

# *Electronic Visit Verification*

*October 16, 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

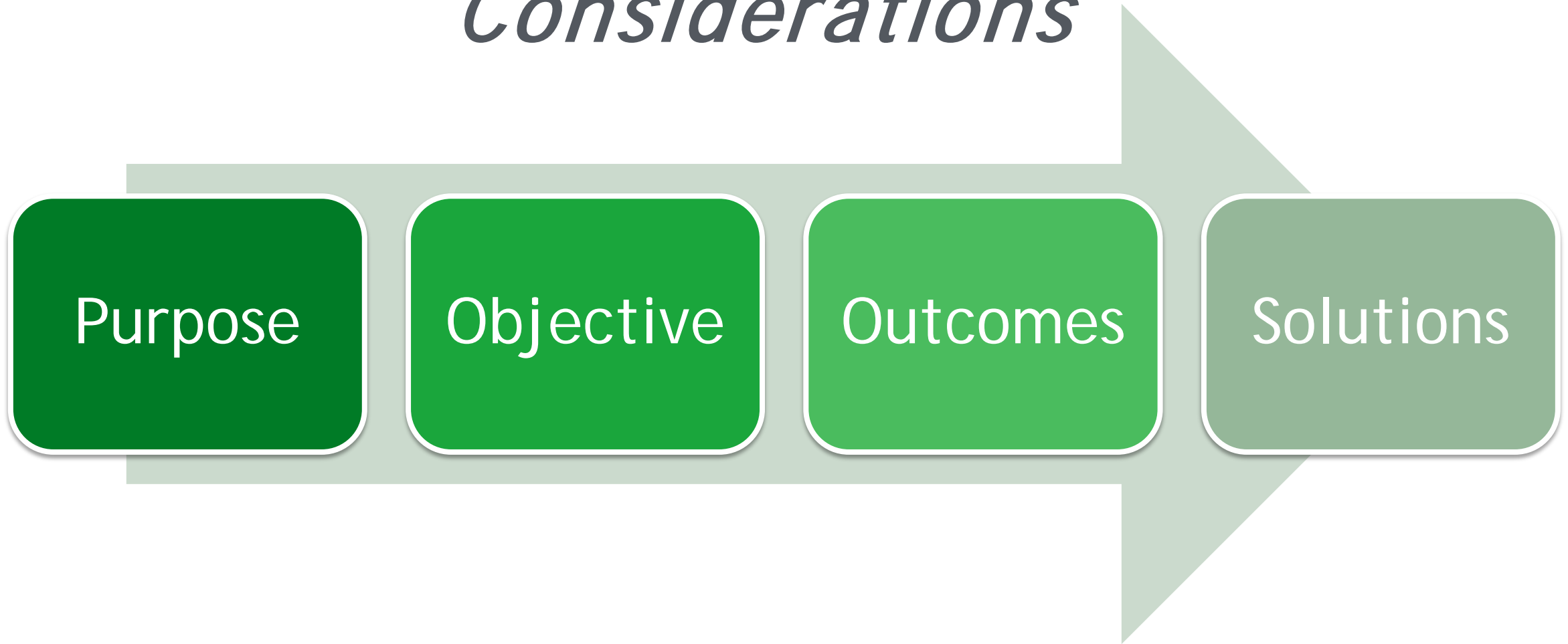
# *Meeting Purpose*

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.

