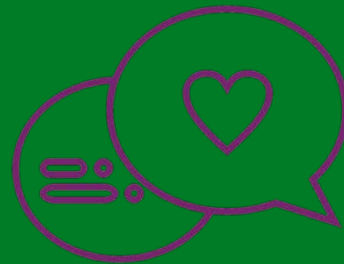


Electronic Visit Verification Communication/Training Subcommittee



July 25, 2018

Agenda

- ❑ 1. Call to Order & Introductions
- ❑ 2. Meeting Agenda & Goal of Meeting
- ❑ 3. EVV Communications & Training Updates
- ❑ 4. Interactive Feedback
- ❑ 5. Open Forum Q&A

WELCOME!

HCPF Introductions

Restroom location

- Sign in sheet



Meeting Guidelines

We ask that you:

- Mind E-manners
- Identify yourself when speaking
- Share the air
- Listen for understanding
- Stay solution and scope focused for communications and training

Goal of Today's Meeting

Review and update stakeholders on training and communications in regards to the targeted timeline of implementation

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.

Meeting Purpose

- The purpose of this subcommittee is to identify issues with current communication strategies and develop solutions to help provide information regarding the implementation of Electronic Visit Verification (EVV) to community members.
- In addition, this subcommittee will help develop strategies for the effective ongoing training of community members for the EVV system.

Communication & Training Goals

To effectively educate and support Health First Colorado members and providers before and during the implementation of EVV

To demonstrate the Department's competency and level of support during transformation system implementations

Communication Plan

- General Messages: **Background Information**
 - ✓ What is EVV?
 - ✓ Why EVV?
 - ✓ Does EVV apply to me?
 - ✓ How will EVV benefit CO?
 - What does EVV mean for...?
 - How is it going to be better than interChange
 - How Will HCPF support Providers/Members

Communication Plan

General/Key Messages: **Members**

- ✓ How can I be involved in the EVV implementation process?
- ✓ Debunking “ Big Brother Fears”
 - Work with Privacy Subcommittee
- ✓ How do I know if EVV applies to me?
- ADA Compliance and alternative options for a wide range of abilities

Communication Plan

General/Key Messages: **Providers**

- ✓ How can I be involved in the EVV implementation process?
- ✓ How do I know if EVV applies to me?
- Will EVV disrupt billing?
- How do I use the system?

Communication Plan

General/Key Messages: **Internal HCPF**

- What do I need to know?
- How can I help/support?
- How can I be involved in the EVV implementation process?

ADA Compliance Criteria

Software
Applications and
Operating Systems

Web-based Internet
Information and
Applications

Telecommunications
Products

Video and Multi-
media Products

Self-Contained,
Closed Products

Functional
Performance
Criteria

Information,
Documentation and
Support

Material Production

EVV Fact Sheet/FAQs

Provider and Member Surveys

Draft schedule of stakeholder meetings

EVV Website

Training plan

EVV Videos

“Getting to Know EVV”

Stakeholder Engagement Fact Sheet

Material Dissemination Plan

Target Audiences:

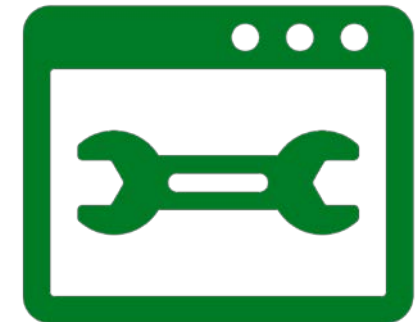
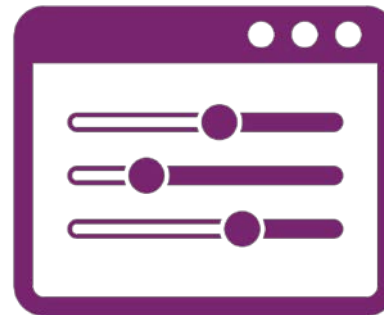
- Members
- Providers
- HCPF Staff
- Other State Depts
- Department Publications
- EVV Stakeholder List and EVV Webpage

Channels:

- Social Media
- EVV website
- EVV Newsletter
- EVV Inbox (to collect information from stakeholders)

Introduction to Training

- The contracted EVV system “Sandata” will provide training with the support of department staff Stephanie Milici.
- Training is anticipated for fall 2018.
- Training will be ADA compliant, and be offered via webinar, self-service, or in-person.
- Stakeholder input on training locations and times are highly valued!

