

Electronic Visit Verification

February 19, 2019



WELCOME

Restroom location

HCPF Introductions



Agenda

1. Introductions
2. Brief Overview of EVV
3. Review State EVV Technology
4. Overview of State training options
5. Provider Survey Results
6. Discuss Sandata Meeting
7. Top FAQ's
8. 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 in more detail the State EVV Solution
- 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 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
- The Department is implementing EVV for all Colorado required services on January 1, 2020

What must EVV Capture?

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

Key Terminologies

Term	Meaning
State EVV Solution	State EVV system available to providers at no cost
Provider Choice System	EVV system procured, purchased, and used by a provider
Alternate Vendor	Vendor who manages a provider choice system

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)
- Physical Therapy (provided in the home)
- 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*

State EVV Solution Overview



Mobile Application : MVV

- Mobile Visit Verification (MVV): A GPS enabled mobile application downloaded on a smartphone or tablet
- Bring your own device method that works on iPhone and Android
- GPS Enabled
 - Captures location when a caregiver clocks-in/clocks-out
 - No continual location reporting
- Caregivers log-in with unique Sandata ID or email address
- Preferred State technology



Mobile Application : MVV

- MVV available in Spanish, Somali, Russian, Chinese Mandarin, and Arabic Egyptian
- Member identified through Medicaid ID or Sandata unique Client ID
- All EVV data is encrypted
- Application times out after five minutes
- Password has to be updated every 60 days
- After 5 unsuccessful log in attempts in 15 minutes the caregiver will be locked out

MVV in Rural Areas

- State Solution application will work in rural area
- MVV will automatically switch to “Disconnected Mode” when smartphone is not connected to a network
- EVV data will be saved for a later transmission when the caregiver logs-in and network connectivity (Cellular or Wi-Fi) is established
- After 25 hours the visit data is purged

*Questions
or
Comments*



Telephony (TVV)

- Each provider ID has two toll-free multi-language numbers
- Both numbers are accessible 24 hours a day, 7 days a week
- Non-GPS option
- Client phone is preferred for TVV
- Location captured through ANI technology
- Member identified by Sandata Client ID
- Caregivers identified by Sandata ID



*Questions
or
Comments*



Provider Portal

- Used for visit maintenance and administrative tasks
- Limited capacity for manual entry of EVV data
- Used by Providers who utilize State EVV Solution
- View and verify visits
- Address expectations or errors
- Audit information



Exceptions in State System

In Visit Maintenance, exceptions are created when the EVV system identifies a missing data element or incomplete information

For each exception, the following have been defined:

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

Reason Codes

- When an EVV visit is manually added, changed, or fixed a provider agency must associate a reason code with the visit
- Reason codes are associated with the manual changes to visits to address why the changed occurred
- There is also the ability to add a note for additional clarification when reason codes are selected

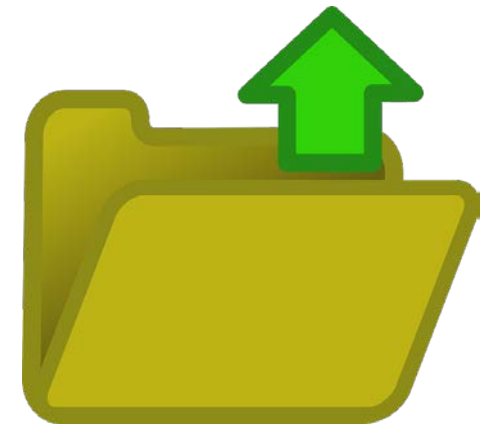
Reason Code Description	Note Required?
Member Santrax ID/Medicaid ID not entered	N
Staff forgot to clock in/clock out	N
Wrong service selected	N
Wrong member selected	N
Service not selected	N
Member not home	N
Member refused services	N
Cell phone not charged	N
Sandata mobile application problems	N
No cell coverage	N
TVV - Phone disconnected	N
TVV - Phone in use by Member/family	N
Other	Y

*Questions
or
Comments*



Setting Up Sandata Account

For Providers who have over **80** members, the EVV State Solution vendor, Sandata, will provide a one-time batch upload of member and caregiver information.



Data Aggregator

- Provider Choice systems must connect to the Data Aggregator
- Providers using Provider Choice systems may view visit data
- Providers will have unique identifier to log-in



Visit is currently in process.

Visit has taken place but needs additional required information in order to be verified.

Visit has passed all defined exceptions and has been marked as 'Verified'.