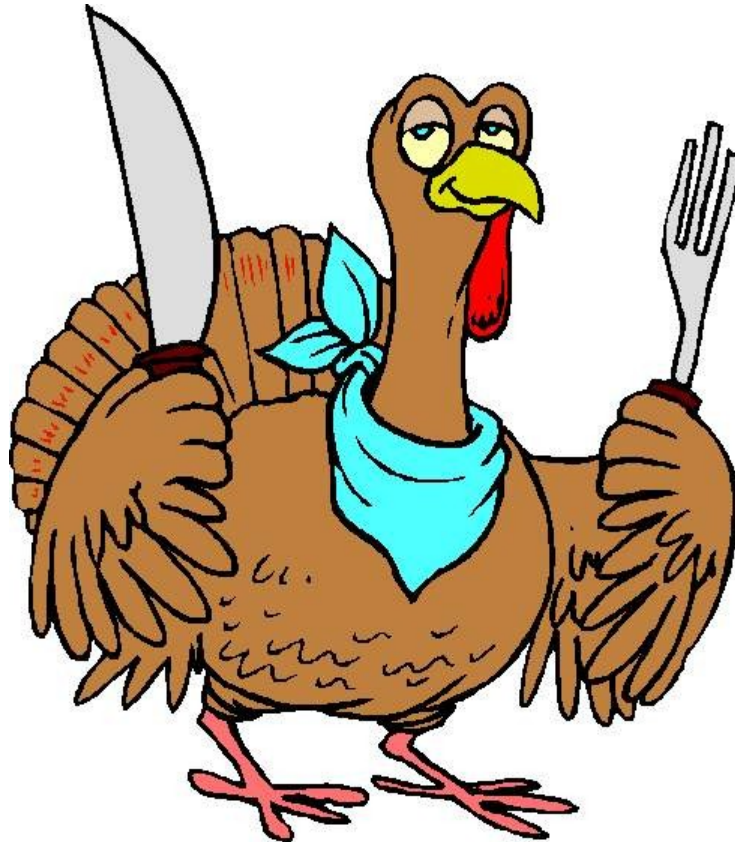
And specifically to:

- 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*



# *Housekeeping*



# *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

# *21<sup>st</sup> Century Cures Act*

The Act does not:

- Limit the services provided
- Limit provider selection
- Constrain individuals choice of caregiver
- Impede the way care is delivered
- In any way establish an employer-employee relationship

# *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

# *Questions*



# *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

# *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***

# *Colorado EVV Technologies*



Mobile Application



Telephony



Provider Web Portal  
( Santrax)



# *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

# *Aggregator: Third Party Solution*

- Will collect the 6 points of data from configurable API uploads
- Web portal for providers will have these functionalities:
  - view visit data
  - provides no show alerts
  - real-time data views

# *Questions*



# *Cross State Call Updates*

Self-Direction

Defining EVV burden and benefits

Many states are in the RFP

States also seeking to do a pilot program

# *CMS Update*

Centers for Medicare & Medicaid Services  
Electronic Visit Verification (EVV) Stakeholder  
Open Door Forum  
November 7, 2018  
1:00 pm - 3:00 pm Eastern Time  
Conference Call Only

During the call, CMS will address information submitted in advance through the previously established EVV mailbox ([EVV@cms.hhs.gov](mailto:EVV@cms.hhs.gov)) and will provide an opportunity for individuals to offer additional feedback at that time as well.

CMS encourages stakeholders to submit feedback to [EVV@cms.hhs.gov](mailto:EVV@cms.hhs.gov) by October 26, 2018. **\*Please include “November 7 Stakeholder Call Feedback” in the subject line of the email.**

