

Electronic Visit Verification

December 18, 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 21st 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

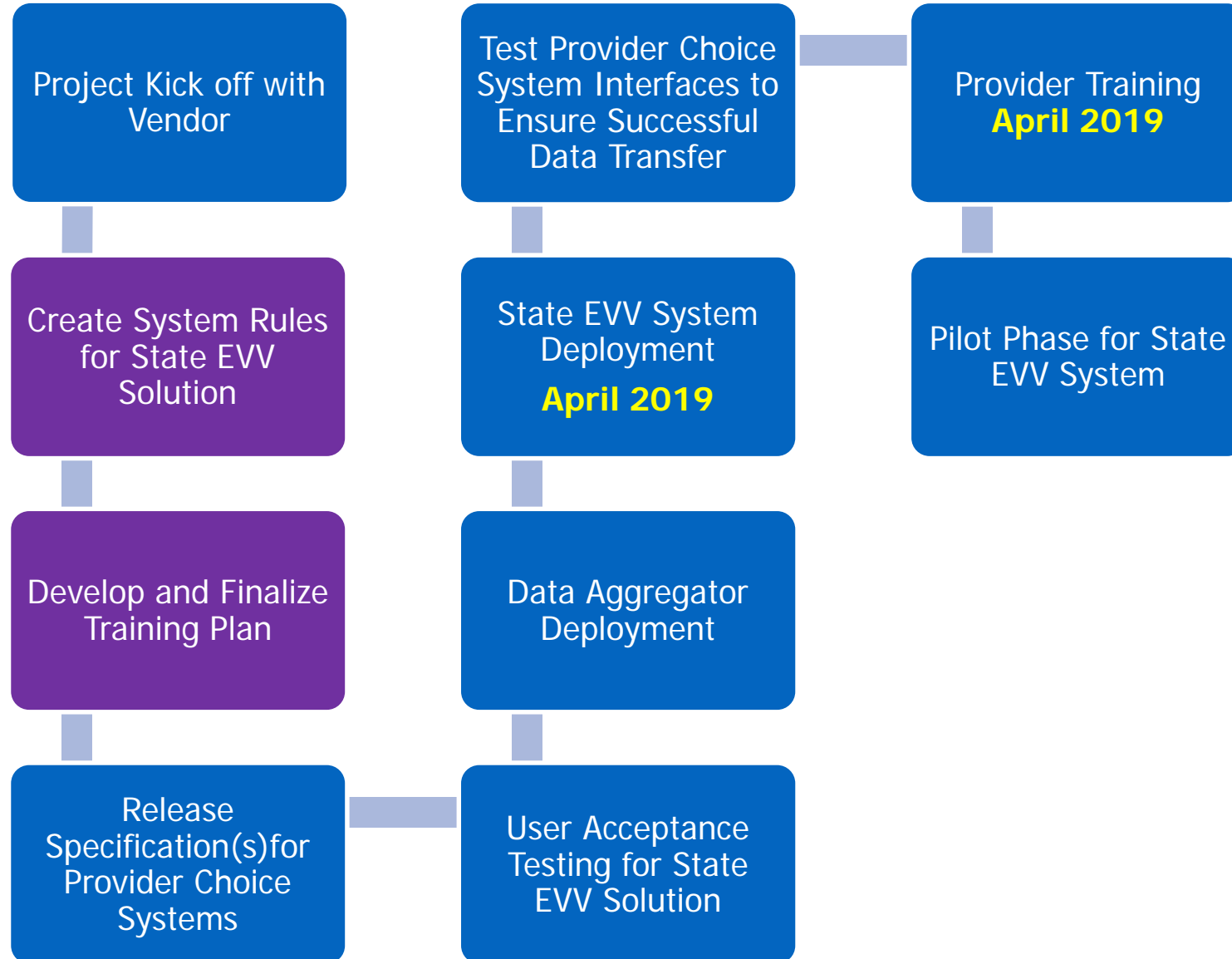
Questions



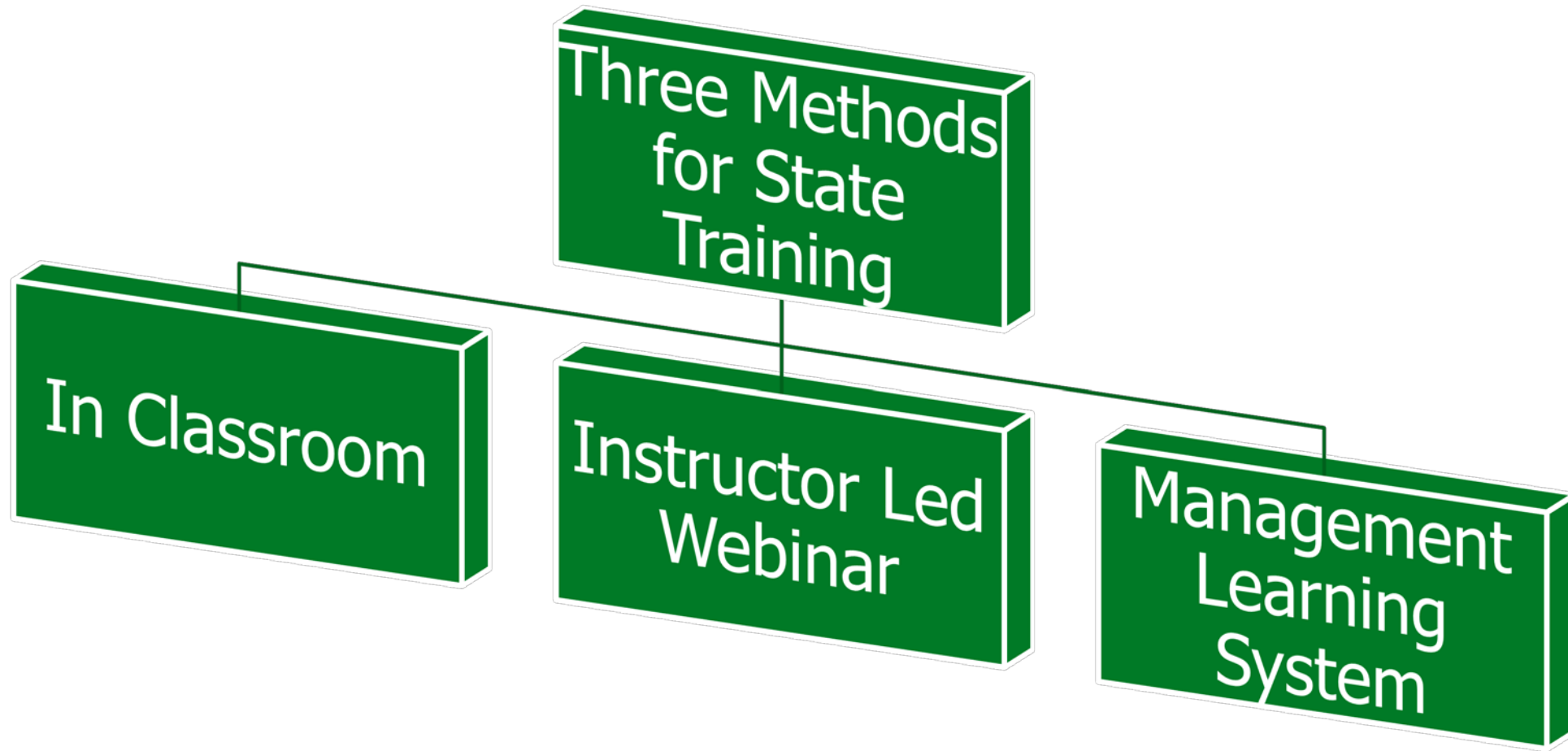
Electronic Visit Verification Timeline