Questions or Comments



Electronic Visit Verification *Roadmap 2019*



Electronic Visit Verification Implementation Roadmap

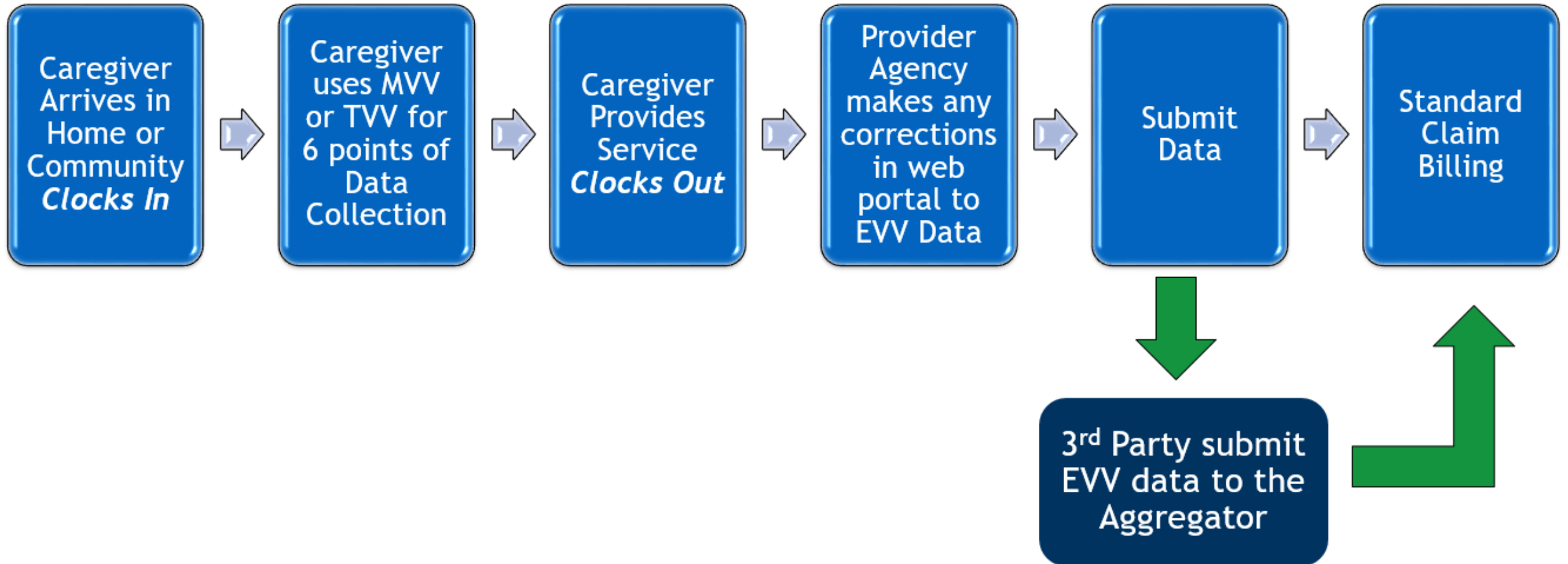
2018-2020



EVV GO-Live Corresponding Process



EVV Process High Level Example



Provider Survey

Finalized Results



Quick Facts on Provider Survey

Response
Rate: 613

- 70% of Providers reported having between 0-20 direct care workers
- 60% of Providers were not familiar with the requirements of the Cures Act
- Providers main concern is how EVV may disrupt billing
- Majority of providers reported they currently do not utilize an EVV system
- Providers preferred training method is Independent eLearning
- Low stakeholder engagement reported
- Providers indicate support is needed to decide on State EVV Solution vs. Provider Choice System





Questions



Subcommittee Updates



Subcommittee Updates

-  Training/Communication
-  System
-  Privacy
-  Participant Directed

Training Overview



Provider Training for State EVV Solution

- A “Train-the-Trainer” model for agencies will be offered through the Department's EVV vendor.
- This training model allows for a few individuals knowledgeable about the business to attend training then take the information learned back to the office and train the other staff.
- The “trainer” can then train provider agency staff utilizing training materials provided by the State EVV vendor.
- The Department recommends at least one of the individuals who attends training be an administrator.

Types of Training Offered

Instructor Led Classroom Training

Instructor Led Web-Based
“Webinar” Training

Independent Web-Based Training

Instructor Led Classroom Training

- This is an in-depth, hands-on review of the EVV environment, including features, structure, limitations and requirements.
- Classroom training is in a computer lab setting where each participant has a dedicated computer.
- Classroom sessions can accommodate up to 30 participants per session.

Duration: Approximately seven hours

Participation: Limited to two people per provider ID

Training is restricted to agency staff.

Instructor Led Webinars

- These sessions cover the same content delivered in the classroom session, in three (3) two-hour sessions.
- Participants attend from a remote location, using their own computer with internet access.
- Webinars can accommodate up to 70 attendees per session.

Duration: Approximately three (3) two-hour sessions
Participation: Limited to two people per provider ID.
Training is restricted to agency staff.

Independent Web-based Training

- This method allows a training participant to independently access online role-specific training materials.
- The materials are available 24 hours a day, seven days a week, which may be more convenient for provider with busy schedules.
- Independent Web-based Training can be a great resource as a training refresher or a way to train new providers.

Duration: Self-paced, based on role
Participation: Unlimited

Questions



Sandata Meeting Confirmed

When:

March 19, 2019

Where:

EVV General
Stakeholder Meeting

Department Deliverables

- Contract executed with DXC
- Held kickoff meeting with DXC and Sandata
- Confirmed Service List
- Provider Survey
- EVV FAQ
- Updated EVV Implementation Timeline
- Provider Choice System Technical Specifications
- EVV Service Code List

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. Do members need a phone for telephony to work?
4. 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: February 26, 2019
 - Training/Communications: February 27, 2019
- **Sandata at March Stakeholder Meeting**

Your Feedback Matters

*"Tell us what
you think!"*



Contact

Danielle Walker

303.866.6265

EVV@state.co.us

