

# *Electronic Visit Verification*

*January 15, 2019*



# *WELCOME*

HCPF Introductions

Restroom location



# *Agenda*

1. Introductions
2. Brief Overview of EVV
3. Stakeholder Reassessment
4. Provider Survey Results
5. 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
- Review Provider Survey Results
- 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

## **Data Aggregator**

- Used by Providers who utilize a provider choice EVV system
- Collect 6 EVV data points for transmission to State
- View EVV data for correction in provider choice EVV system

# Electronic Visit Verification *Roadmap 2019*



# Electronic Visit Verification Implementation ROADMAP

2018-2020

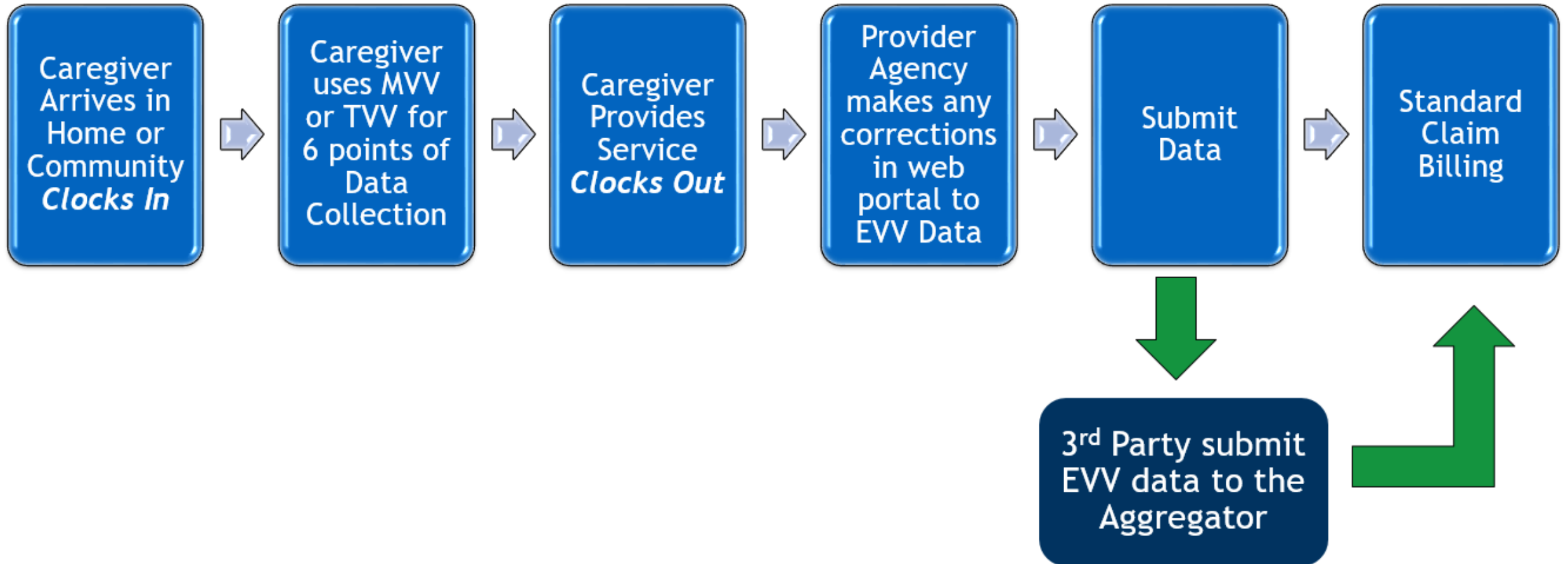




# *EVV GO-Live Corresponding Process*



# *EVV Process Example*



# *Questions*



# *Stakeholder Engagement Assessment*



# Question #1

What works for you in the stakeholder engagement done by the Office of Community Living?

# Question #2

How do you get information from OCL and how does that work for you?

# Question #3

What information would you like to receive from OCL and how would you like to get that information?

