

# *Electronic Visit Verification*

*November 20, 2018*



# *WELCOME*

HCPF Introductions

Restroom location



# *Agenda*

Introductions

Brief Overview of EVV

EVV Project Updates

Top FAQ's

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 Implementation Process
- Provide EVV Project Plan updates
- Address stakeholder concerns
- 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



# *What must EVV verify?*

**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

# *Benefits of Hybrid Model*

- Advocates for Provider and Member choice
- Providers have a no cost solution through the state if they so choose
- Providers have centralized platform to use without running their own procurements. Alleviating burden, if they choose
- Centralized platform facilitates linking EVV with MMIS claims data

# *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
- Private Duty Nursing
- Hospice
- Homemaker
- In-Home Respite
- Consumer Directed Attendant Support Services (CDASS)
- In-Home Support Services (IHSS)
- Independent Living Skills Training (ILST)
- Outpatient Physical Therapy
- Occupational Therapy (provided in the home)
- Speech Therapy (provided in the home)
- Behavioral Services (provided in the home)
- Pediatric Behavioral Services
- Youth Day
- Durable Medical Equipment (requiring in-home set up)

***\*Subject to Change***

# *EVV Technologies*

## **Mobile App (MVV) and Telephony (TVV)**

- Main technologies for State EVV Solution
- Used by Attendant to verify services at time of delivery

## **Web Portal (Santrax)**

- Used by Providers who utilize State EVV Solution
- View and verify visits
- Address expectations or errors
- Audit information

## **Aggregator**

- Used by Providers who utilize an alternate EVV system
- Collect 6 EVV data points for transmission to State
- View EVV data for correction in alternate EVV system

