

Electronic Visit Verification

General Stakeholder Meeting

July 16, 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

Meeting Guidelines

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

Agenda

Introductions

Brief Overview of EVV

Service Types Required for EVV

Overview Colorado EVV Technologies

Provider Preparation Tips

Training

Top FAQ's

Open Forum

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
- 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)

**Subject to change*

Example of Service Types Document

II. Behavioral Therapies

HCBS Providers (Billing Provider Type 36) in all locations

Behavioral Therapies are all one EVV Type of Service

Procedure	Modifiers			Service Description
H2019	U8	22	TG	Behavioral Services (Supported Living Services Waiver)
H2019	U3	22	TG	Behavioral Services (Developmental Disabilities Waiver)
H2019	U8	TF	TG	Behavioral Services (Supported Living Services Waiver)
H2019	U3	TF	TG	Behavioral Services (Developmental Disabilities Waiver)
H2019	U8			Behavioral Services (Supported Living Services Waiver)
H2019	U3			Behavioral Services (Developmental Disabilities Waiver)
T2024	U8	22		Behavioral Services (Supported Living Services Waiver)
T2024	U3	22		Behavioral Services (Developmental Disabilities Waiver)
H2019	U8	TF	HQ	Behavioral Services (Supported Living Services Waiver)
H2019	U3	TF	HQ	Behavioral Services (Developmental Disabilities Waiver)

Service Types Continued

XVI. Respite and Youth Day

HCBS Providers (Billing Provider Type 36) in all locations for below procedure codes

Respite and Youth Day services are all one EVV Type of Service

Procedure	Modifiers	Service Description
S5150	U6	Respite - In-Home (Brain Injury Waiver)
S5150	U7	Respite - Individual (Children's Extensive Supports Waiver)
S5151	U7	Respite - Individual, Per Diem (Children's Extensive Supports Waiver)
S5151	U7	HQ Respite - Group (Children's Extensive Supports Waiver)
S5150	U9	HA Individual - In Family Home (15 minutes) (Children's Habilitation Residential Program Waiver)
S5151	U9	HA Individual - In Family Home (Day) (Children's Habilitation Residential Program Waiver)
T1005	UD	Respite - CNA (4 hours or less) (Children with Life Limiting Illness Waiver)
S9125	UD	Respite - CNA (4 hours or more) (Children with Life Limiting Illness Waiver)
T1005	UD	TD Respite - Skilled RN/LPN (4 hours or less) (Children with Life Limiting Illness Waiver)
S9125	UD	TD Respite - Skilled RN/LPN (4 hours or more) (Children with Life Limiting Illness Waiver)
S5150	UD	Respite - Unskilled (4 hours or less) (Children with Life Limiting Illness Waiver)
S5151	UD	Respite - Unskilled (4 hours or more) (Children with Life Limiting Illness Waiver)
S5150	U1	Respite - In-Home (Elderly, Blind, and Disabled Waiver)
S5151	U8	HQ Respite - Group (Supported Living Services Waiver)
S5150	U1	SC Respite - In-Home (Spinal Cord Injury Waiver)
S5150	U8	Respite - Individual (Supported Living Services Waiver)
S5151	U8	Respite - Individual - Day (Supported Living Services Waiver)
T2026	U7	HQ Youth Day Services - Group (Children's Extensive Supports Waiver)
T2026	U7	Youth Day Services - Individual (Children's Extensive Supports Waiver)

Service Types Continued

VII. Hospice

Hospice (Billing Provider Type 50) in all locations, *except* Inpatient *service locations* (First digit of Type of Bill 1 or 2)

Hospice services are divided into two EVV Types of Service

A. Hospice in Home Levels of Care

Revenue Code	Service Description
650	Routine Home Care (1-60 days)
651	Routine Home Care (61+ days)
652	Continuous Home Care/Service Intensity Add-On

B. Hospice Inpatient Levels of Care

Revenue Code	Service Description
655	Inpatient Respite
656	General Inpatient Care