*Questions  
or  
Comments*



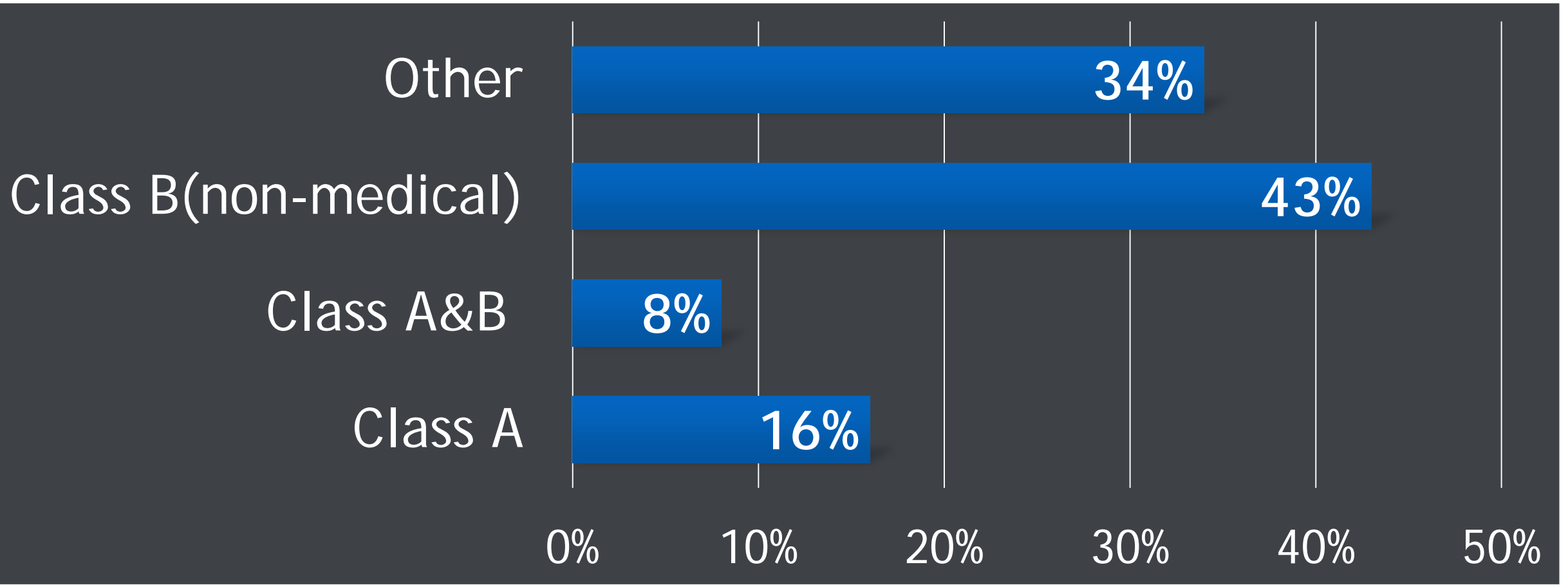


# *Provider Survey*

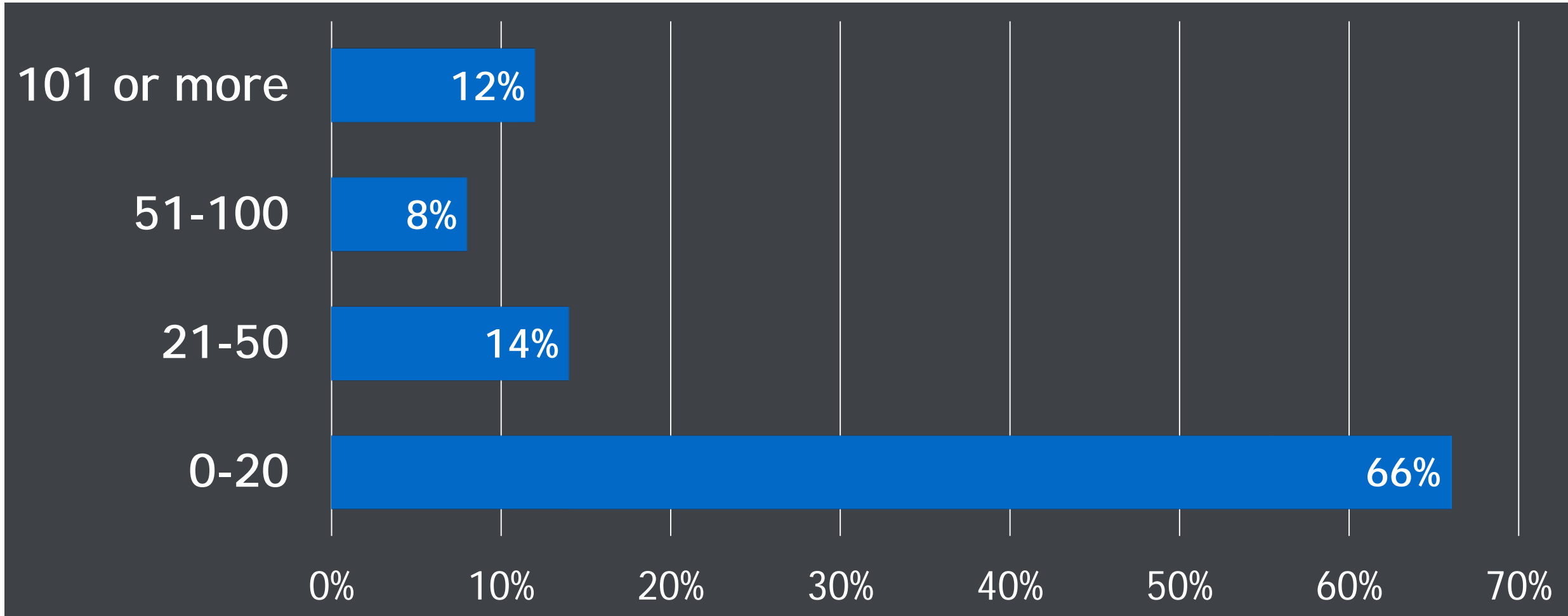