# *Questions*

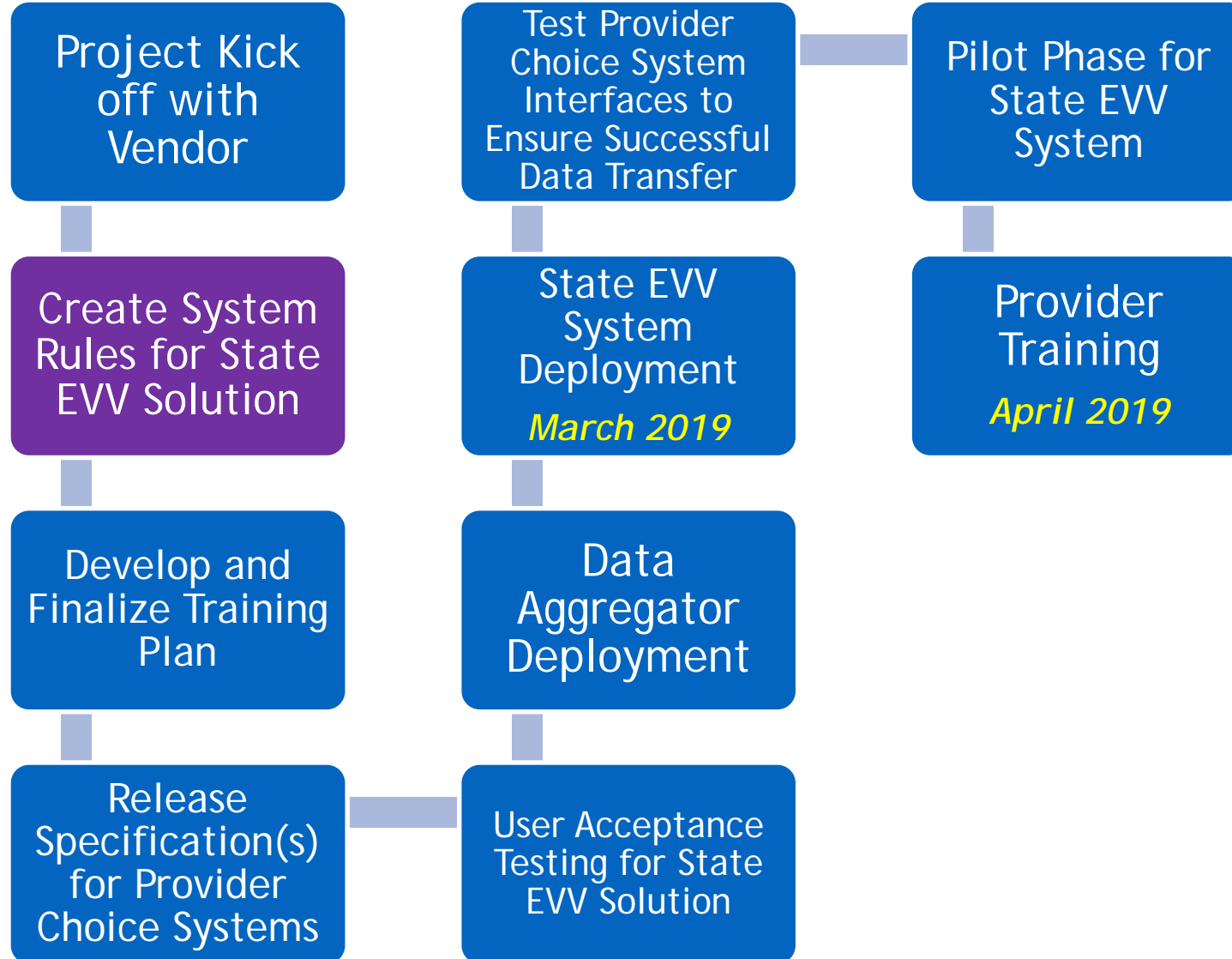


# *Updated EVV Timeline*

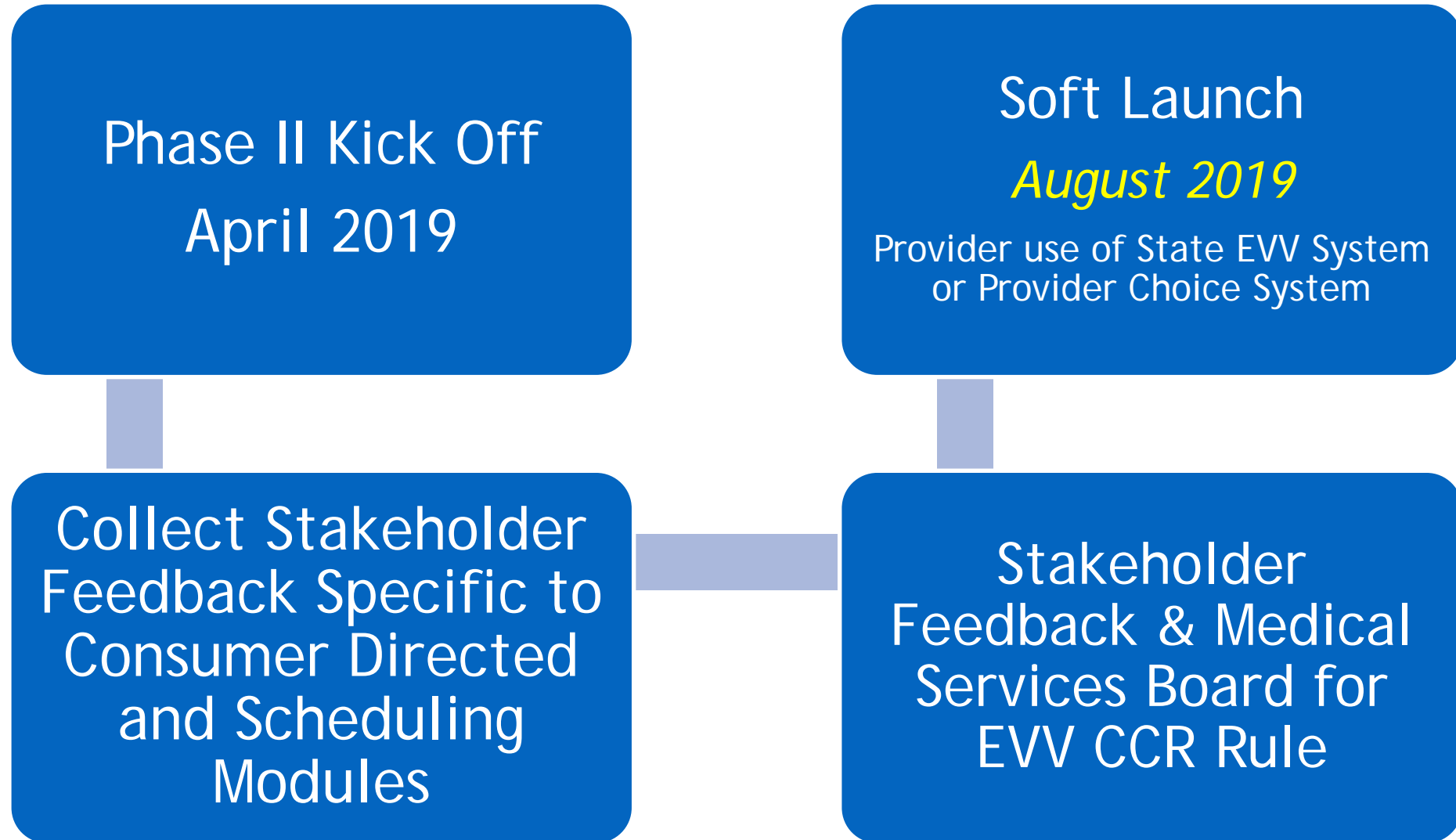




# EVV Timeline Update : Phase I



# *EVV Timeline Update : Phase II*



# *EVV Timeline Update : Phase III*

Go Live!