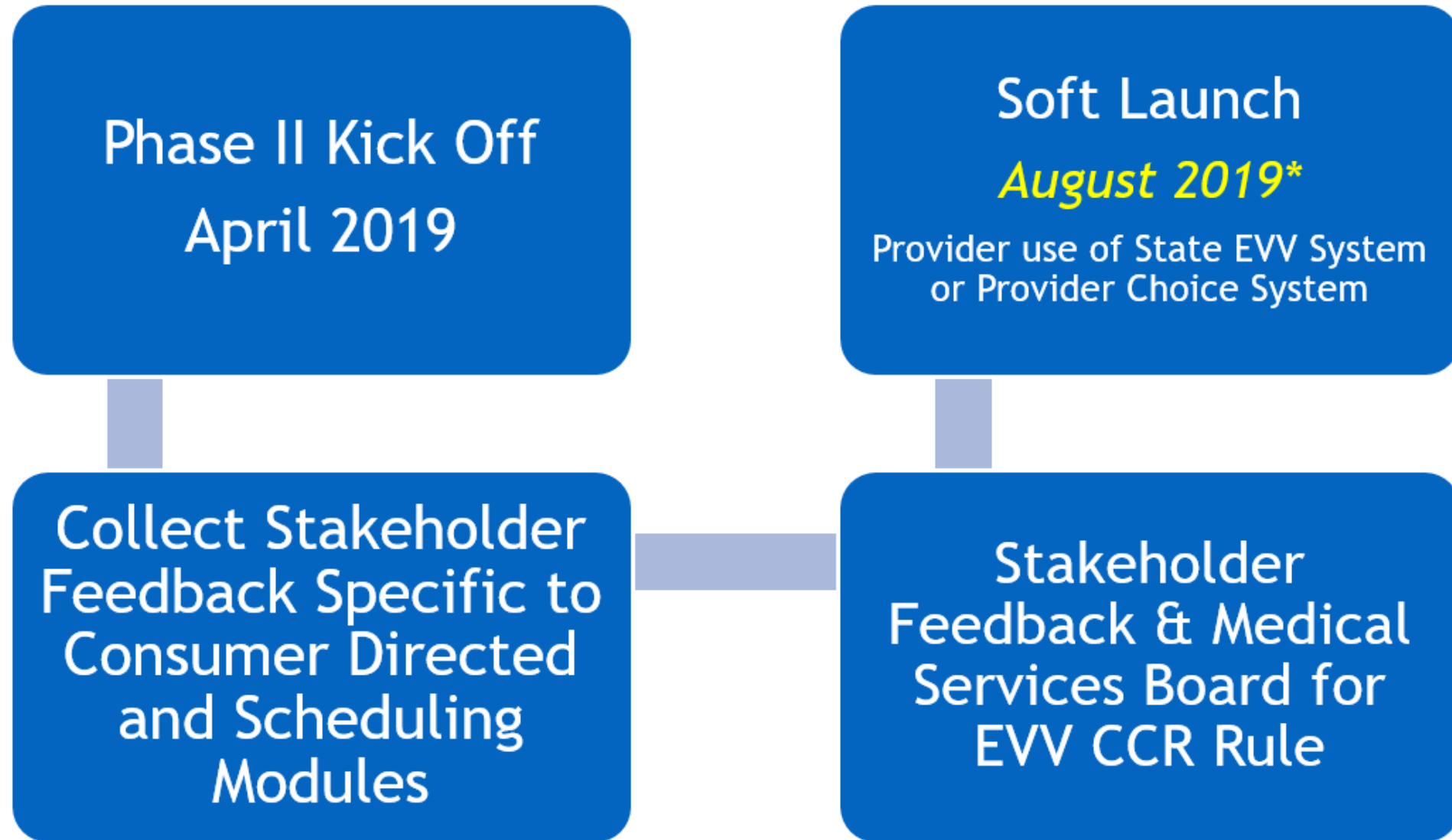
EVV Timeline Update : Phase I



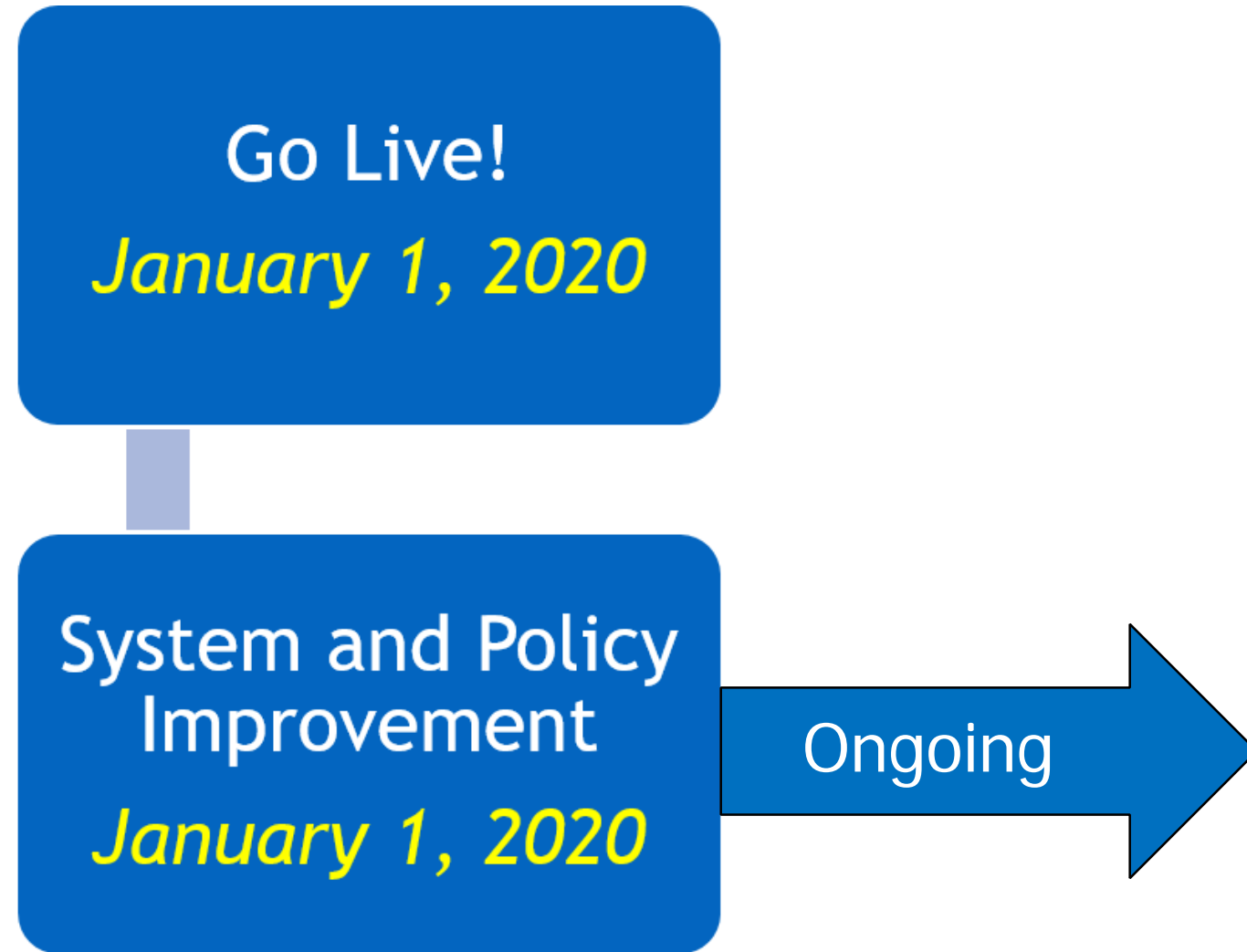
State System Training Phase I



EVV Timeline Update : Phase II