Preliminary Results



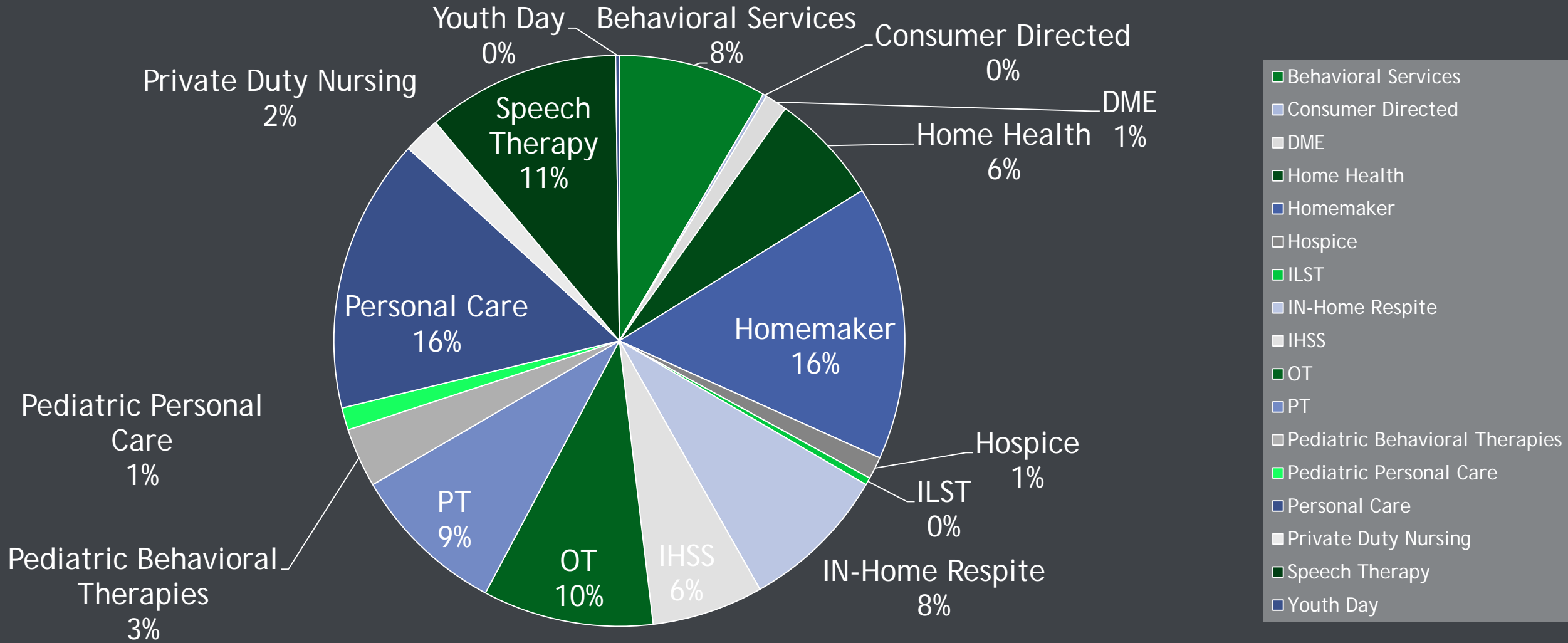
# *Which class does your agency fall under?*



