



# EVV Provider Survey Input

*Stakeholder Feedback August 2018*

## We want YOUR feedback...

*...on the design of the EVV Provider Survey!*

The Department of Health Care Policy and Financing is gathering more information on the current state of Electronic Visit Verification (EVV) across Colorado and the populations we serve. Please consider the following topics and questions and please feel welcome to provide edits, comments, and any other feedback. Your input will help us create a survey for providers that will successfully elicit comprehensive responses and more accurate data to inform EVV implementation in Colorado.

### Participant Identifiers

These responses are designed to gather *contextual data* on provider populations and density, as well as their familiarity with the project at hand. This will assist the Department in determining which messages need priority in the various regions across the state.

- Provider Type
- Personal Care, Home Health, or other in-home services provided
- Services Provided
- RAE & relationship
- Familiarity with 21<sup>st</sup> Century CURES Act
- Familiarity with Electronic Visit Verification (EVV) Systems
- Process currently used by provider to gather/track the start and end times of a visit
  - ✓ Paper-based
  - ✓ Computer or Tablet-based (i.e. spreadsheet program)
  - ✓ EVV System
  - ✓ Other

### Determining Benefits of Current EVV Systems in Colorado

To assist us in understanding how providers in Colorado currently use EVV systems, the beneficial services EVV systems may provide that the Department should consider in the



configuration of their system, and potential issues with EVV systems we can address before implementation, we ask participants to provide the following responses.

- Please describe some features of your current EVV system (other than the 6 data points required by the 21<sup>st</sup> Century CURES Act):
- Please describe the benefits of your current EVV System:
- Please describe the challenges you experience with your current EVV System:

### **Determining Benefits of Implementing EVV System Compared to Traditional Visit Schedule & Service Tracking for Payment Purposes**

These questions are geared toward providers who have not yet implemented an EVV system, to determine if their current process will be more or less cumbersome with the assistance of contemporary technologies and tools. Understanding these processes will also inform the configuration of the state's EVV system, with the goal of developing a system that meets the needs of each stakeholder group as best as possible.

- Please describe the benefits of your current process for recording patient visits and services provided:
- Please describe the challenges you currently face with your established information recording processes:
- Do you plan to implement the Santrax EVV System being offered by the state of Colorado?
- How does your practice currently integrate technology into its business processes and how has this changed your practice overall?

### **Addressing Concerns**

The EVV Team is dedicated to identifying *concerns of stakeholders* to address these topics as they arise, in the interest of preventing issues for a minimally invasive implementation process. Responses to the following survey questions will help us identify the most important concern(s) for various stakeholders to mitigate the allocation of resources and strategies for problem-solving efforts.

- What is your MAIN Concern in regard to EVV implementation in Colorado?
  - ✓ Awareness/Communications
  - ✓ Training
  - ✓ Support from CODHCPF
  - ✓ Privacy
  - ✓ Training
  - ✓ Participant Directed Service or Family Caregiver Policies for EVV
  - ✓ System Configuration/Accessibility
  - ✓ Other



- On a scale of 1 to 5, how important are the following factors in the EVV system being adopted by Health First CO?
  - ✓ Ease of using system to enter data
  - ✓ Cost of implementing system
  - ✓ Ability to minimize claims processing errors
  - ✓ Availability of initial and ongoing training
  - ✓ Flexibility in using a currently employed EVV system for providers who choose to do so
  - ✓ Ability to use the system for scheduling and tracking of missed appointments
  - ✓ Ability to use the system for uploading and submitting claims to CO Medicaid Office
- On a scale of 1 to 5, to what extent do you perceive the factors listed below as posing potential challenges to the implementation of an EVV system within your agency?
  - ✓ Cost of EVV system software
  - ✓ Equipment costs
  - ✓ Training costs
  - ✓ Limited access to internet/cellular service
  - ✓ Reporting burden
  - ✓ Learning curve to adapt to a new technology
- What are other concerns you have regarding EVV implementation in Colorado, or potential risks you perceive that could accompany EVV implementation?

## Training Expectations

The Department wants to determine providers' *expectations for training* on the state EVV system (training is only offered to providers using the EVV system supplied by the State of Colorado). This data will assist the department in the design of EVV provider portal training, ensuring provider input is considered by both the Department and the contracted vendor providing the training materials.

- Does your practice have a process established for training caregivers on procedures related to scheduling and visit documentation?
- Please describe your expectations from the Department in regard to training for providers using the state of CO's EVV system (types of training, hours, supporting materials, etc.)?
- Which of the following training options is your preferred method for receiving training from the Dept for the cloud-based EVV Provider Portal (4-6 hours total)?
  - ✓ Instructor-led classroom environment training
  - ✓ Instructor led web-based training
  - ✓ Independent eLearning
  - ✓ Other



- Which of the following training options is your preferred method for receiving training from the Dept from the attendant/caregiver mobile application (about 1 hour)?
  - ✓ Instructor-led classroom environment training
  - ✓ Instructor led web-based training
  - ✓ Independent eLearning
  - ✓ Other

## Communications to EVV Stakeholders

As part of the Department's mission to keep improving upon engagement efforts, we want to ensure we are gathering feedback on our communication efforts on a regular basis. This will be an optimal place for providers to give the Department feedback on their communication efforts in the context of EVV as a specific project, allowing our Communications Section to utilize EVV communication efforts as a case study for other departmental project communication plans.

- How satisfied are you with current communications from the Department in reference to EVV? Rate on a scale of 1 (not at all satisfied) to 5 (very satisfied).
- What is your preferred method of communication for receiving updated and information regarding EVV implementation from the Dept?
  - ✓ Email
  - ✓ Website
  - ✓ Social media
  - ✓ Other
- Please comment on improvements you would like to see in the Department's communications with stakeholders/providers regarding EVV implementation in Colorado:

### Final questions:

We end the survey asking the following questions for *engagement* purposes:

- Do you have any other inquiries or suggestions regarding EVV from a provider perspective?
- Do you currently participate in EVV stakeholder meetings hosted by the Dept?
- You may provide your contact information below if you would like to be kept informed regarding the progress that the Dept is making in the implementation of an EVV system (not required).



