

Electronic Visit Verification

General Stakeholder Meeting

August 20, 2019

Our Mission

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

WELCOME Stakeholders



- Restroom locations
- HCPF Introductions

Agenda

Introductions

Brief Overview of EVV

Service Types Required for EVV

Overview Colorado EVV Technologies

CMS Guidance

Training Clarification for Provider Choice Systems

New EVV Website

Open Forum

Meeting Guidelines

- We ask that you:
 - Mind E-manners
 - Identify yourself when speaking
 - Share the air
 - Listen for understanding
 - Stay solution and scope focused

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:

- Review EVV, the legislative mandate, and the scope of implementation
- Discuss EVV Project Updates and provider preparation tips
- Review current implementation timeline
- Address stakeholder concerns from top FAQ's
- Provide a platform to gather stakeholder feedback

What is EVV?

- Electronic Visit Verification (EVV) is a technology solution which verifies information through mobile application, telephony, or web-based portal
- EVV is used to ensure that home or community-based services are delivered to people needing those services by documenting the precise time service begins and ends
- Section 12006 of the 21st Century Cures Act requires all state Medicaid agencies implement an EVV solution
- States that do not implement EVV will incur a reduction of Federal funding
- The Department is implementing EVV for all Colorado required services on January 1, 2020

What must EVV Capture?



**TYPE OF SERVICE
PERFORMED**



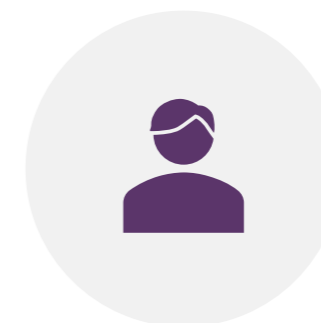
**INDIVIDUAL
RECEIVING THE
SERVICE**



**DATE OF THE
SERVICE**



**LOCATION OF
SERVICE DELIVERY**



**INDIVIDUAL
PROVIDING THE
SERVICE**



**TIME THE SERVICE
BEGINS AND ENDS**

Which Services Require EVV?*

- Personal Care
- Pediatric Personal Care
- Home Health: RN, LPN, CNA, PT, OT, SLP
- Private Duty Nursing
- Hospice (all locations)
- Homemaker
- Respite (provided in the home or community)
- Consumer Directed Attendant Support Services (CDASS)
- In-Home Support Services (IHSS)
- Independent Living Skills Training (ILST)
- Life Skills Training
- Physical Therapy (provided in the home)
- Occupational Therapy (provided in the home)
- Speech Therapy (provided in the home)
- Behavioral Therapies (provided in the home or community)
- Pediatric Behavioral Health
- Youth Day
- Durable Medical Equipment (requiring in-home visit setup) **Delayed**

**Subject to change*

Which Service Types Require EVV?

- **EVV Exempted**

- Facility Per Diem Services
- Managed Care
- PACE
- All other Capitated Services

Service Location

- The Department recognizes that EVV services can happen in the home or in the community.
- It is essential that EVV does not disrupt this flexibility of service location.
- Services that happen in an facility or professional building are exempt from EVV. Unless noted otherwise.

Questions or Comments

Key Terminologies

Term	Meaning
State EVV Solution	State EVV system available to providers at no cost
Provider Choice System	EVV system procured, purchased, and used by a provider
Alternate Vendor	Vendor who manages a provider choice system
Data Aggregator	Where provider choice systems will submit EVV data to the State Solution

State EVV Model: Hybrid

Colorado selected a vendor that will provide EVV solutions, while also allowing providers to use alternative/existing EVV systems, if they meet state specifications:

- ✓ Providers choosing to use an alternate vendor must ensure that their system is configured to Colorado EVV rules and requirements.
- ✓ Provider Choice Systems must connect to the Data Aggregator
- ✓ Provider training must be completed prior to connecting to the Data Aggregator