*January 1, 2020*

System and Policy  
Improvement

*January 1, 2020*

<b>PHASE I</b>		
<b>Implementation Action</b>	<b>State Date</b>	<b>Completion Date</b>
Project Kick off with Vendor	July 2018	August 2018
Create System Rules for State EVV Solution	July 2018	November 2019
Develop and Finalize Training Plan	October 2018	November 2018
Release Specification(s) for Provider Choice Systems	December 2018	December 2018
User Acceptance Testing for State EVV Solution	February 2019	February 2019
Data Aggregator Deployment	March 2019	Ongoing
State EVV System Deployment	March 2019	Ongoing
Test Provider Choice System Interfaces to Ensure Successful Data Transfer	March 2019	Ongoing
Provider Training	April 2019	Ongoing
Pilot Phase for State EVV System	April 2019	April 2019



<b>PHASE II</b>		
<b>Implementation Action</b>	<b>Start Date</b>	<b>End Date</b>
Phase II Kick Off	April 2019	April 2019
Collect Stakeholder Feedback Specific to Consumer Directed and Scheduling Modules	April 2019	December 2019
Stakeholder Feedback & Medical Services Board for EVV Colorado Code of Regulations Rule	December 2018	May 2019
Soft Launch <i>[Provider use of State EVV System or Provider Choice System &amp; Aggregator]</i>	August 2019	December 2019

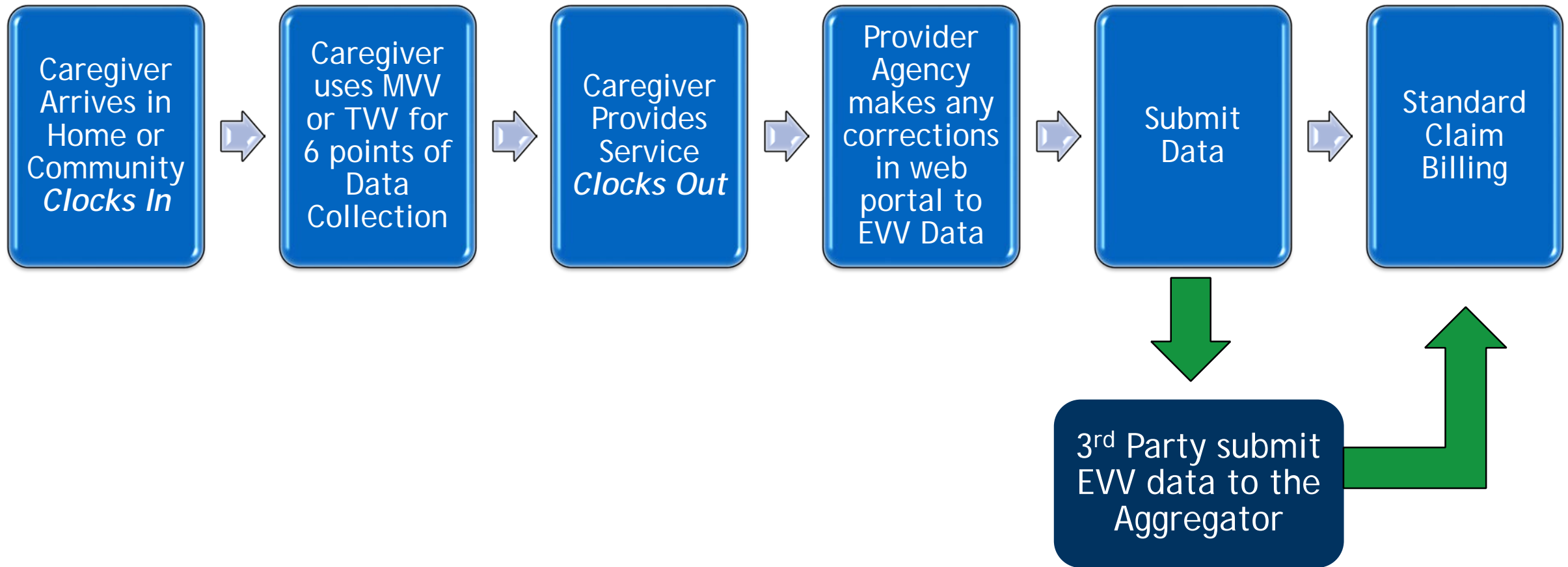
**PHASE III**

<b>Implementation Action</b>	<b>State Date</b>	<b>Completion Date</b>
<b>Go Live!</b> <i>[Mandatory use of State EVV system or Provider Choice System &amp; Aggregator, claims will potentially deny without verification of required services]</i>	January 1, 2020	Ongoing
<b>System and Policy Improvement</b>	January 1, 2020	Ongoing

