

Electronic Visit Verification

November 2017



COLORADO
Department of Health Care
Policy & Financing

Our Mission

Improving health care access and outcomes
for the **people** we serve while demonstrating
sound stewardship of financial **resources**



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:

- Explain EVV, the legislative mandate, and the scope of implementation
- Describe the implementation option chosen by the State
- Discuss services that will be included in EVV in Colorado
- Discuss challenges and questions that have been identified regarding Participant Direction.



Meeting Ground Rules

We ask that you:

- Mind E-manners
- Save questions and comments for after the presentation
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution focused



What is EVV?

- Electronic Visit Verification (EVV) is a telephone and computer-based system that electronically verifies that home and community based service visits occur, and documents the precise time service provision begins and ends.
 - Includes multiple point-of-care visit verification technologies, such as telephonic, mobile and fixed visit verification inputs



Why is EVV required?

- Section 12006 of the 21st Century Cures Act requires all states implement an Electronic Visit Verification (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.



What services does the EVV mandate apply to?

- Personal care:
 - 1905(a)(24) State Plan Personal Care benefit
 - 1915(c) HCBS Waivers
 - 1915(i) HCBS State Plan option
 - 1915(j) Self-Directed Personal Attendant Care Services
 - 1915(k) Community First Choice State Plan option
 - 1115 Demonstration
- Home Health:
 - State Plan Home Health (provided under section 1905(a)(7) of the Social Security Act or under a waiver of the plan)



What must EVV verify?

21st Century Cures Act mandates EVV systems must 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



Department Implementation

- Where we are – Information Gathering Stage:
 - Demonstrations from potential vendors
 - Budget analysis
 - CMS guidance
 - Stakeholder input
- Where we are going:
 - 2019 - Personal Care
 - 2019 - Home Health



Federal Implementation Options

1. Provider Choice

- State requires the provider community to self-fund, select and implement an EVV solution of their choosing by required deadline

2. State Choice

- State Medicaid program contracts with a single EVV vendor and mandates that all Provider Agencies use that vendor's EVV system

3. Hybrid Model

- State selects a vendor to provide EVV solutions while allowing all providers to choose alternative/existing EVV systems, if they meet state specifications



Services Included in EVV

- Personal Care
- Home Health
- Private Duty Nursing
- Hospice
- Homemaker
- Health Maintenance
- Consumer-Directed Attendant Support Services (CDASS)
- In-Home Support Services (IHSS)
- Colorado Choice Transition (CCT) Services (if non-CCT version listed above)



Identified Concerns/Questions

- What are the options to clock in/out if the client/Authorized Representative (AR) does not have a smart phone or doesn't have internet access?
- What are other reporting options that don't require smart phone applications or internet?
- What if minute phones don't have enough minutes or data to support the EVV process?
- How do we ensure that undue hardship does not occur?
- Does the attendant have to be prescheduled?
- What if there is a change in the schedule for when the attendant is to provide care?



Identified Concerns/Questions

- Does a client's phone have to be used by the attendant, which could give attendants access to the client's private information?
- Is there a grace period for when the AR would need to approve hours worked, specifically if there were several time periods documented within the same day?
- What are the options to ensure that CDASS is in compliance with federal regulations while adhering to participant direction philosophy (*managing own care, having independence, not feeling "tracked"*)?



Identified Concerns/Questions

- How do attendants “clock” hours if they live in the same home as the client and may provide support numerous times a day that are less than 15 minutes and not scheduled in advance?
Example: 7 minutes in the middle of the night every couple of hours
- Can attendants continue to provide support for tasks across all three services interchangeably throughout one shift, or will they have to clock in/out when performing each service? (*Personal Care, Homemaker, Health Maintenance*)
- How will an attendant document their shift hours when working for multiple clients in one household?



Identified Concerns/Questions

- How will it impact clients/ARs who have multiple pay rates in each service?
Example: Extra homemaker tasks were completed unscheduled so a higher rate is agreed upon for that time but personal care was scheduled and being paid at the standard rate.
- How does the attendant clock in/out if the service does not start and end at client's home?
- How does the attendant clock in/out if the AR does not live with the client or lives out of state?



Discussion

- Are there any concerns or questions that our list does not capture?
- Suggestions or ideas related to EVV implementation in Colorado?

Expectation for Stakeholder Engagement

- Over the course of the year and the following year, the Department plans to update and engage stakeholders at several points in the development and implementation process
- There will be several opportunities to provide input on the system design and implementation plan.
- Stakeholder meeting invitations will be sent to those on the main EVV email list. To be added to this list, contact Lana Eggers at EVV@state.co.us



Next Steps

- Next Full Stakeholder Meeting:
 - Date and Time Pending
- EVV Stakeholder Meeting Website:
<https://www.colorado.gov/pacific/hcpf/electronic-visit-verification-stakeholder-workgroup>
- Questions or Comments: EVV@state.co.us