State EVV Solution Overview

Colorado EVV Technologies



Mobile Application



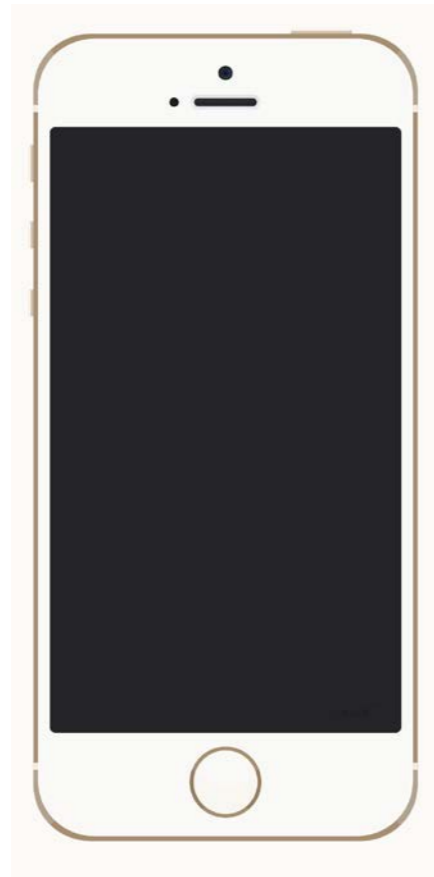
Telephony



Provider Web Portal
(Santrax)



Mobile Application: MVV



- Mobile Visit Verification (MVV): A GPS enabled mobile application downloaded on a smartphone or tablet
- “Bring your own device” method that works on iPhone and Android
- GPS Enabled
 - Captures location when a caregiver clocks-in/clocks-out
 - No continual location reporting
- Caregivers log-in with unique Sandata ID or email address
- Available in English, Spanish, Somali, Russian, Chinese Mandarin, and Arabic Egyptian

Rural Area Considerations



- State EVV Solution application will work in rural areas or telephony can be used
- MVV will automatically switch to “Disconnected Mode” when smartphone or tablet is not connected to a network
- EVV data will be saved for a later transmission when the caregiver logs-in and network connectivity (cellular or wi-fi) is established

Telephony Visit Verification (TVV)



- Each provider ID has two toll-free, multi-language numbers
- Both numbers are accessible 24 hours a day, 7 days a week
- Non-GPS option
- Client phone is preferred for TVV
- Location captured through ANI technology
- Member identified by Sandata Client ID
- Caregivers identified by Sandata ID

Provider Portal



- Used for visit maintenance and administrative tasks
- Limited capacity for manual entry of EVV data
- Used by providers who utilize State EVV Solution
- View and verify visits
- Address expectations or errors
- State enforced manual entry threshold

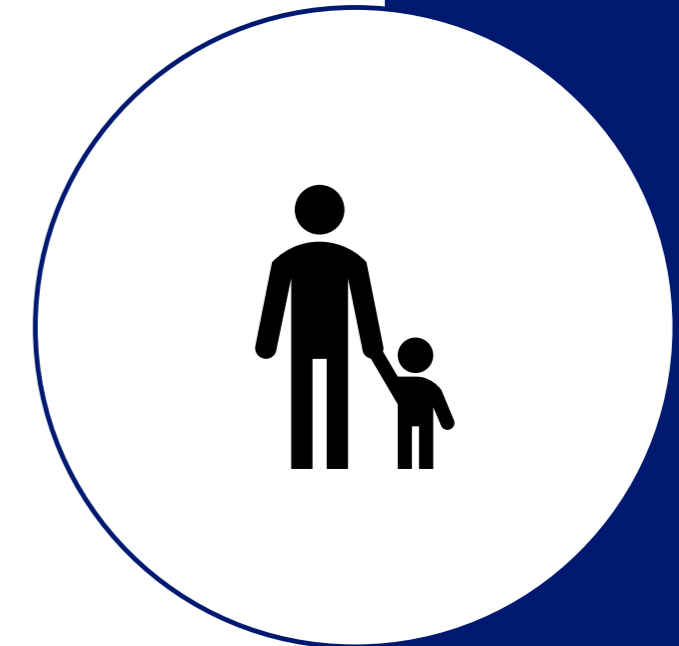
Sandata EVV Scheduling Module

- The scheduling module is an **optional** feature in the State EVV Solution
- Allows an agencies to provide caregivers with their upcoming visit schedule
- Allows a caregiver using the mobile application to select from available schedules
- Allows the agency to communicate in advance with members for upcoming services
- Provides benefit to agencies that currently do not have a scheduling system
- Allows proactive alerting of missed or late service visits

