - Captures location when a caregiver clocks-in/clocks-out
  - No continual location reporting
- Caregivers log-in with unique Sandata ID or email address
- Preferred State technology



# ***Mobile Application : MVV***

- MVV available in English, Spanish, Somali, Russian, Chinese Mandarin, and Arabic Egyptian
- Member identified through Medicaid ID or Sandata unique Client ID
- All EVV data is encrypted
- Application times out after five minutes
- Password has to be updated every 60 days
- After 5 unsuccessful log in attempts in 15 minutes the caregiver will be locked out

# ***MVV in Rural Areas***

- State Solution application will work in rural area
- MVV will automatically switch to “Disconnected Mode” when smartphone is not connected to a network
- EVV data will be saved for a later transmission when the caregiver logs-in and network connectivity (Cellular or Wi-Fi) is established
- After 25 hours the visit data is purged

# *Questions or Comments*



# *Telephony (TVV)*

- Each provider ID has two toll-free multi-language numbers
- Both numbers are accessible 24 hours a day, 7 days a week
- Non-GPS option
- Client phone is preferred for TVV
- Location captured through ANI technology
- Member identified by Sandata Client ID
- Caregivers identified by Sandata ID



# *Questions or Comments*



# ***Provider Portal***

- Used for visit maintenance and administrative tasks
- Limited capacity for manual entry of EVV data
- Used by Providers who utilize State EVV Solution
- View and verify visits
- Address expectations or errors
- Audit information



# *Exceptions in State System*

In Visit Maintenance, exceptions are created when the EVV system identifies a missing data element or incomplete information

For each exception, the following have been defined:

- **“Fix”** – Must be fixed for the visit to be considered complete
- **“Ack”** – Visit must be acknowledged by a system user to be considered complete
- **“Disabled”** – Exceptions can be disabled by the Department. They will not be shown in Visit Maintenance or require attention for a visit to be complete



# ***Reason Codes***

- When an EVV visit is manually added, changed, or fixed a provider agency must associate a reason code with the visit
- Reason codes are associated with the manual changes to visits to address why the changed occurred
- There is also the ability to add a note for additional clarification when reason codes are selected

Reason Code Description	Note Required?
Member Santrax ID/Medicaid ID not entered	N
Staff forgot to clock in/clock out	N
Wrong service selected	N
Wrong member selected	N
Service not selected	N
Member not home	N
Member refused services	N
Cell phone not charged	N
Sandata mobile application problems	N
No cell coverage	N
TVV - Phone disconnected	N
TVV - Phone in use by Member/family	N
Other	Y