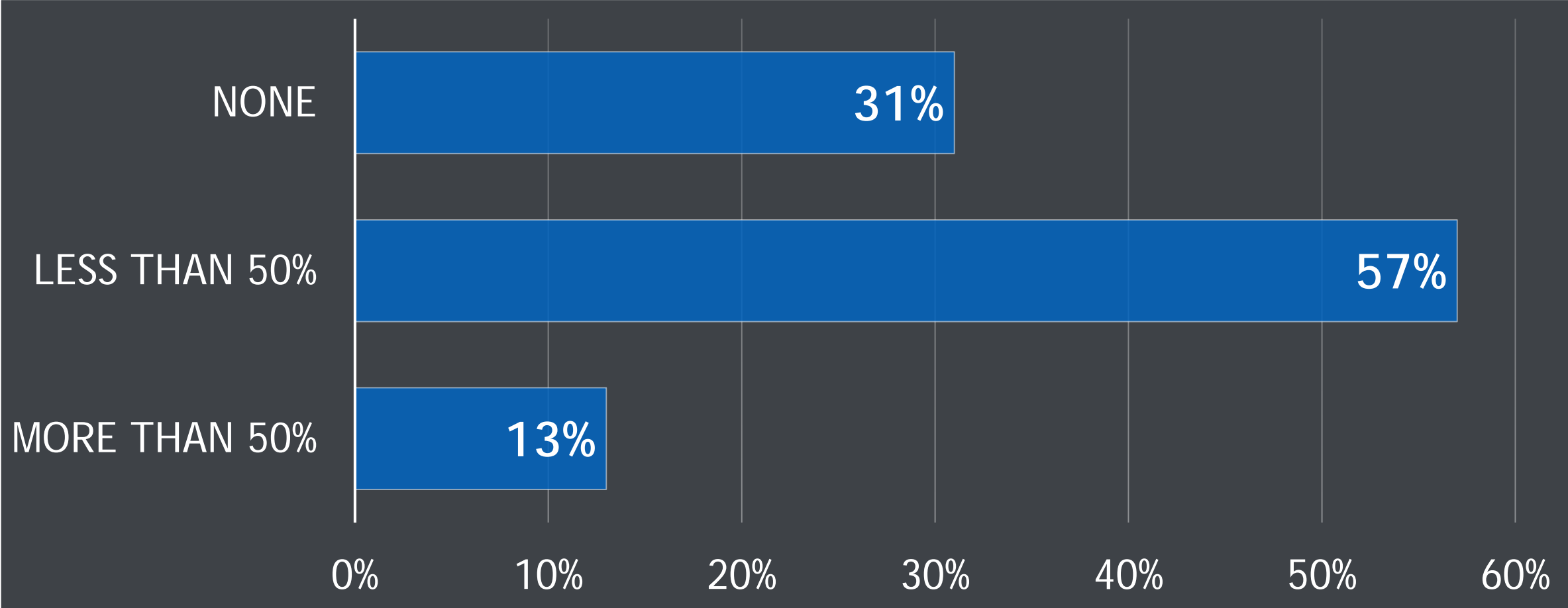
# *How many direct care workers does your agency employ?*



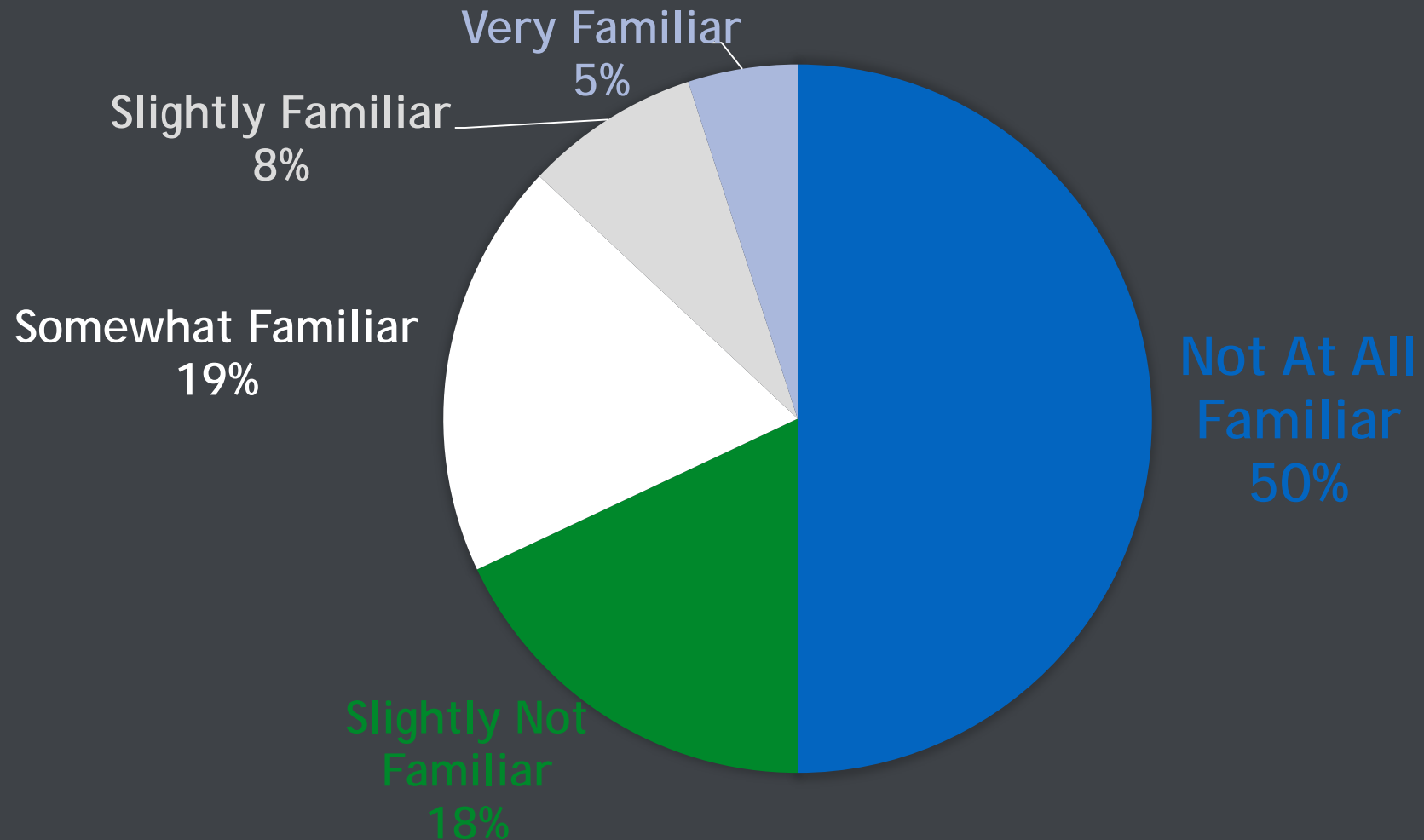
# Please choose the service(s) you provide:



