



[LTR DATE]

[FIRST NAME] [LAST NAME] State/Medicaid ID: [STATE ID NUMBER]
[ADDRESS]
[CITY], [STATE] [ZIP]

Electronic Visit Verification for Home and Community Based Services

We want to let you know that Electronic Visit Verification (EVV) is starting for some services delivered in the home or community.

What is Electronic Visit Verification (EVV)?

EVV is a method for caregivers to report when they provide home or community service visits. Some caregivers will report visit information using an application on a smartphone or tablet, and some will make a phone call.

Why is EVV important and how does it help members?

EVV is important to make sure members are getting the services they need and helps prevent fraud. EVV is required by federal and state laws. Provider Agencies are required to report the type of service you receive, your member ID, the caregiver provider the service, the date, the location of service delivery, and what time the service begins and ends.

How will EVV affect me?

EVV will not change the services that you receive in your home or in the community. You are not required to do anything for EVV. You may see your caregivers clocking in when they begin services and clocking out at the end of services. Your caregiver may ask to use your phone to report a service visit, however you are not required to let them use your phone.

When will EVV start?

EVV is required to begin August 3, 2020 for all services listed on the back page of this letter, except for Consumer Directed Attendant Support Services (CDASS). EVV is required to begin by July 1, 2020 for CDASS. Some Provider Agencies may start EVV before the required date, and some may already be doing EVV. Please contact your Provider Agency for details on when they will start EVV.

List of services that require EVV*

- Behavioral Therapies (provided in the home or community)
- Consumer Directed Attendant Support Services (CDASS)
- Durable Medical Equipment (select services)
- Home Health (including Certified Nurse Aide, Nursing, Occupational Therapy, Physical Therapy, and Speech & Language Therapy)
- Homemaker
- Hospice
- Independent Living Skills Training (ILST)
- In-Home Support Services (IHSS)
- Life Skills Training
- Occupational Therapy (provided in the home)
- Pediatric Behavioral Health
- Pediatric Personal Care
- Personal Care
- Physical Therapy (provided in the home)
- Private Duty Nursing
- Respite (provided in the home or community)
- Speech Therapy (provided in the home)
- Youth Day

Are exemptions from EVV available?

Some members who receive services from a caregiver who lives in the same home as them may be exempt from EVV. To determine if the services you receive may be exempt from EVV, please outreach your Provider Agency or Financial Management Services (FMS) Vendor. Additional information can also be found on the Department's website, colorado.gov/hcpf/evv.

Learn more

Ask your Provider Agency or FMS Vendor for information on how they are doing EVV. You can also learn more on our website, colorado.gov/hcpf/evv, or by contacting the Department at evv@state.co.us. Stakeholder meetings about EVV are held monthly and open to the public. To register for the EVV email list, please contact evv@state.co.us.

*Required services as of June 2020