

Electronic Visit Verification
Communication and Training
Subcommittee

May 30, 2018

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

Agenda

- Introductions
- Communication Plan Updates
- Scenarios
- Deliverables
- Questions/Next Steps

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 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?
 - What does EVV mean for...?
 - How is it going to be better than interChange
 - How is this benefiting CO?
 - How Will HCPF support Providers/Members

Communication Plan

General/Key Messages: **Members**

- Debunking “ Big Brother Fears”
 - Work with Privacy Subcommittee
- How do I know if EVV applies to me?
- How can I be involved in the EVV implementation process?

Communication Plan

General/Key Messages: **Providers**

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

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?

Identified Stakeholders

Members

Providers

Family
Caregivers

Legislators

Advocacy
Groups

Material Production

EVV fact sheet/FAQs

Draft schedule of stakeholder meetings

Training plan

“ Getting to Know EVV”

Provider and Member Surveys

EVV web page

EVV Videos

Stakeholder engagement sheet

Material Dissemination Plan

Members

Providers

HCPF Staff

Other State Depts

Department Publications

EVV Stakeholder List and EVV Webpage

Scenarios

Scenario 1

What are identified
strategies to contact
Rural
providers/members?

Scenario 2

What are the best communications methods for meeting reminders and EVV updates in general?

Scenario 3

How does HCPF
get information
to members
without access
to internet ?

Scenario 4

What options
are needed to
ensure
materials are
ADA compliant?

Your Feedback Matters



Next Steps

- Be on the look out for reoccurring subcommittee
- Next Full Stakeholder Meeting:
 - June 19, 2018 - details will be emailed and posted
- EVV Stakeholder Meeting Website:
 - Presentation will be published after this meeting

Contact

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