**More information on HCPF EVV website**



# *User Acceptance Testing Update*

## **Option 1**

### **Facilitated UAT webinars**

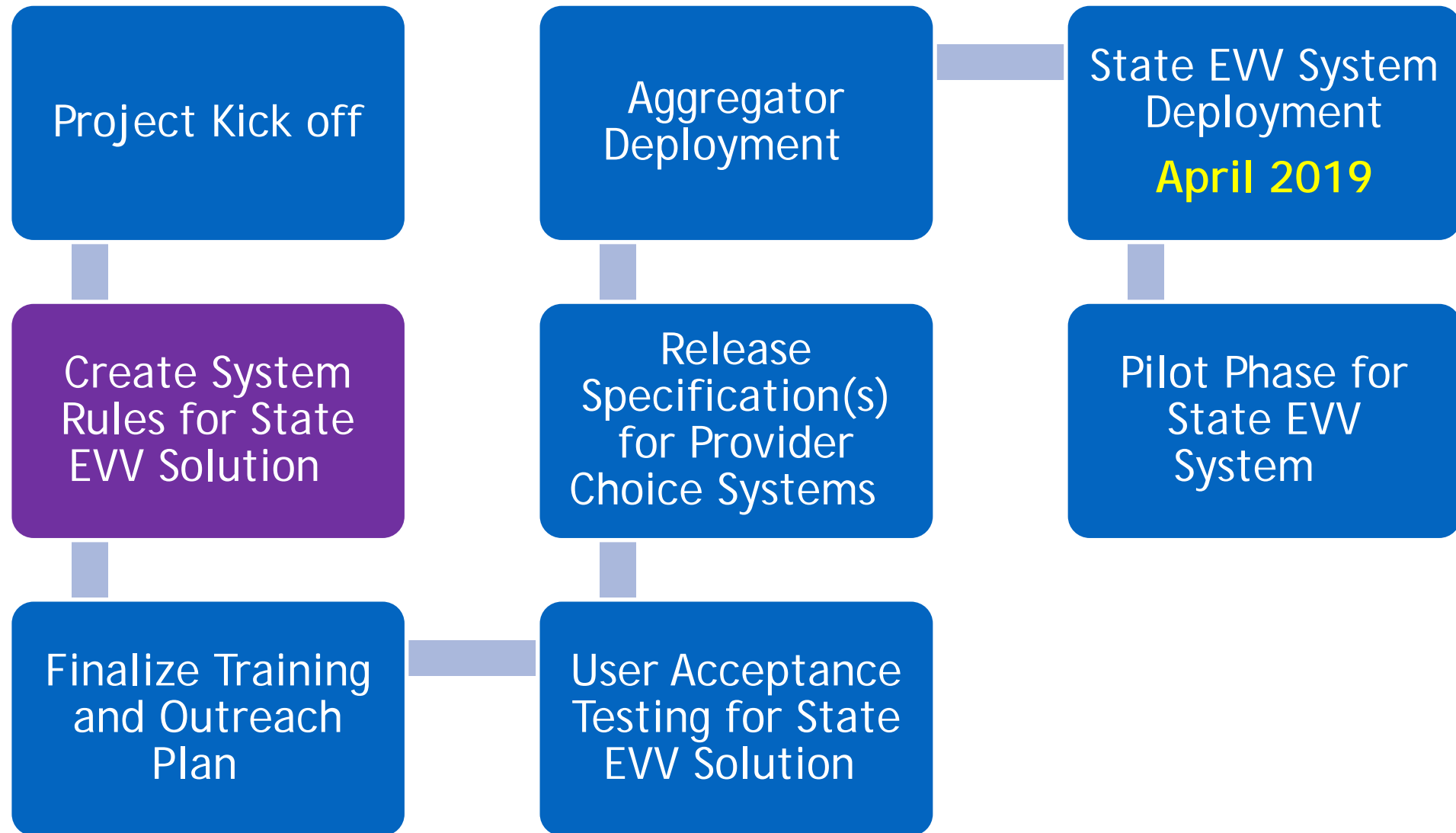
- HCPF to run through test scenarios in webinar setting, where stakeholders can join webinar and watch
- Would like to receive input from stakeholders on possible test scenarios they would like to see
- HCPF will bring other scenarios as well
- Not a training session; Sandata will provide user training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