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

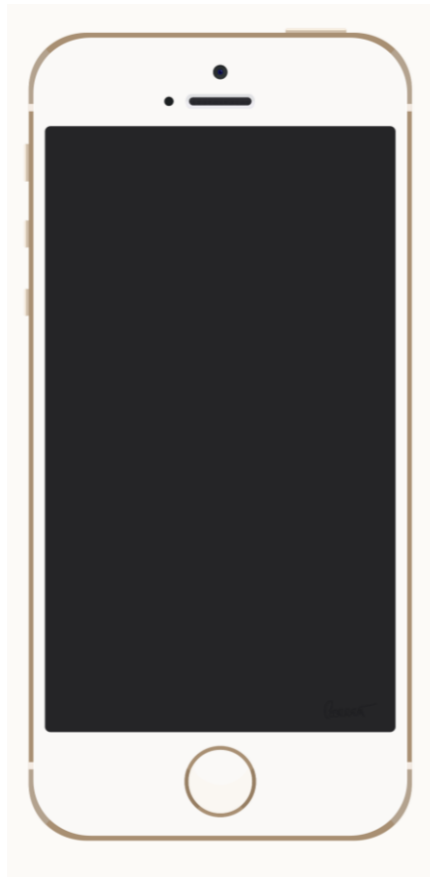


Telephony



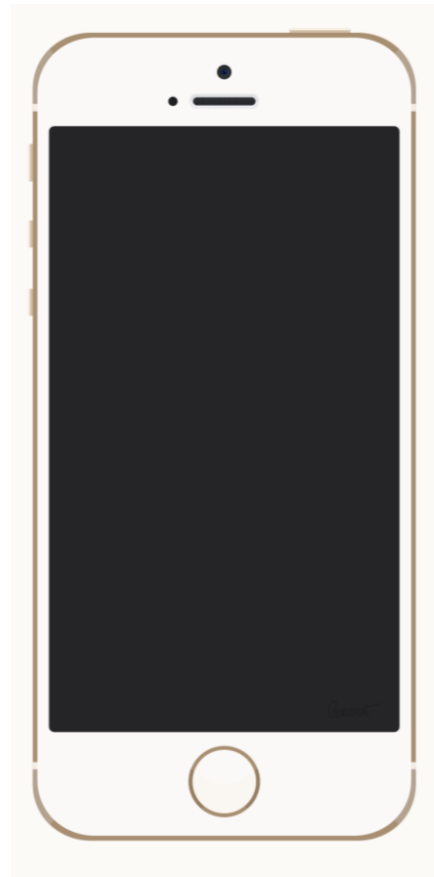
Provider Web Portal
(Santrax)

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



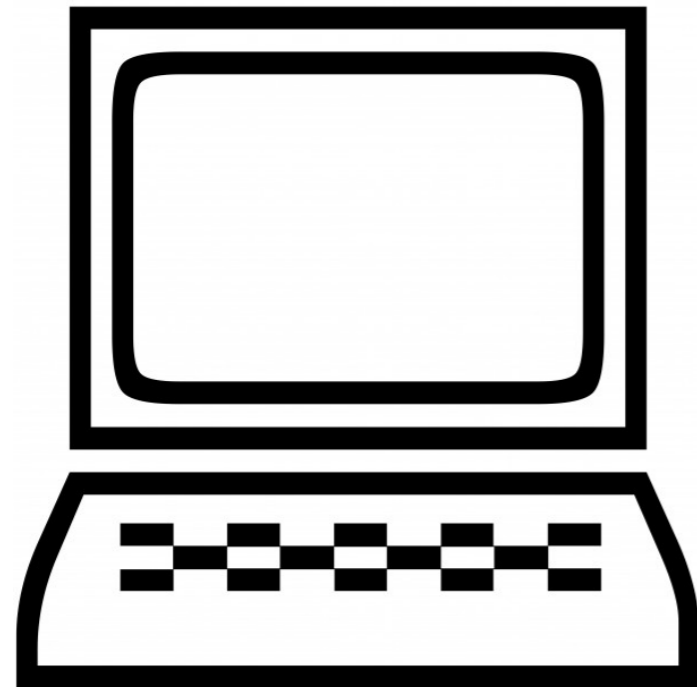
- State EVV Solution application will work in rural areas or telephony can be used
- MVV will automatically switch to “Disconnected Mode” when smartphone or tablet is not connected to a network
- EVV data will be saved for a later transmission when the caregiver logs-in and network connectivity (cellular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