EVV Timeline Update : Phase III



Corresponding Process for Phase III



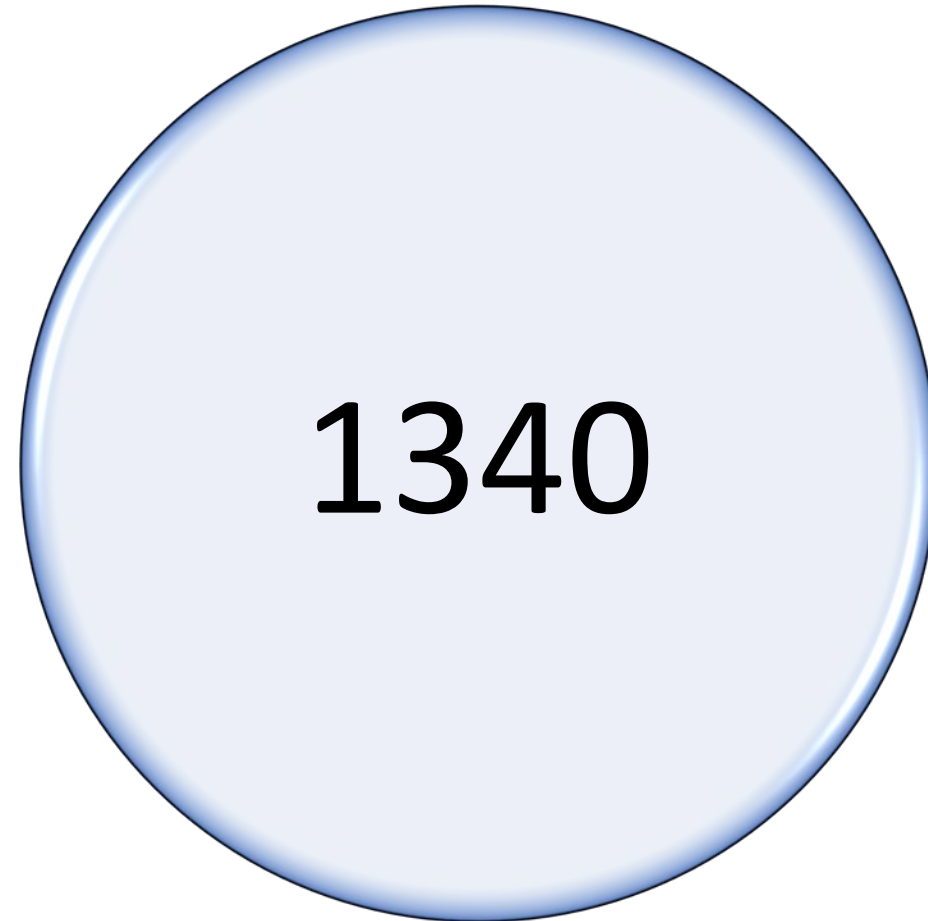
Questions



State System Phase I Overview