## **Option 2**

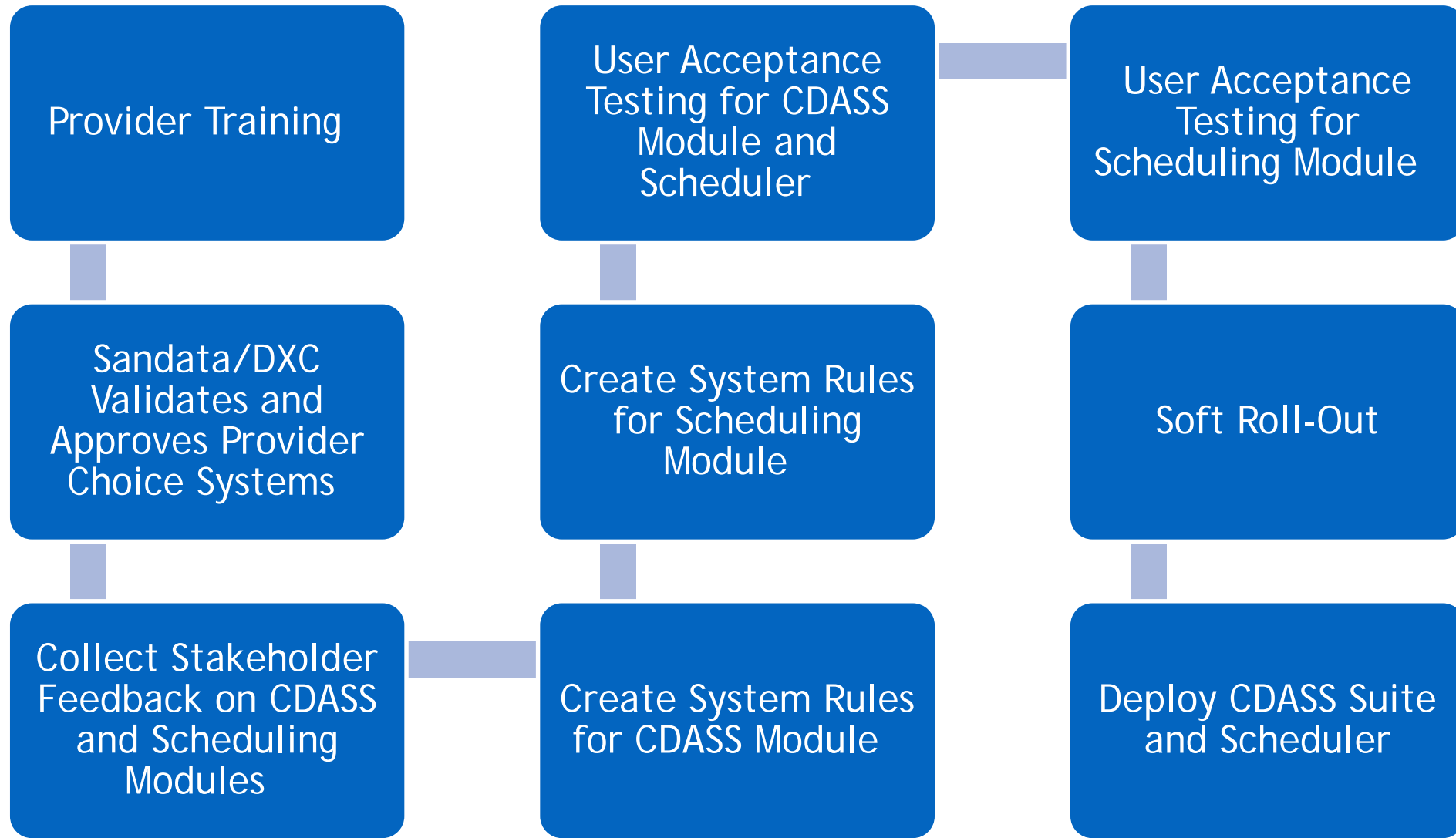
### **Independent scenario**

- 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

# Timeline Phase I



# Timeline Phase II





# *Timeline: Phase III*