*Questions  
or  
Comments*

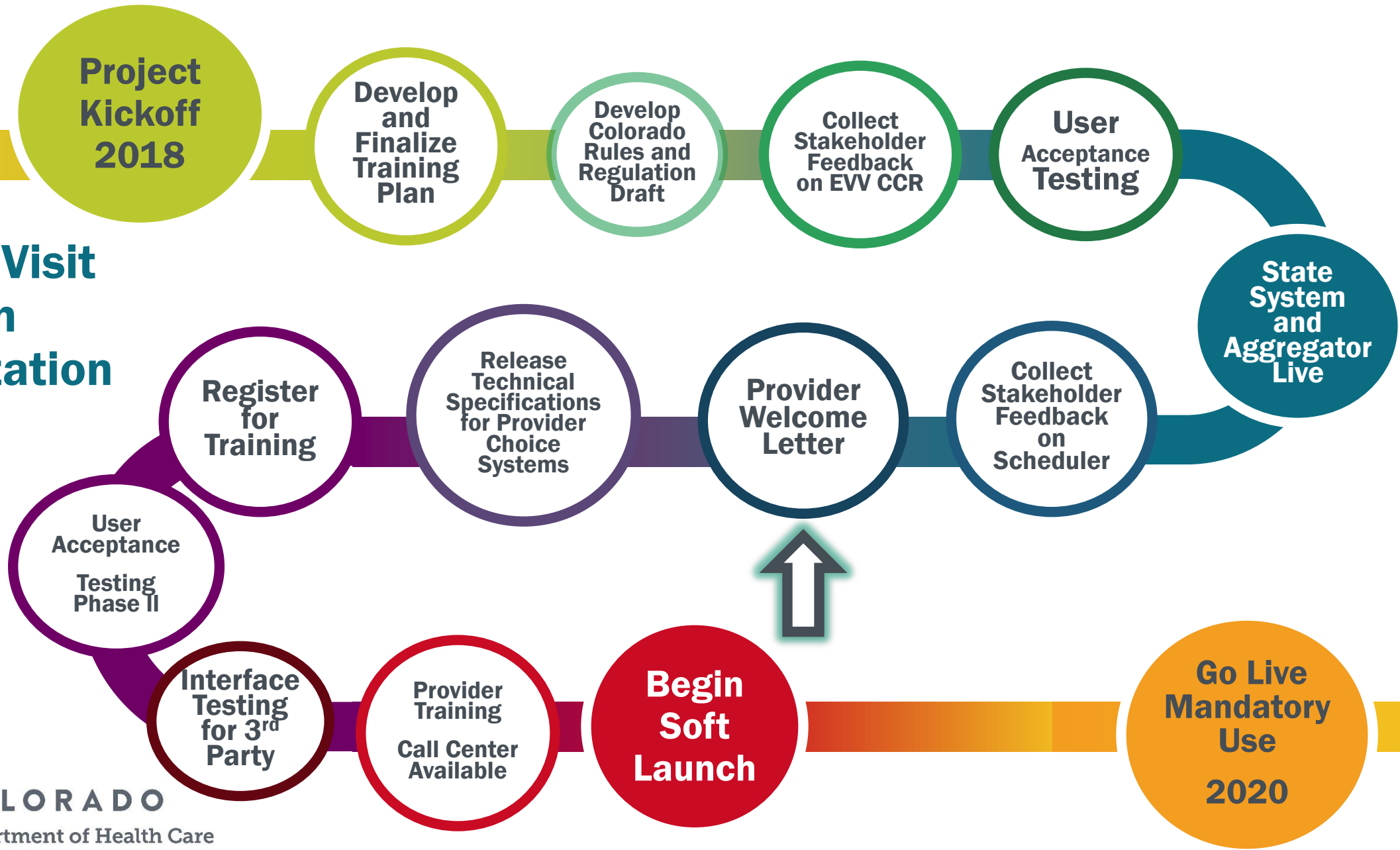


# Electronic Visit Verification *Roadmap 2019*




# Electronic Visit Verification Implementation Roadmap

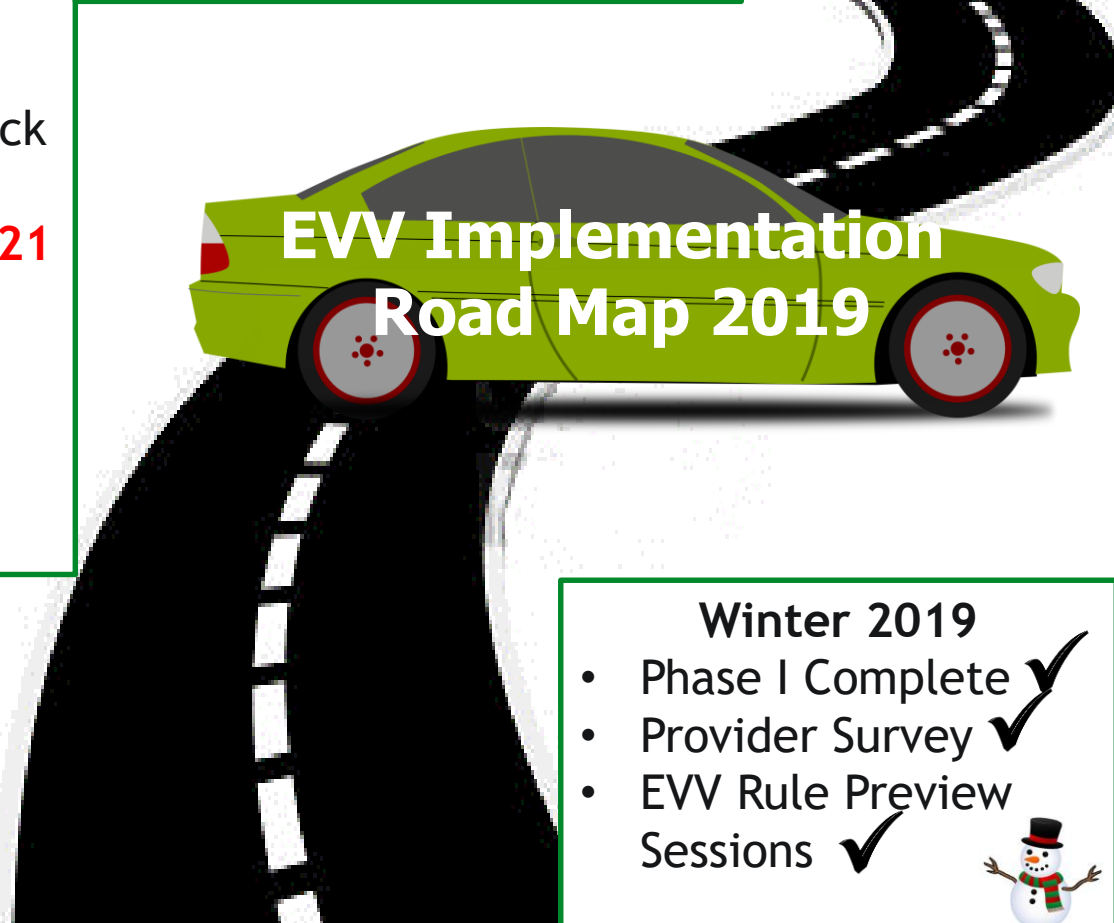
2018-2020







- FALL 2019** 
- EVV Rule to MSB **TBD**
  - Provider Welcome Kit **TBD**
  - Soft Launch

- Spring 2019** 
- Phase II Kickoff **4/15**
  - Collect Stakeholder feedback on scheduler module **5/8**
  - Provider Welcome Letter **5/21**