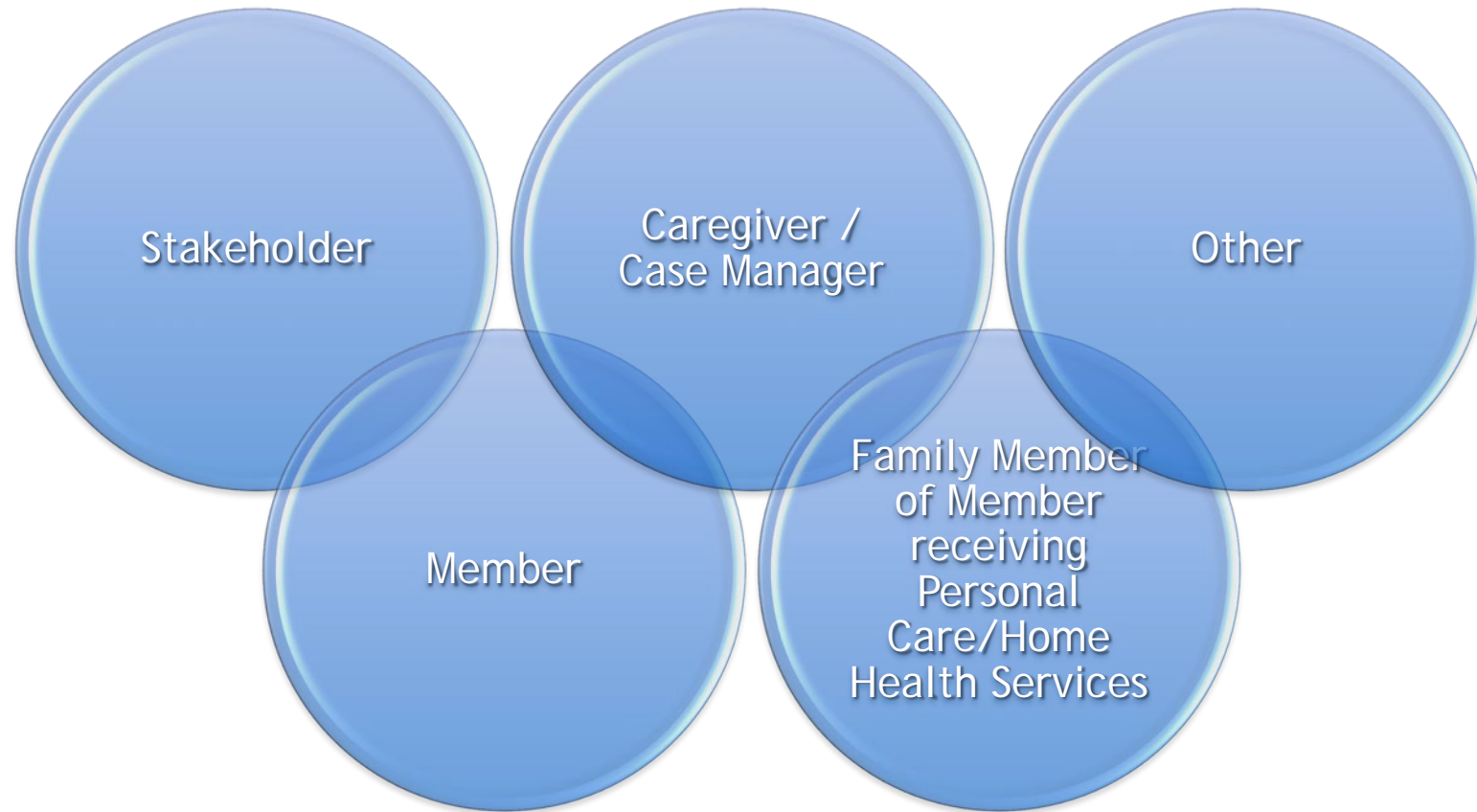


Interactive Feedback



Interactive Feedback

I am looking for more information on EVV; here is a summary of what I would like to know as a:



Interactive Feedback

- What are your expectations for EVV and/or HCPF during the pilot and implementation phases?
- I would like to see more about how EVV will affect me and/or benefit me personally via these channels/in the follow format:
- I am looking for information regarding ADA compliance, specifically the following topic:
- If I could add anything to the EVV website, I would add the following...

Your Feedback Matters



Next Steps

- Be on the look out for reoccurring subcommittee
 - August 29, 2018 – *pending meeting date* – details will be emailed and posted
- Next Full Stakeholder Meeting:
 - August 21, 2018 - details will be emailed and posted
- EVV Stakeholder Meeting Website:
 - Presentation will be published after this meeting

Contact

Danielle Walker

EVV@state.co.us