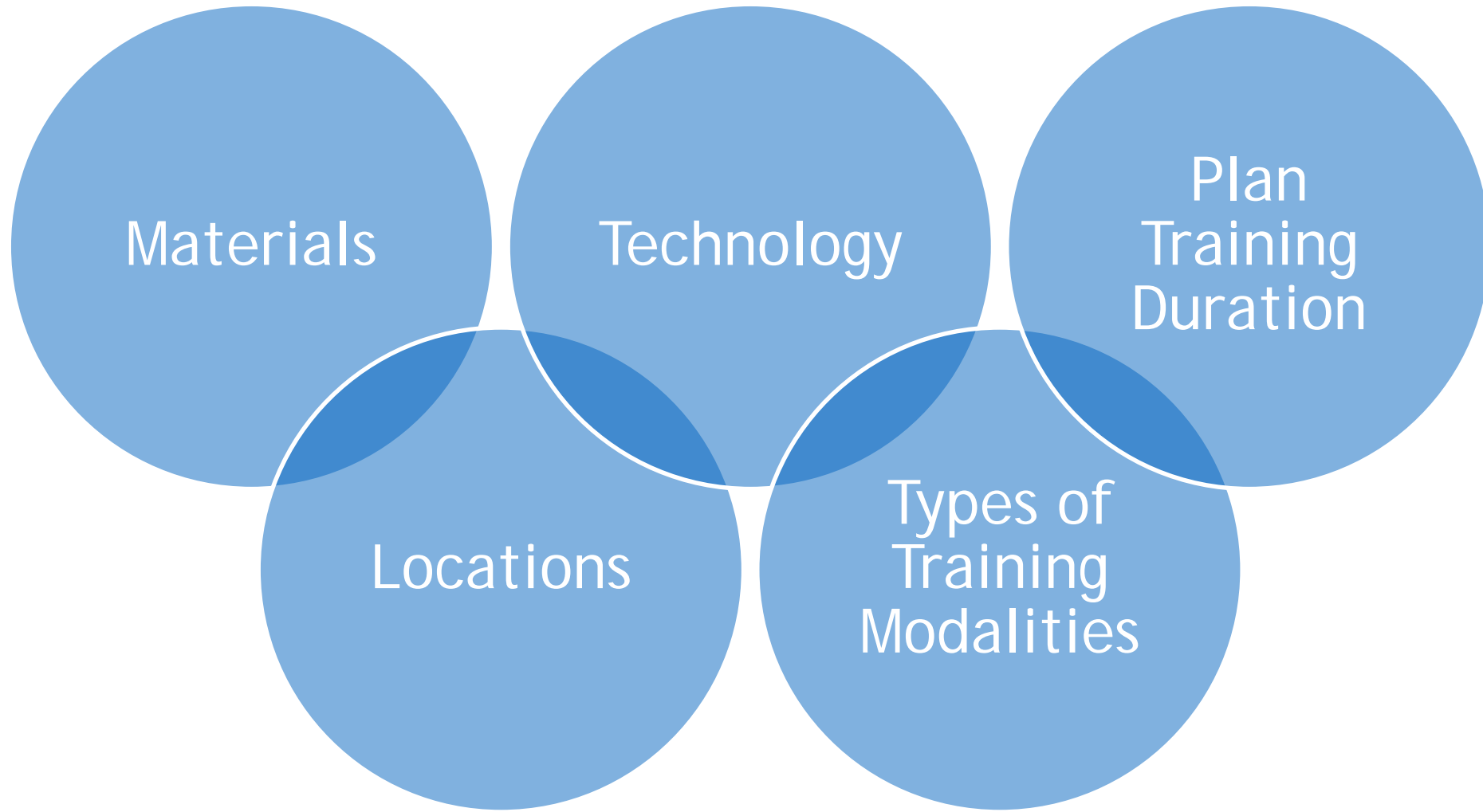
## EVV Go-Live!

- Mandatory use of EVV
- Claims without EVV for required services will not pay
- Data Analysis for Client & Provider Impact
- System and Policy Improvement