# *Questions*



# *EVV Process Example*





# *Takeaways from CMS call*



# *EVV Phase I Stakeholder UAT*



# *User Acceptance Testing Update*

## **Option 1**

### **Facilitated UAT webinars**

- HCPF to run through test scenarios in webinar setting, where stakeholders can join webinar and watch
- Would like to receive input from stakeholders on possible test scenarios they would like to see
- HCPF will bring other scenarios as well
- Not a training session; Sandata will provide user training separately

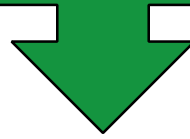
## **Option 2**

### **Independent scenario**

- Sandata will set up specific users with access to the UAT environment
- Access will be for a set period of time, most likely early next year
- HCPF will provide an Excel spreadsheet of basic test scenarios that participants will use as a guide

# *Participant Expectations*

External user input and review during UAT of the State EVV tool, Santrax, is important to the project's success.

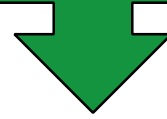


Stakeholder UAT is intended to:

- Help the Department test the State EVV tool and locate issues prior to production
- Give external users insight into how the Department tests systems to ensure functionality
- Encourage interest and early adoption of the EVV tool (if utilizing State EVV system)
- Serve as an introduction to the Pilot Phase of EVV tool

# *Planning Stakeholder UAT*

For successful UAT, the Department asks for participation and collaboration from external users in the following ways:



- Provide input on scenarios that you would like to test or see tested in Stakeholder UAT, being cognizant of the defined scope.
- Provide feedback on best days / times for facilitated testing webinar sessions.
- For external users that would like to test more independently, provide feedback on best location for testing – Your office or the Department?

# *Executing Stakeholder UAT*

Once webinars and activities related to completing Stakeholder UAT begin, we ask for end user participation in the following ways:



- Active engagement during the webinar or independent testing.
- Ask clarifying questions based on the defined agenda for the session.
- Provide constructive feedback on areas where the EVV tool needs improvement.
- Share insight into what would be helpful to include in training for the EVV tool.

# Scenario Example

Attendant/Caregiver Uses Mobile App to Log Visit for Known Client		
Step	Description	Expected Result
1.	Attendant/Caregiver logs into the MVV App as an Employee.	<i>Sandata MVV screen opens and Language preference screen is visible.</i>
2.	Caregiver opens and logs into Mobile Application at the client's location & chooses preferred language.	<i>Language preference field is selected and confirmed.</i>
3.	Caregiver searches for client by Medicaid ID in mobile app.	<i>Client data populates on mobile device.</i>
4.	Caregiver Selects appropriate Service(s) defined by Group Name.	<i>Correct services are displays and service successfully selected.</i>
5.	Caregiver Starts Visit for Client. Time, date & location are captured	<i>Confirmation with Start Time and Date of visit displays.</i>
SERVICES RENDERED TO CLIENT		
6.	Attendant/Caregiver opens and logs back into Mobile Application at the client's location and clicks on <u>Resume Visit</u> .	<i>Sandata MVV screen opens.</i>
7.	Click on <u>Complete Visit</u> . Time, Date & Location are captured.	<i>Confirmation with End Time and Date of visit displays.</i>
8.	Client verifies the service on the Caregiver's mobile app in their preferred language (for CDASS only).	<i>Client visit is verified.</i>
9.	Logging of caregiver service completed, and they log out of mobile app.	<i>Logout is successful.</i>

# *3<sup>rd</sup> Party Data: Update*



Grouped Services and Exception configurations must be the same as State System

Department will determine process for approval (TBD)

Technical Specifications released early January 2019



# Group Codes

## Example: HCBS Waivers

For EVV data collection, the attendant will select one of these groups for service type to ensure an efficient user-friendly process with MVV and TVV.