CMS Guidance

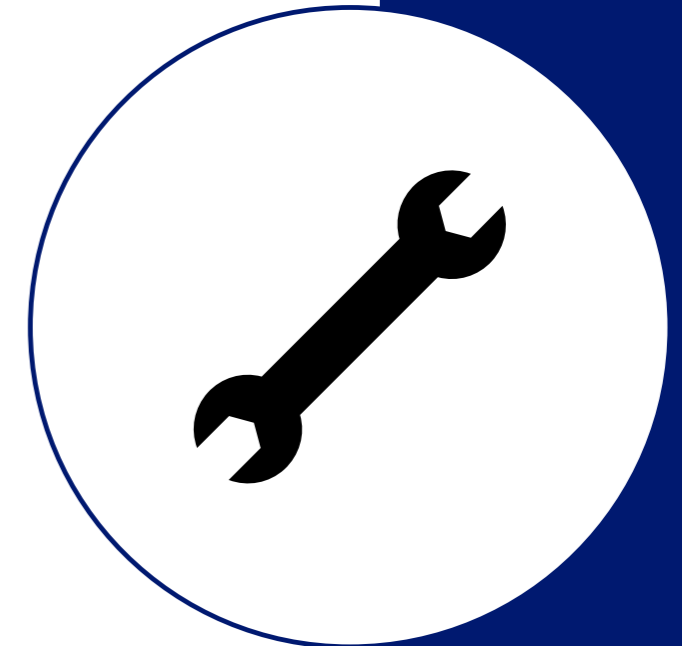
Do EVV requirements apply if the individual receiving personal care or home healthcare lives with the caregiver providing the service?

- No, EVV requirements do not apply when the caregiver providing the service and the beneficiary live together. PCS or HHCS rendered by an individual living in the residence does not constitute an “in-home visit”.
- However, states are encouraged to apply appropriate oversight to services provided in these circumstances to curb fraud, waste and abuse. Additionally, states may choose to implement EVV in these instances, particularly when using discrete units of reimbursement, such as on an hourly basis.



Do EVV requirements apply to the component of home health services authorizing the provision of medical supplies, equipment or appliances?

- No, EVV requirements do not apply to this component of the home health benefit. The delivery, set-up, and/or instruction on the use of medical supplies, equipment or appliances do not constitute an “in-home visit.”



If a personal care or home health care service is provided both in the home and in the community during the same visit, is that service subject to EVV requirements?

- EVV is only required for the portion of the service rendered in the home; however, states may choose to require more information to control fraud, waste, and abuse.



EVV methods states can use for capturing services rendered partially in the home may include:

a) Capturing the specific location where the service starts and stops, regardless if that location is in the home or community.

b) Using the terms "home" and/ or "community" as the designation in the EVV system for location. The location data element transmitted to the state is indicated as either "home" or "community" depending on the location of the check-in/out. The specific community location (e.g., coordinates, address, etc.) would not be transmitted.



Guidance Continued

c) Capturing only the specific home location, but the start and stop times for the full service unit. For example, if a service visit starts in the community and ends in the home, the caregiver would check in from the community to note the visit's start time (without recording location), check in again when they enter the home to begin recording the location, and then check out when they leave the home to note the visit's end time.



Guidance Continued

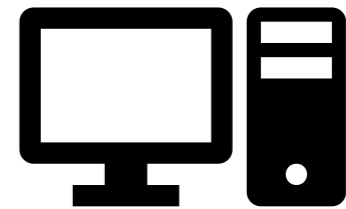
Methods b) and c) above are presented as options for alleviating privacy concerns regarding tracking of community locations while ensuring that the location of any portion of a service delivered in the home is recorded.

States may select the approach that best aligns with their systems and program integrity goals. CMS takes no position on which option should be selected by a state, or on the technological implications for implementing methods b) or c).



Are web-based electronic timesheets with dual verification a permissible form of EVV?

- No. Most states' EVV systems use GPS and/or landlines to capture the location of PCS and HHCS. As an alternative, stakeholders proposed the use of web-based timesheets in which the time and location of service delivery is entered by the caregiver and authenticated by the beneficiary.
- However, web-based timesheets alone do not provide the state with auditable confirmation of the data entered by the provider and approved by the individual. Consequently such a system would not be sufficient for electronically verifying the six data elements required by section 1903(I)(5)(A) of the Act for PCS or HHCS services rendered during an in-home visit.