Questions or Comments

Timeline for Providers Using the State Solution



Timeline for Provider Choice Systems



Provider Choice System Process Overview

Phase 1: Outreach

1. Provider review Technical specifications
2. Providers coordinate with contracted EVV vendor
3. Providers determine if they will use the State solution or an alternate EVV vendor
4. Provider Choice Systems reach out to Sandata starting August 2019 to begin testing process
 - a. Phone: (855) 871-8780
 - b. Email : CO-HCPF-EVVProviderHelpdesk@etraonline.net

Phase 2: Setup for Interface Testing with Sandata

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

Phase 3: Interface Testing

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

Phase 4: Production Ready

1. Provider testing is successful
2. Sandata sends Production credentials to Provider
3. Provider takes aggregator training
4. Providers start sending EVV data to Department for Soft Launch

Soft Launch

- The Soft Launch is an opportunity to use EVV prior to impact to billing. 29
- The Soft Launch will be available for optional participation in fall 2019, once training is completed and log in credentials are released.
- On January 1, 2020, all agencies who provide EVV services will be required to participate in the Soft Launch.
- Claims for required services must have a corresponding EVV.
- During the Soft Launch, claims will not deny without EVV.
- DXC Provider Portal will indicate if EVV is missing or incomplete.
- The Department will outreach providers who do not sufficiently use EVV.
- Soft Launch will be in effect for 3 - 6 months.
- Once Soft Launch is complete, claims without EVV are subject to denial.

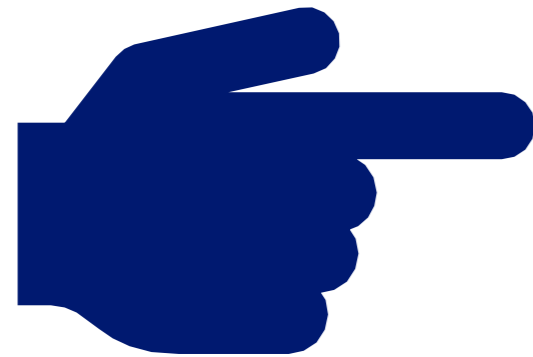
Questions or Comments

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 <https://www.colorado.gov/hcpf/evv> for updates and resources

How to Update Email in DXC Provider Portal



1. Login to Provider Web Portal
2. Click Provider Maintenance in provider panel
3. Click Provider Maintenance again in provider maintenance panel
4. Click Address Changes on the left-hand side
5. Click on the + next to the Address being changed where you have the ability to change the primary and secondary email
6. Click Save

Providers Using the *State System*

- Sign up for training in July
- Determine which two staff members will attend
- Communicate with employees about EVV technology and training requirements
- Communicate with clients about EVV
- Participate in the Soft Launch, after training is complete

Provider Choice Systems

- Review Technical Specifications
- Coordinate with Alternate EVV vendor
- Communicate with employees about EVV technology and training requirements
- Communicate with clients about EVV
- Begin interface testing with Sandata
- Data Aggregator training
- Participate in the Soft Launch, after training is complete