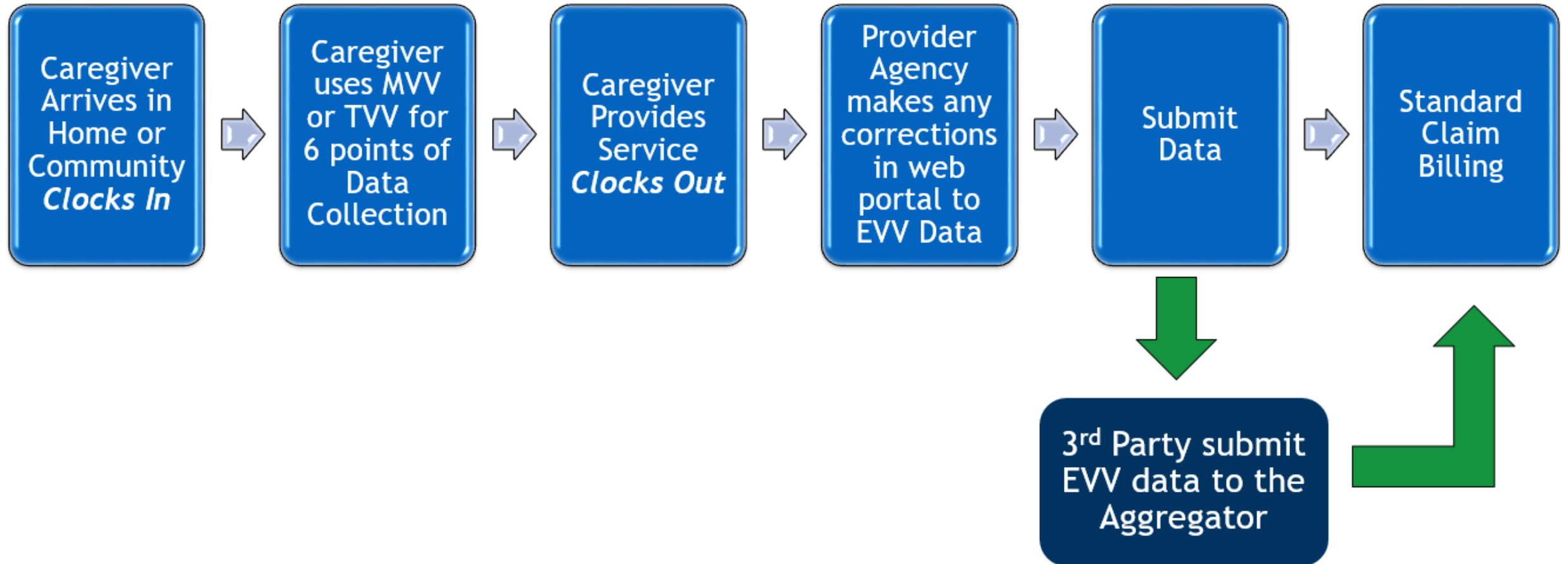


*Number of Colorado Providers Impacted by EVV**



* Subject to Change

EVV Process Example