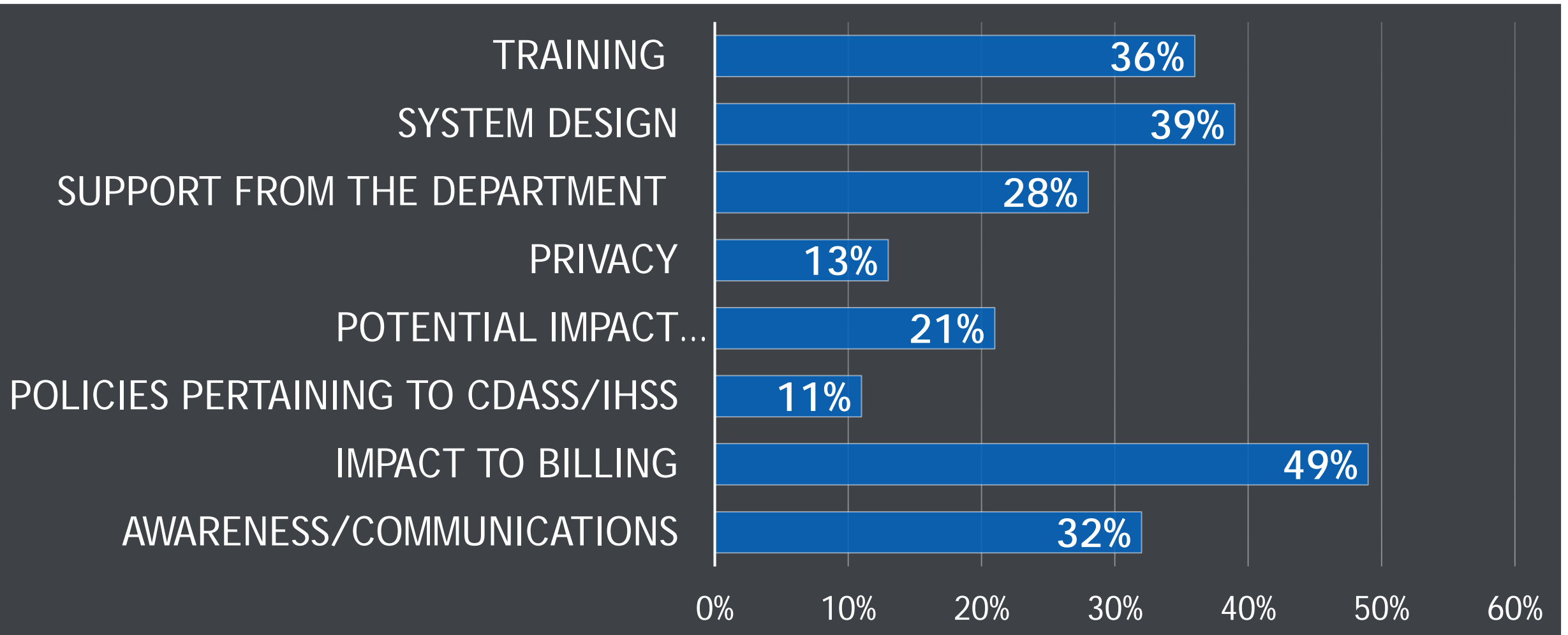
*Please select what percentage of members served by your agency live in rural areas:*



