



**COLORADO**

Department of Health Care  
Policy & Financing

## Electronic Visit Verification Fact Sheet: Participant Directed Services

**August 2018**

- Can two attendants or more work for the same client at the same time? Will the system allow it?
- What if client and attendant aren't in the same place? Example, client in community but attendant completing laundry at client's home
- What are the options to clock in/out if the client/Authorized Representative (AR) does not have a smartphone or doesn't have internet access?
- What are the options for the attendant needs to make corrections?
- What if minute phones don't have enough minutes or data to support the EVV process?
  - The attendant will still be responsible for verifying that services are provided. This can be done on any cell or landline, including the attendants phone. A computer may also be used.
- 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?
- 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?
- 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?
- How will it impact clients/ARs who have multiple pay rates in each service?
- It's an emergency how do they clock in?



- How does EVV work when there are 2 attendants at the same time?
- What if client is in community with an attendant and another attendant is at the client home performing homemaker tasks
- How can different rates be associated to a visit? Example- client/attendant clocks in/out of a visit and categorizes the entire visit as *CDASS*, how can the client/AR use different rates for the visit? Can they split the time up in the visit to list out different rates? Or must it be one rate for the entire visit?
- What about someone is in the mtns/out of range for longer span of time?
- Are we assuring that any ADA needs are being addressed? What if client cannot physically use a phone or computer system - can the attendant log in/out for them?
- Is there the ability to identify service limitations (40 hour a week max for family members)? Flag time in/out that exceeds service limitations or prohibit additional log in.
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- What about someone is in the mtns/out of range for longer span of time?
- Are we assuring that any ADA needs are being addressed?
  - What if client cannot physically use a phone or computer system - can the attendant log in/out for them?
- How will EVV state system punch in/out be matched up to the FMS timesheets?