Provider Preparation Considerations

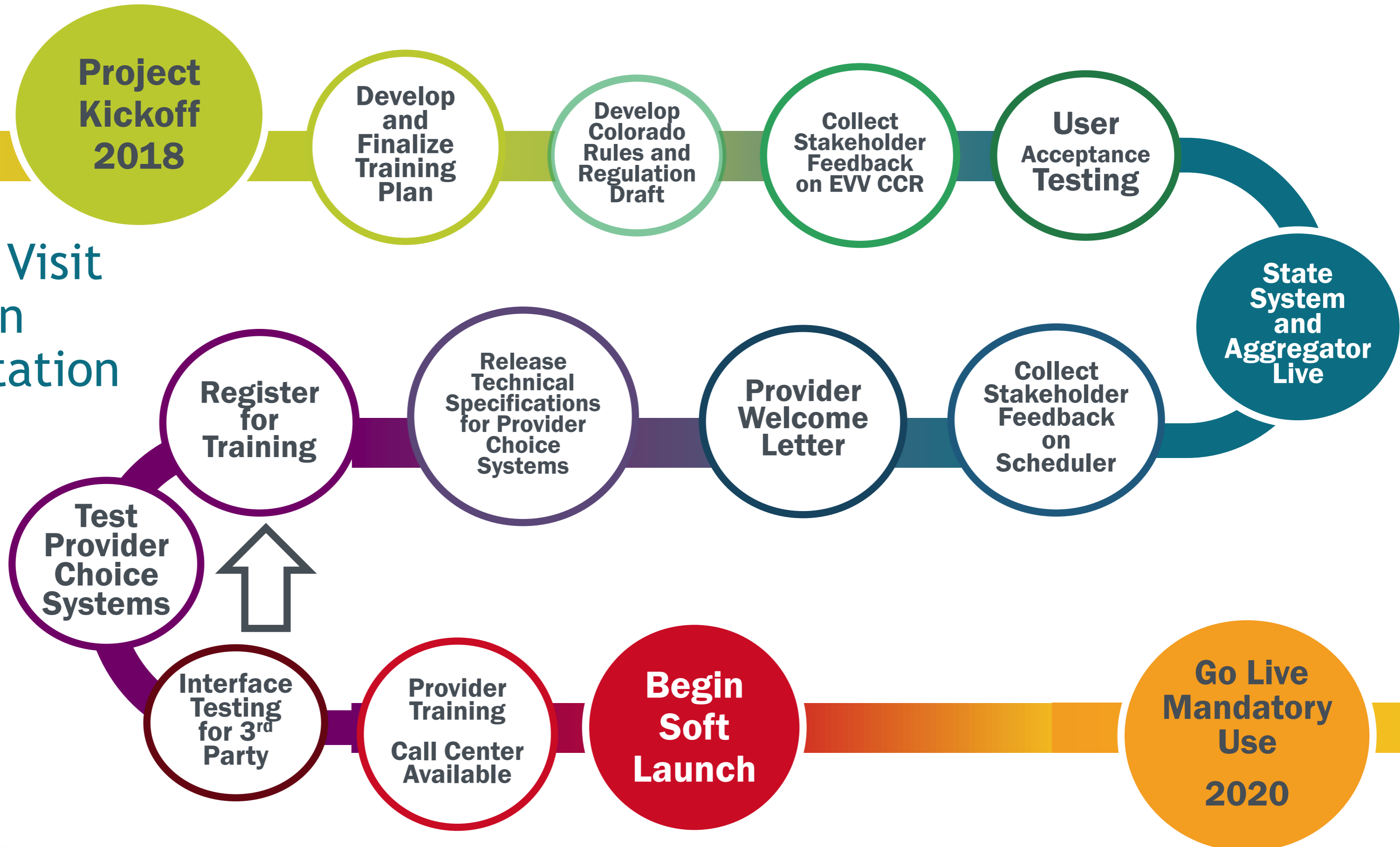
- Ensure caregivers/direct care workers are trained on the EVV solution utilized by the provider agency
- Identify roles and responsibilities for caregivers and agency staff
- Know how to activate/de-activate employees, unlock users, correct visit exceptions, reporting, etc.
- Train staff on necessary functionality by role
- Leverage participant guide, recorded webinars, on-line user manual
 - **Note:** The Department is currently taking recommendations on supplemental training materials

Questions or Comments

Electronic Visit Verification Roadmap 2019

Electronic Visit Verification Implementation Roadmap

2018-2020



Provider Training for State EVV Solution

- Department's EVV vendor offering “Train-the-Trainer” model for agencies
 - This training model allows for a two representatives (knowledgeable about the business) per Provider ID to attend instructor led training
 - The “trainer” can then train provider agency staff utilizing training materials provided by the State EVV vendor
 - Department recommends at least one of the individuals who attends training be an administrator
 - Training is mandatory in order to receive login credentials to the State EVV Solution or the Data Aggregator
 - All locations besides Denver is Bring Your Own Device (BYOD), computer required

