



## Participant Directed Subcommittee Recommendation Development

The Participant Directed Subcommittee for Electronic Visit Verification (EVV) has developed a list of concerns raised by stakeholders regarding the implementation of EVV in Consumer Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS). The purpose of this document is to keep the subcommittee solution-focused and track stakeholder recommendations through the implementation process.

FMS= Financial Management Service vendor

Stakeholder Concern	Current Policy <b>prior to EVV</b>	Department Comments for EVV Implementation	Stakeholder Recommendation for EVV Implementation
Services may need to be provided at the same time.	Allowed as long as there is no duplication of services.	Implementation of EVV will not impact current policies around service provision.	
Attendants providing care in the community.	Allowed as long as there is no duplication of services.	Implementation of EVV will not impact where services can be provided.	
Participant lives in a rural area with intermittent cellular services that impact	<b>CDASS:</b> Attendants may enter hours worked prior to the end of the payroll	EVV mobile applications have the ability to cache data and upload once	

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<p>the attendant's ability to input time at the visit.</p>	<p>period. Participants/AR work through their FMS provider to approve timesheets ahead of payroll processing. <b>IHSS:</b> Agencies have their own systems and policies that dictate how they manage timesheets and payroll. Some agencies have a grace period (12-24 hours) for electronic visit reporting.</p>	<p>cellular service or internet is available. EVV may also be input via landline.</p>	
<p>Participant/AR must be able to make corrections to attendant timesheets.</p>	<p><b>CDASS:</b> allowed through the FMS vendor portals and FMS attendant payment protocols. <b>IHSS:</b> Agencies have policies related to timesheet corrections.</p>	<p>The Consumer Directed Suite available through the State EVV System will allow for Participant/AR corrections to CDASS timesheets. FMS providers who choose their own EVV system should maintain person centered practices to allow corrections to timesheets as current policy allows.</p>	
<p>Will the client/AR be required to sign off on services to be provided at the time of service?</p>	<p><b>CDASS:</b> client/AR signature is required for timesheet approval. A client may have additional policies related to signing at the time of service. <b>IHSS:</b> Optional based on agency policies.</p>	<p>EVV system requirements should align with current policies around client approval of services.</p>	

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<p>Participant/AR does not have internet access; how will timesheets be approved?</p>	<p><b>CDASS:</b> FMS Vendors currently use their own systems and processes for timesheet submission and approval. <b>IHSS:</b> Participants/AR's are not required to approve timesheets, but may participate in this process if they choose.</p>	<p>State EVV System will have telephonic and mobile visit entry for attendants. <b>CDASS:</b> The Department will work with Sandata and stakeholders to configure State EVV System functionality starting in April 2019. FMS Vendors will have the option to use their own EVV system or the State EVV system <b>IHSS:</b> implementation will not impact current policies around service provision and timesheet approval.</p>	
<p>Attendants who are family members may provide services intermittently for a few minutes at a time throughout the day/night. How will this be billed?</p>	<p>Services are billed in 15 minute increments only. <b>CDASS:</b> attendants enter their time in the FMS vendor portal. Attendants report total hours worked per day/shift. <b>IHSS:</b> Attendants work scheduled visits predetermined by the agency and participant; can be changed with agency approval.</p>	<p>Implementation of EVV will support participants to direct and manage their care for scheduled and unscheduled visits. The Department will work with Sandata and stakeholders to configure State EVV System functionality.</p>	
<p>Attendants may provide services for multiple individuals in a household.</p>	<p>Allowed as long as there is no duplication of services.</p>	<p>Implementation of EVV will not impact current policies around service provision to</p>	



		multiple individuals in a household.	
Participants may have established multiple pay rates for attendants. How will this be operationalized?	<b>CDASS:</b> Participants set pay rates and manage this through the FMS vendor portals.	Implementation of EVV will not impact current policies. The Department will work with Sandata and stakeholders to configure State EVV System functionality starting in April 2019.	
Systems must be fully ADA compliant.	Required.	The State EVV System complies with ADA WCAG 2.0 Level AA. Provider choice systems are required to comply with ADA.	
Participants may receive services out of state.	<b>CDASS:</b> allowed. <b>IHSS:</b> allowed, however agencies may have policies that limit or prohibit this.	Implementation of EVV will not impact current policies around out of state services.	

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