Provider Choice System Process Overview

Phase 1: Outreach

- Provider review Technical specifications
- Providers coordinate with contracted EVV vendor
- Providers determine if they will use the State solution or an alternate EVV vendor
- Provider Choice Systems reach out to Sandata begin testing process
 - **Phone: (855) 871-8780**
 - **Email : CO-HCPF-EVVProviderHelpdesk@etraonline.net**

Phase 2: Setup for Interface Testing with Sandata

- Providers register with Sandata to request test credentials
- Sandata sends testing guide and checklist to Providers
- Sandata creates an account to support testing efforts
- Sandata will provide contact information for Sandata's technical interface support team for questions and issues

Phase 3: Interface Testing

- Test files are uploaded by vendor and checklist is filled out
- Provider sends in completed checklist from vendor to Sandata and requests validation
- If unsuccessful, the checklist marked with erroneous files/scenarios is sent back to provider
- The corrected checklist can be resubmitted until all errors are corrected

Phase 4: Production Ready

- Provider testing is successful
- Sandata sends Production credentials to Provider
- Provider takes aggregator training
- Providers start sending EVV data to Department for Soft Launch

State Solution Update

One Time Bulk Upload

Batch Upload requests are available as a *one-time* courtesy to provider agencies that serve 80 or more members using Medicaid-covered services by offering a spreadsheet for the agency to populate with their attendants and individuals using Medicaid-covered services.

This process is facilitated by Sandata

- To request the one-time bulk upload Providers should contact Sandata EVV Support at via:
- **email** at CO-HCPF-EVVProviderHelpdesk@etraonline.net
- **phone** (855) 871-8780

The One-Time Bulk Load Process will:

- Load Individuals (Clients) into the EVV System.
- Load Attendants and Agency Staff info into the EVV system.

NOTE: Providers who are going to use Alt EVV are NOT eligible for the batch upload.

Agencies Must Meet the Following Criteria:

- Participate in the HCPF EVV Program and utilize the State Provided EVV Solution.
- Have more than **80 members** currently receiving services

New EVV Website

New EVV Website

[EVV Overview](#)



- [What is Electronic Visit Verification \(EVV\)?](#)
- [EVV Videos](#)
- [What must EVV capture?](#)
- [What services are required?](#)

[Colorado EVV Implementation](#)



- [Implementation Model](#)
- [Technologies](#)

[State Solution Provider Information](#)



- [State Solution Providers - Readiness Guidelines](#)
- [Timeline](#)
- [Training Overview](#)
 - [Calendar](#)

[Provider Choice Systems Information](#)



- [Colorado Implementation](#)
- [How to Interface with State Solution](#)
- [Training Overview](#)
- [Provider Choice System Process](#)

New EVV Website

Stakeholder Information



- [EVV Stakeholder Meetings Page](#)
 - [Schedule](#)
 - [Meeting Agendas and Handouts](#)
 - [Subcommittees](#)

Resources



- [Provider Resources](#)
- [General Information](#)

Frequently Asked Questions



Contact Us



- evv@state.co.us
- [EVV Newsletter Sign Up](#)
- Not receiving provider communications?
 - [Update your email address in the DXC Provider Portal](#)

Questions or Comments

EVV Preparation for Providers

Provider Readiness Checklist

- Update email address in DXC Provider Portal to ensure accurate delivery of EVV correspondence
- Sign up for the EVV newsletter
- Attend EVV stakeholder meetings
- Department recommends providers decide by end of July 2019 if using State EVV Solution or an alternate vendor
- If using alternate vendor, refer to technical specifications
- Sign-up for mandatory training beginning summer 2019
- Reach out to EVV mailbox evv@state.co.us with questions
- Visit EVV website www.colorado.gov/hcpf/evv for updates and resources