  - Business Rules and System Design **In Progress**
  - Provider Readiness Go live Checklist **TBD**



- Summer 2019** 
- Release 3<sup>rd</sup> Party Specifications **6/25**
  - Third Party Interface Testing **8/21**
  - Training for Providers **9/5**
  - EVV Call Center live **9/5**
  - Training Materials and Schedule Available **TBD**

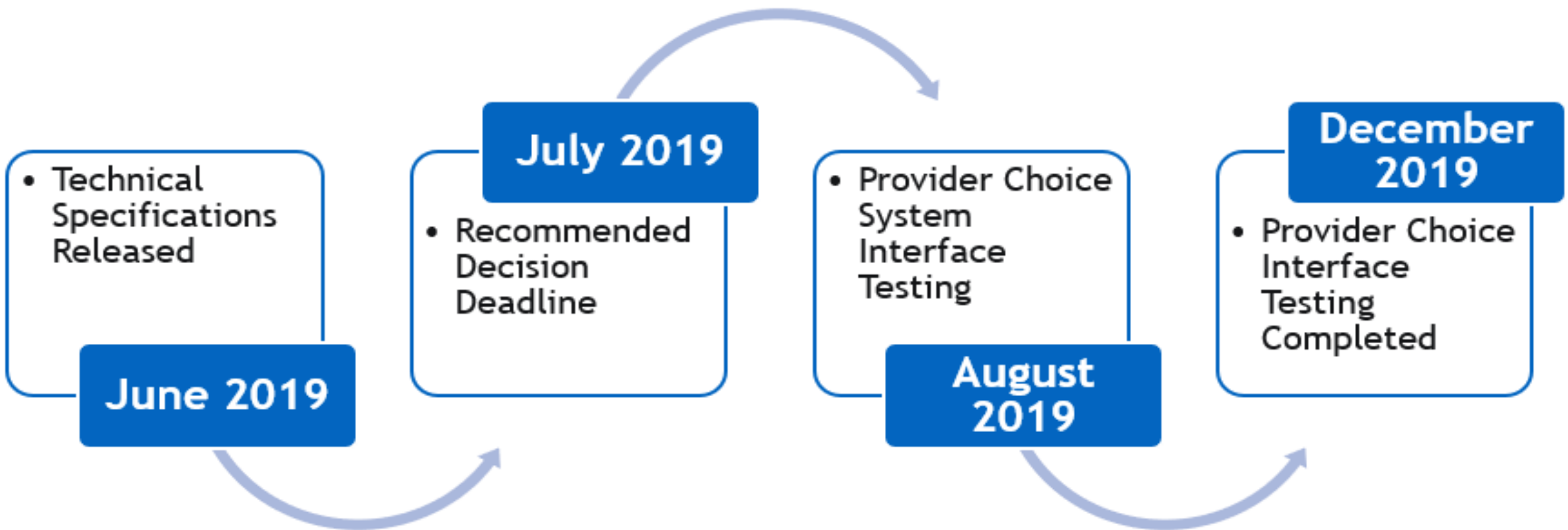
- Winter 2019**
- Phase I Complete ✓
  - Provider Survey ✓
  - EVV Rule Preview Sessions ✓ 