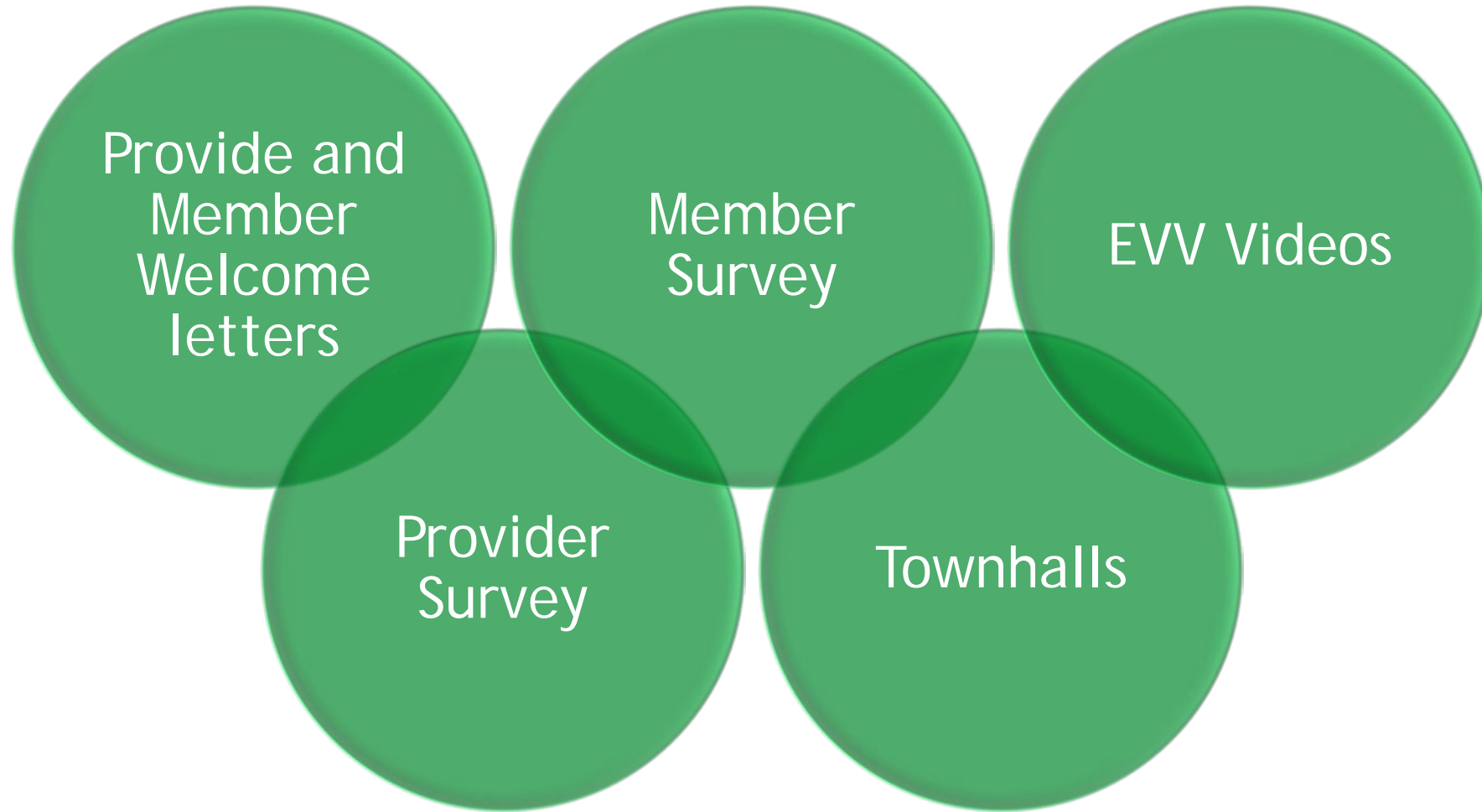
# *Questions*



# *Training Plan Outline*



# *Outreach Plan Outline*



# *EVV Subcommittee Updates*

Privacy



Participant Directed



Training/Communication



System



# *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*

1. When will CO have a draft of rules for stakeholder review?
2. When will an official timeline go out?
3. Will members have training?
4. What if the member doesn't have any technology?

# *Next Steps*

- Continue to develop Business Rules with Sandata
- Develop Training and Pilot plans
- Develop new FAQ's for stakeholders
- Next stakeholder meetings
  - October 30 – Participant Directed
  - October 31 – Training/Communication 
  - December 6 – Privacy
  - November 20th – Next General Stakeholder meeting
- Sandata Introduction meeting in Nov or Dec



# *Your Feedback Matters*

*"Tell us what  
you think!"*



# *Contact*

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