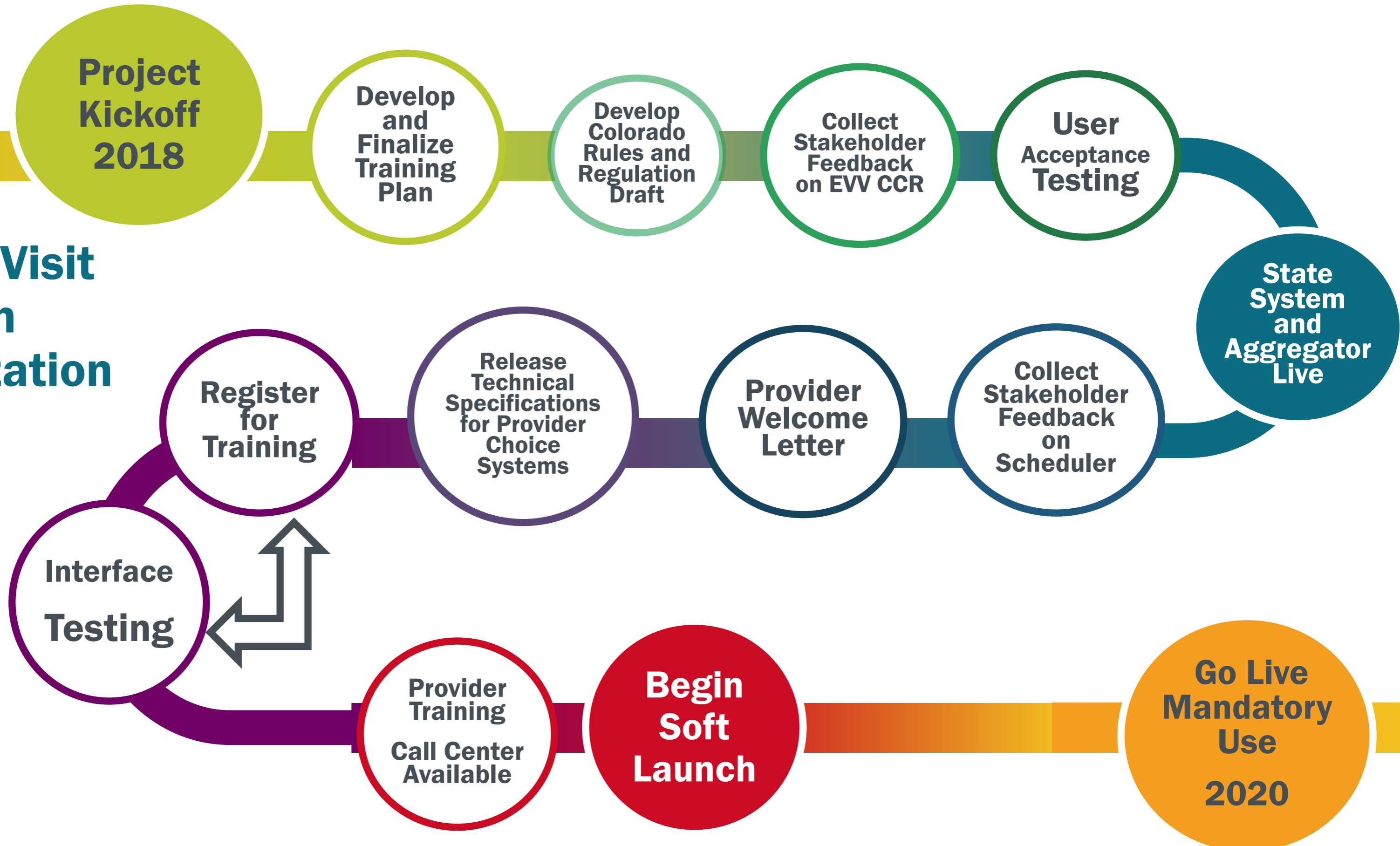
Questions or Comments

Electronic Visit Verification

Roadmap 2019

Electronic Visit Verification Implementation Roadmap

2018-2020



Training Overview

Types of Training



INSTRUCTOR LED
CLASSROOM TRAINING



INSTRUCTOR LED
WEB-BASED
WEBINAR TRAINING



SELF-PACED ELEARNING
INFORMATION

Training Materials

Participant
Guide

User
Manual

Caregiver
FAQ

In Classroom Training Locations

Denver

Fort Collins

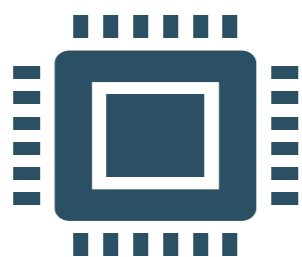
Grand Junction

Colorado Springs

EVV Project Accomplishments



Roadshow completed



Technical Specifications released



Two EVV overview videos available online



Provider Welcome Letter



Service Types Document Completed



Training Registration link Live



New EVV website



Questions

Contact Information

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Thank you!