Training Overview

- Training is free and mandatory
- Training registration opens the end of July 2019
- Credentials for the State EVV System or Data Aggregator after September 30, 2019
- Limited to two staff members per provider ID for classroom and webinar modalities
- Department's EVV vendor offering “Train-the-Trainer” model for agencies
- Classroom and webinar trainings are for providers using the State EVV Solution
- Self-paced training is for providers using the State EVV Solution and providers using an alternate EVV system

Types of Training



INSTRUCTOR LED
CLASSROOM TRAINING



INSTRUCTOR LED
WEB-BASED WEBINAR
TRAINING



SELF-PACED ELEARNING
INFORMATION

Training Locations

Denver

Fort Collins

Grand Junction

Colorado Springs

Instructor-Led Classroom Information



- This training modality is for providers using the State EVV Solution
- Each classroom has a capacity of 26 participants.
- This classroom training is estimated to be eight hours long, including a lunch break. Please bring your own lunch.
- Bring your own laptop for classroom training (except for Denver locations).

<p>9/5/19</p> <p>Grand Junction</p> <p>Bring your own device</p>	<p>9/6/19</p> <p>Grand Junction</p> <p>Bring your own device</p>	<p>9/10/19</p> <p>Grand Junction</p> <p>Bring your own device</p>	<p>9/17/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>
<p>9/18/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>	<p>9/24/19</p> <p>Colorado Springs</p> <p>Bring your own device</p>	<p>9/25/19</p> <p>Fort Collins</p> <p>Bring your own device</p>	<p>9/26/19</p> <p>Fort Collins</p> <p>Bring your own device</p>
<p>10/1/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>	<p>10/2/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>	<p>10/3/19</p> <p>Fort Collins</p> <p>Bring your own device</p>	<p>10/8/19</p> <p>Colorado Springs</p> <p>Bring your own device</p>
<p>10/15/19</p> <p>Colorado Springs</p> <p>Bring your own device</p>	<p>10/22/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>	<p>10/23/19</p> <p>Denver</p> <p>Computers provided for registered participants</p>	

Instructor-Led Webinar Information



- This training modality is for providers using the State EVV Solution.
- Each webinar has a capacity of 100 participants.
- Webinar training is a three-part series, lasting two hours per session.
- All three sessions must be completed to receive State EVV Solution credentials.

Webinar 1 Dates:

9/5	9/9	9/16	9/23	9/26	9/30	10/9	10/16	10/22	10/28
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Webinar 2 Dates:

9/6	9/10	9/17	9/24	9/27	10/1	10/10	10/17	10/23	10/29
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Webinar 3 Dates:

9/9	9/11	9/18	9/25	9/30	10/2	10/11	10/18	10/24	10/30
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Self-Paced eLearning Information

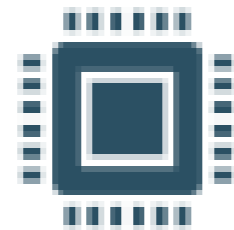


- This training modality is for providers using alternate EVV systems and providers using the State EVV Solution.
- Self-paced training is the only modality available for alternate EVV system users.
- Pre-registration for self-paced training is not necessary.
- This training modality will be available beginning September 2019 and be available through the life of the subcontract with Sandata.
- Self-paced eLearning can be used at any time as a refresher training for staff.

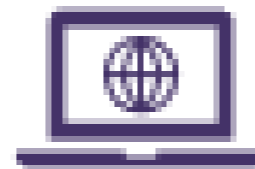
EVV Project Accomplishments



Roadshow completed



Technical Specifications released



Two EVV overview videos available online



Provider Welcome Letter



Service Types Document Completed

Top FAQ's

1. Can attendants choose to use a different EVV system than the billing provider?
2. When will the Department release new FAQ's?
3. Can alternate EVV vendors setup an account with Sandata
4. Does the Department have any new updates from CDPHE?



Questions

Contact Information

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Thank you!