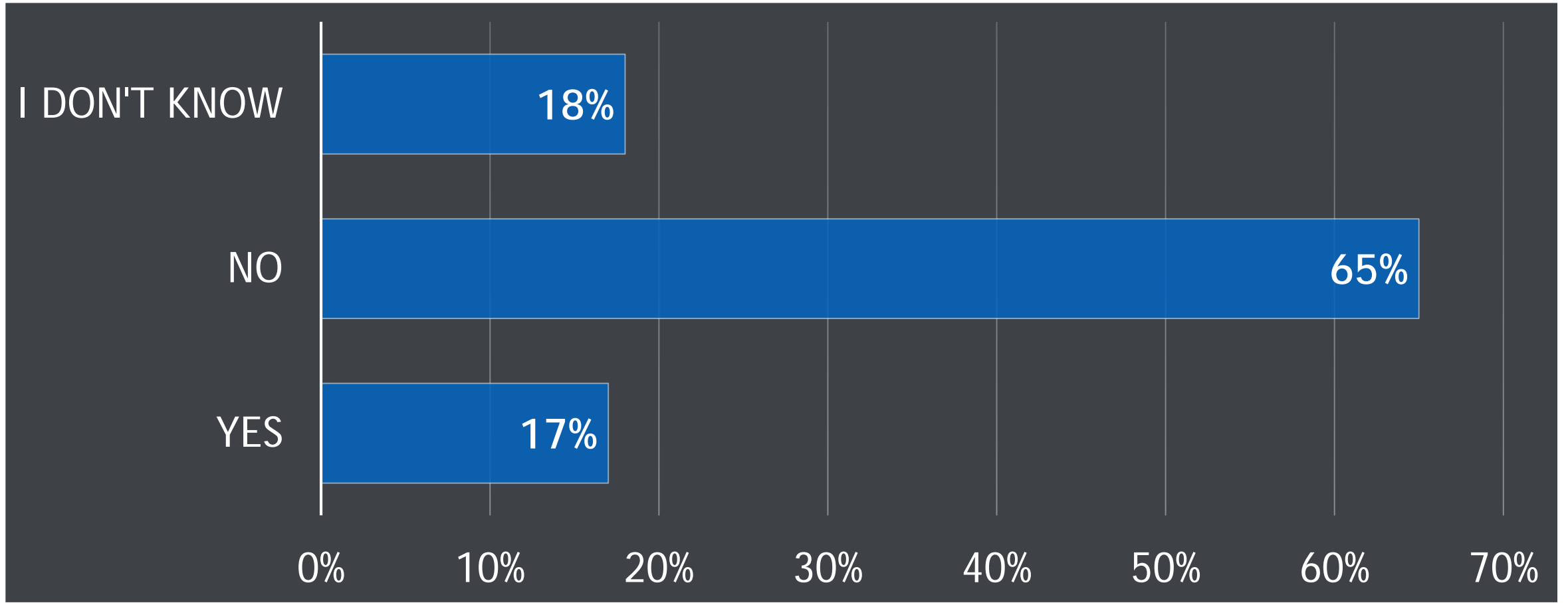
# *How familiar are you with the requirements of the 21st Century CURES Act?*