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 State System

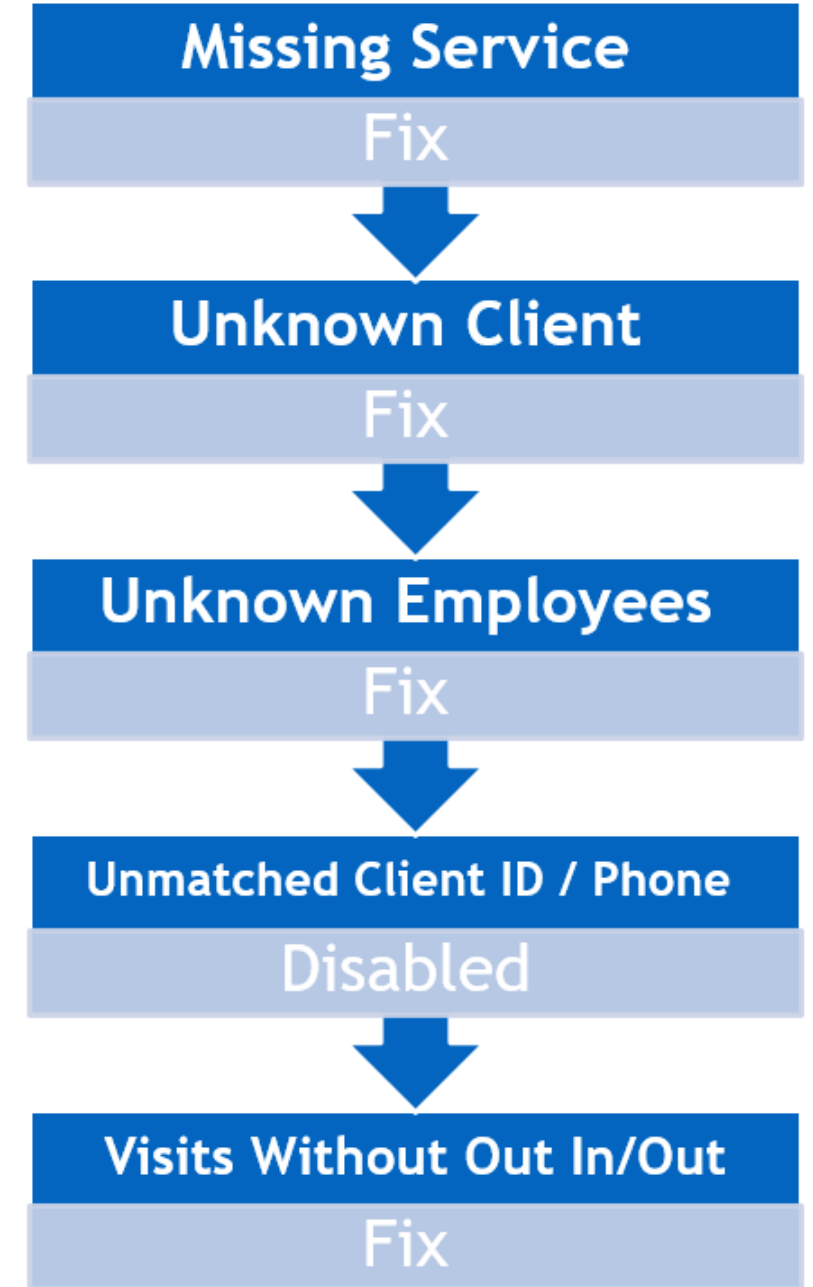
For each exception, the following have been defined:

- “Fix” – must be fixed for the visit to be considered complete.
- “Ack” – Acknowledge – 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.

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.



Reason Codes

- When an EVV visit is added, changed or fixed, the provider agency must associate a reason code with the visit.
- Reason codes are associated with the change to the visit, not to the specific exception being fixed.
- Reason codes will be used when making all Visit Maintenance changes or updates, including fixing exceptions and when making manual changes to visits.
- There is also the ability to add a note to support 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

Technical Specifications for MVV

- iPhone Requirements
 - The App is best viewed on an iPhone 6 and higher
 - Running Minimum iOS version 9.0
- Android Requirements
 - The App is best viewed on an Android device using Android OS 7.0 (Nougat)
 - Minimum OS is Android 5.0 (Lollipop) and above

Sandata may change device requirements over time to ensure continued compliance with HITRUST, Security/HIPAA and ADA requirements.

Provider Choice Data



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

*Subcommittee
Updates :*
**Addressing
Stakeholder Feedback**



Privacy Subcommittee Updates

Top Privacy Concerns	Stakeholder Feedback	Department Policy
GPS	No GPS	GPS is not required
Information in MVV	Do not want the Dept to know specifics on the tasks that are performed in EVV tool	Tasks are not included in Phase I of the State EVV tool
Predetermined locations	No restrictions on where services can be performed	State EVV Tool does not have pre-determined locations
Member Identification	No SSN	Members are identified by Medicaid ID, not SSN

Privacy Subcommittee Updates

Top Privacy Concerns	Stakeholder Feedback	Department Policy
Client verification	Client should not be required to verify services or use microphone on phone	Client verification is not required in the State EVV Tool for most services. CDASS in will require verification
Sandata app having access to camera	Do not want the mobile app to have access to camera	In the State MVV tool the app does not have access to the camera
Data stored on the phone	Do not want any personal health information stored on the phone	Data is not typically stored on the phone. Only stored when the MVV is in area lacking network service for later upload, information is encrypted

System Subcommittee Updates

Top System Concerns	Stakeholder Feedback	Department Policy
Basic system	Providers unsure if they can make an informed decision on which system to use	Dept. is gathering as much information as possible from vendor to assist in the decision-making process. Please inform Dept. of needed information.
Tasks for CDPHE compliance	Want state system to have functionality to meet CDPHE compliance measures	The State EVV system in Phase I will not have task level detail.
All procedure codes provided	<ul style="list-style-type: none"> • Ensure correct service is billed • Ensure the State EVV tool is user friendly 	In Phase I, the State EVV system will have grouped services that encompass many procedure codes.

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
- Business Rules Draft
- Provider Welcome Kit

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?

Overview Slide

- Reviewed what is EVV and State model
- Discussed services that are impacted by EVV
- Reviewed EVV timeline
- Covered State systems logistics
- Addressed stakeholder feedback from EVV subcommittees

Next Steps

- Planning Sandata Stakeholder Welcome
- Develop Outreach materials (i.e. Service Codes)
- Next stakeholder meetings
 - January 15 – Next General Stakeholder meeting
 - Subcommittee Dates TBD



Your Feedback Matters

*"Tell us what
you think!"*



Contact

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