Behavioral Services

Consumer Directed Attendant Support Services (CDASS)

Homemaker

Personal Care

In-Home Support Services (IHSS)

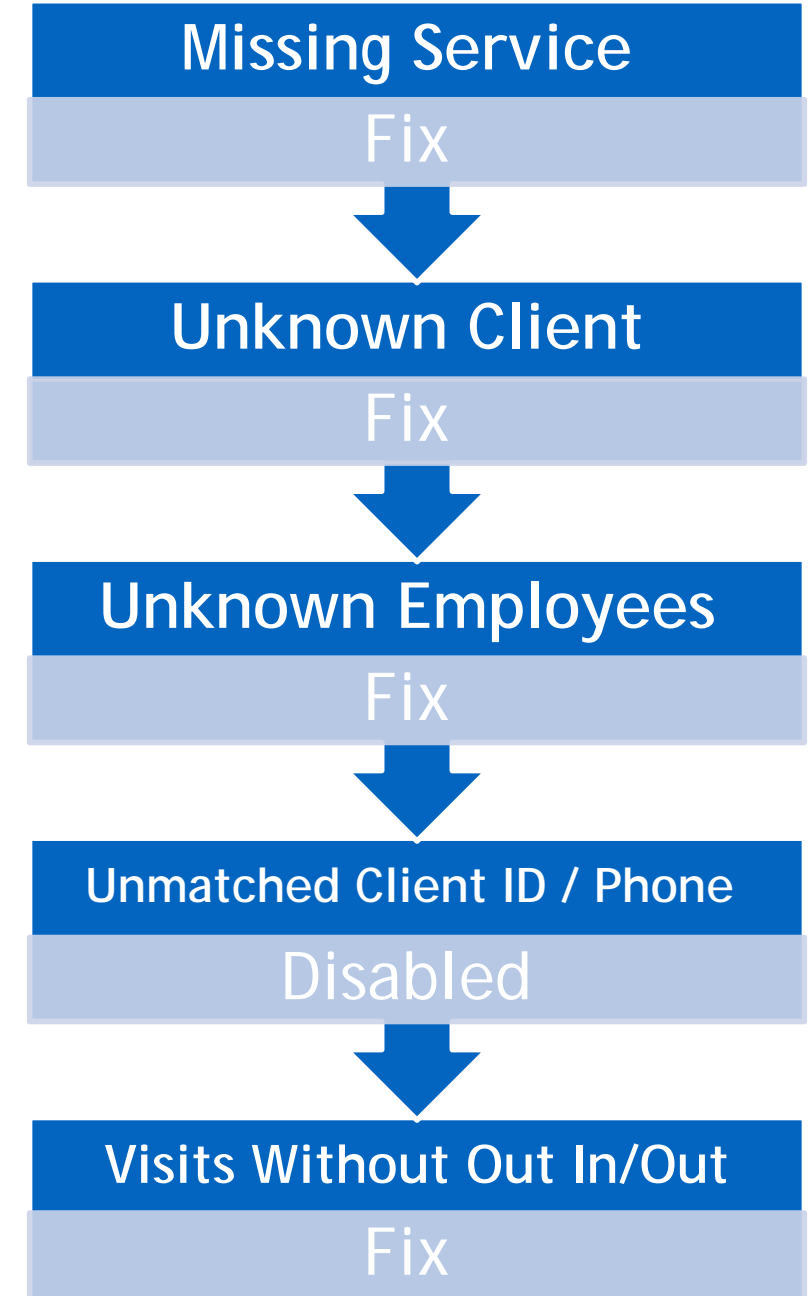
Respite

Independent Living Skills Training (ILST)

# Exceptions

In visit maintenance, exceptions are created when the EVV system identifies a missing data element or incomplete information.

- All exceptions on a visit must be addressed for visit to be “Verified” and exported
- **Fix** - Exception must be fixed for the visit 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 considered complete.



# *Questions*



# *Department Deliverables*

- Contract executed with DXC
- Held kickoff meeting with DXC and Sandata
- Updated EVV Implementation Timeline**
- Confirmed Service List
- Third Party Certification Details
- Pilot Phase Plan
- Business Rules Draft

# *Top FAQ'S*

1. What are the key functionalities of EVV for Phase I?
2. What technology specifications are required of smartphone to use the mobile application?
3. Do members need a phone for telephony?
4. How will the mobile application work in rural areas?

# *Next Steps*

- Technical design with DXC and Sandata
- Develop Outreach materials
- Next stakeholder meetings
  - November 27 – Participant Directed Subcommittee
  - November 28 – Training and Communications Subcommittee
  - December 6 – Privacy Subcommittee
  - December 12 – Systems Subcommittee
  - December 18 – Final General Stakeholder meeting for 2018



# *Your Feedback Matters*

*"Tell us what  
you think!"*



# *Contact*

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