# What is your main concern regarding EVV implementation in Colorado?

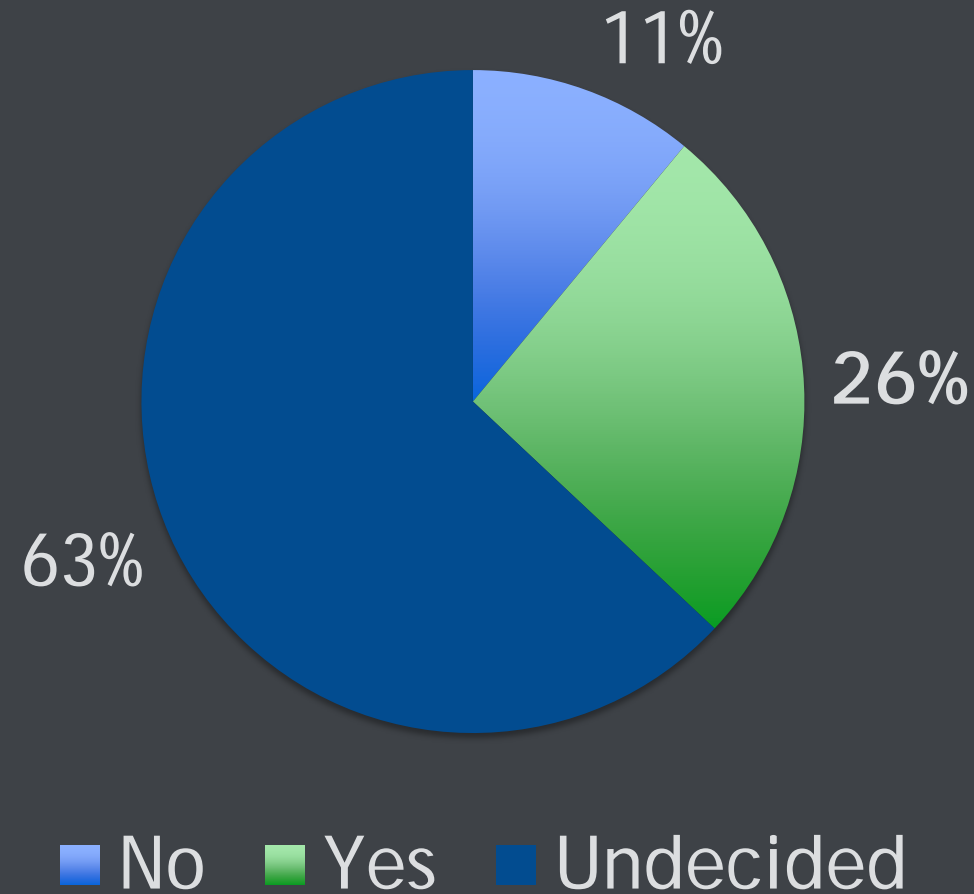


# *Does your agency currently utilize an EVV system?*

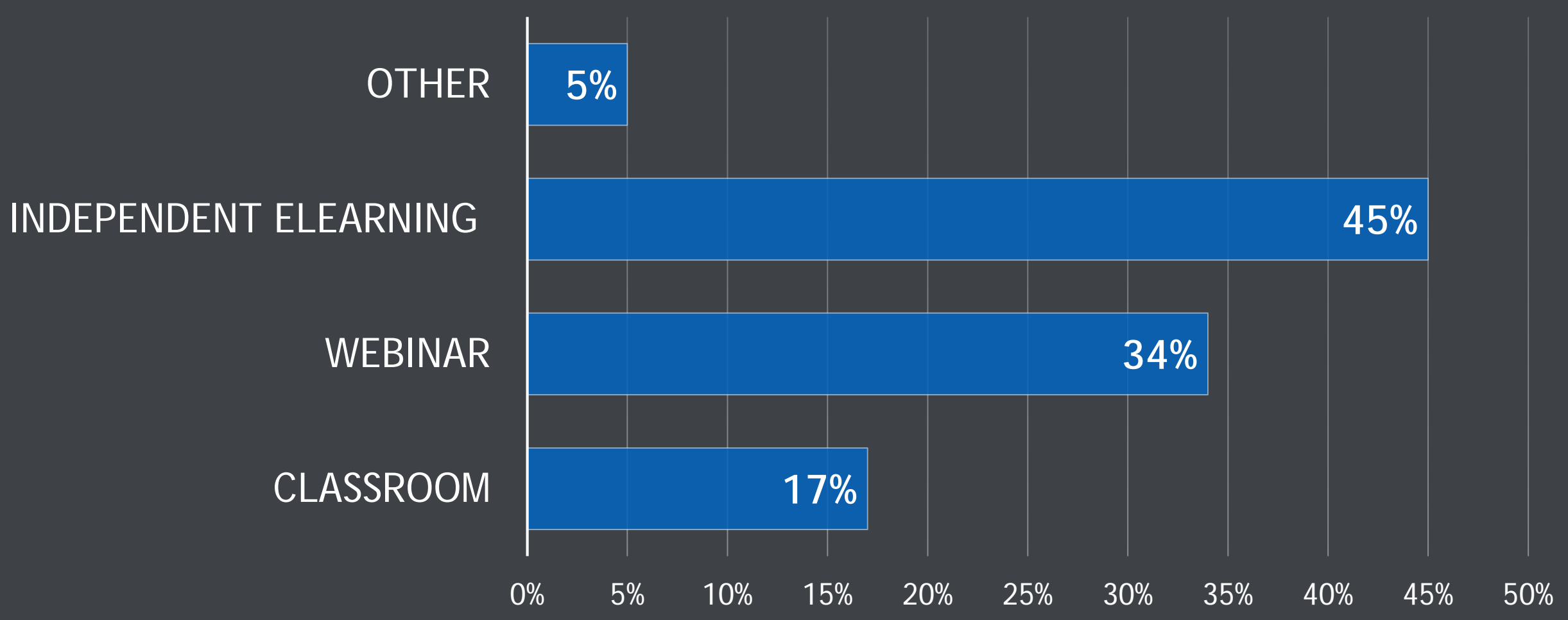




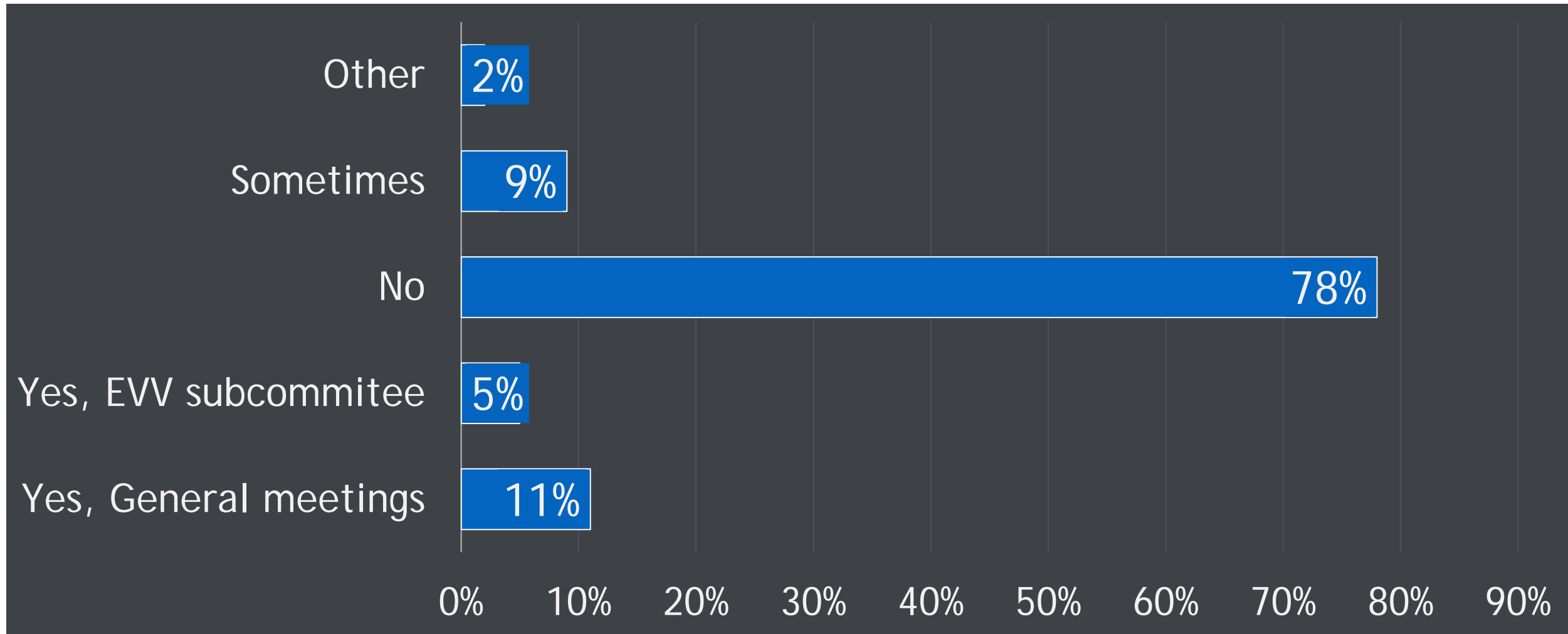
# *Do you plan to implement the EVV System being offered by the State of Colorado?*



# *Which of the following training options is your preferred method for receiving training from the Department?*



# *Do you currently participate in the EVV stakeholder meetings hosted by the Department?*



# *Questions*



# *Department Deliverables*

- Contract executed with DXC
- Held kickoff meeting with DXC and Sandata
- Updated EVV Implementation Timeline
- Confirmed Service List
- Provider Survey**
- List Certified Third-Party Vendors
- Colorado Rules and Regulations Draft

# *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 system?
3. As a provider agency, will my system be accepted if I enter location or use manual entry to collect six data points?
4. Do members need a phone for telephony to work?
5. How will the mobile app work in rural environments?

# *Next Steps*

- Develop Updated EVV Timeline
- Develop Outreach Materials (i.e. Service Codes)
- Next Stakeholder Meetings:
  - Participant Directed - January 29, 2019
  - Training/Communications - January 30, 2019

# *Your Feedback Matters*

*"Tell us what  
you think!"*





# *Contact*

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