# *Provider Choice System Updates*



# *Provider Choice System Interface Timeline*





# ***Preliminary Specifications for Provider Choice System***

Service Code  
Groupings

Exceptions

Reason  
Codes

**Must Be Identical to State EVV Solution**

# *Stakeholder Engagement*



- General Stakeholder Meeting
- System
- Training/Communication
- Participant Direct/Family Caregivers
- **All Meetings Occur Monthly**

# *Questions or Comments*



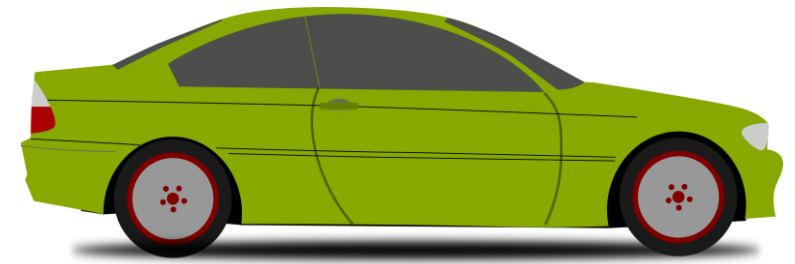
# ***Top FAQ'S***

1. How does a Provider agency know if EVV applies to them?
2. How much time does a provider agency have to decide if they will use the State EVV Solution?
3. Do members need a phone for telephony to work?
4. What if my attendant does not have a smartphone?
5. Can the Department require provider choice system to have a non-GPS option?

# *Department Deliverables*

- Contract executed with DXC
- Held kickoff meeting with DXC and Sandata
- Confirmed Service List
- Provider Survey
- EVV FAQ
- Vendor List
- Provider Welcome Letter**
- EVV Service Code List

# Next Steps



## FORT COLLINS

**May 20** from 10:30AM-12PM

Larimer Workforce Center  
200 W. Oak Street  
Fort Collins, CO 80521

## STEAMBOAT

**June 3** from 2PM-3:30PM

City of Steamboat Springs  
Community Room West  
1605 Lincoln Ave  
Steamboat, CO 80487

## COLORADO SPRINGS

**June 19** from 2PM-3:30PM

The Resource Center, Charlie Room  
6385 Corporate Drive, Suite 301  
Colorado Springs, CO 80919

## TRINIDAD

**June 20** from 2PM-3:30PM

City of Trinidad  
135 N. Animas Street, 3rd floor  
Trinidad, CO 81082

## **New!** SAN LUIS VALLEY

**June 27** 11:30AM-3:30PM

Saguache County Road and Bridge  
305 3<sup>rd</sup> St, Saguache, CO 81149

# *Next Steps*

- Next Stakeholder Meetings:
  - Training/Communications: May 29, 2019



# ***Your Feedback Matters***

***“Tell us what  
you think!”***



# *Contact*

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