

Electronic Visit Verification

General Stakeholder Meeting

February 18, 2020

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

EVV Mandate Timeline

Provider Implementation Survey Results

Sandata Call Center Report

Department Data Analytics

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
- Review current implementation timeline
- Provide a platform to gather stakeholder feedback

Overview of EVV

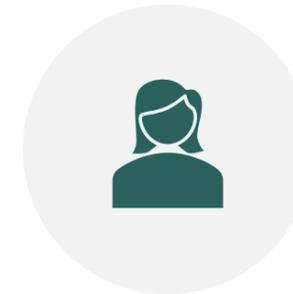
What is EVV?

- 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 will implement and mandate EVV for all Colorado required services in summer 2020.

What must EVV Capture?



**TYPE OF SERVICE
PERFORMED**



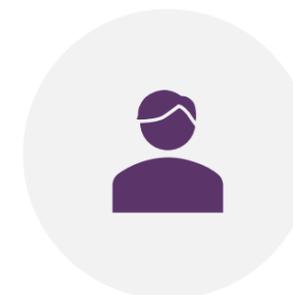
**INDIVIDUAL
RECEIVING THE
SERVICE**



**DATE OF THE
SERVICE**



**LOCATION OF
SERVICE DELIVERY**



**INDIVIDUAL
PROVIDING THE
SERVICE**



**TIME THE SERVICE
BEGINS AND ENDS**

Which Types of Services Require EVV?

EVV Required

- Select Fee for Services (FFS) State Plan and HCBS Waiver Services

EVV Excepted

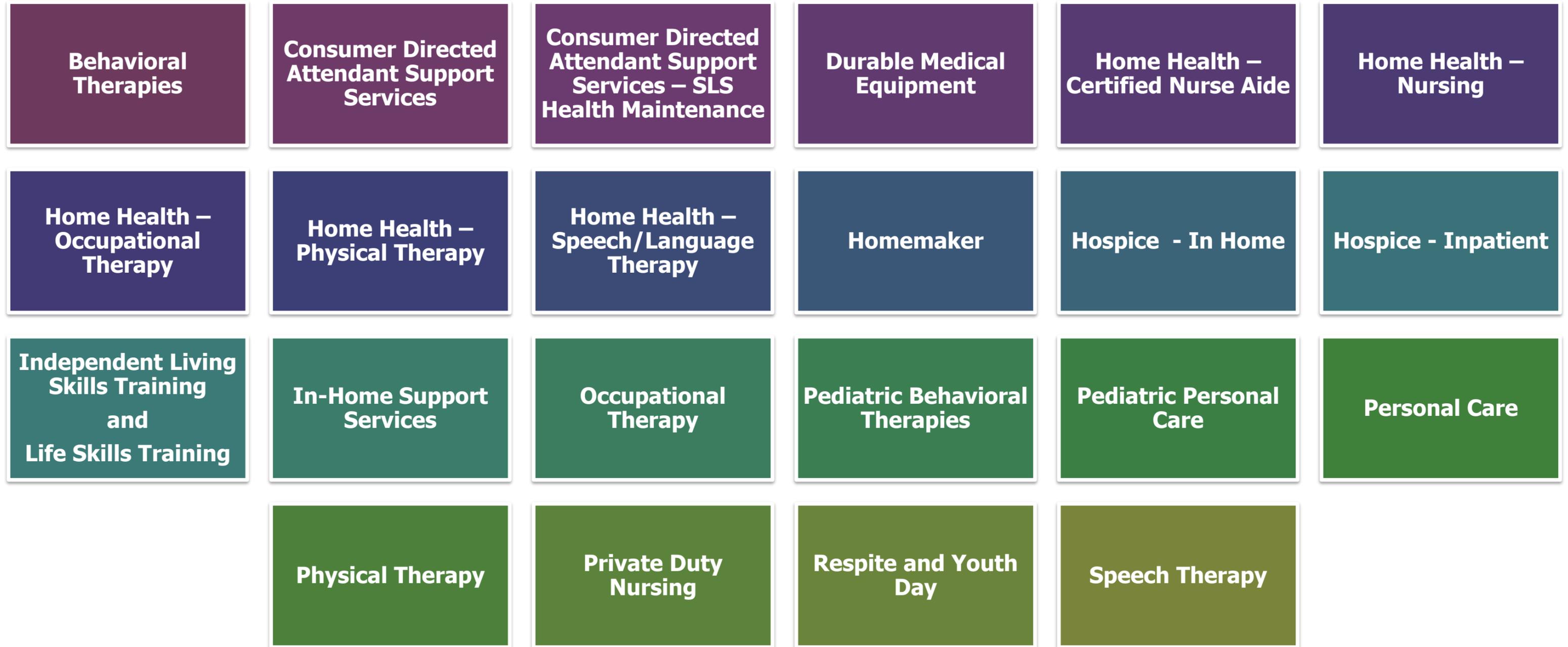
- Per Diem Services, Managed Care, PACE, and other Capitated Services

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 (select services)

**Subject to change*

Service Types Groupings



Service Location

- EVV services happen in the home and in the community.
- EVV does not disrupt this flexibility of service location.
- Facility-based services are exempt from EVV unless otherwise noted.

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
- ✓ Training is required for State EVV Solution and Provider Choice EVV

State EVV Solution Technologies



Mobile Application



Telephony



Provider Web Portal



Questions

EVV Implementation Timeline

EVV Mandate

Monday, August 3, 2020

Colorado EVV Implementation Timeline

- 9/18/19: Good Faith Effort Exemption request approved by CMS.
- 10/1/2019: State EVV Solution and Data Aggregator went live.
- 10/1/2019 – 8/2/2020: Soft-Launch.
- 8/3/2020: EVV mandate. Providers must use EVV. Post payment claims review.
- 1/1/2021: Prepayment claims review, claims will deny without corresponding EVV.

Colorado EVV Mandate Timeline

Early Adoption - Voluntary Soft Launch

- Began October 1st, 2019

Colorado Mandate

- August 3, 2020
- CCR Rule in Effect

CMS Mandate

- January 1, 2021
- Pre-payment claims review

Live-in caregiver solutioning

Code of Regulations Rule Medical Services Board Timeline

Stakeholder Engagement: February/March 2020

First Reading: 5/8/2020

Second Reading: 6/12/2020

Rule Effective: 7/30/2020

Mandate Effective: 8/3/2020

Soft-Launch Review

- The State EVV Solution and Data Aggregator are now live and available for use
- Providers may begin to collect EVV data and transmit to the Department.
- Opportunity to familiarize providers with EVV prior to claims integration. Claims will continue to pay and EVV errors will appear on Remittance Advice (EOB 3054).
- Opportunity for caregivers to practice EVV collection and for members to become accustomed to EVV.
- Help the Department identify and develop supplemental training materials.
- The Department strongly encourages providers to use EVV during the Soft-Launch

Provider Implementation Survey

Purpose

Capture how providers are implementing EVV in Colorado and identify barriers the Department can mitigate

Quick Facts

477 providers responded

Distributed January 16, 2020

Sample size: Distributed to 1529 providers, 31% response rate

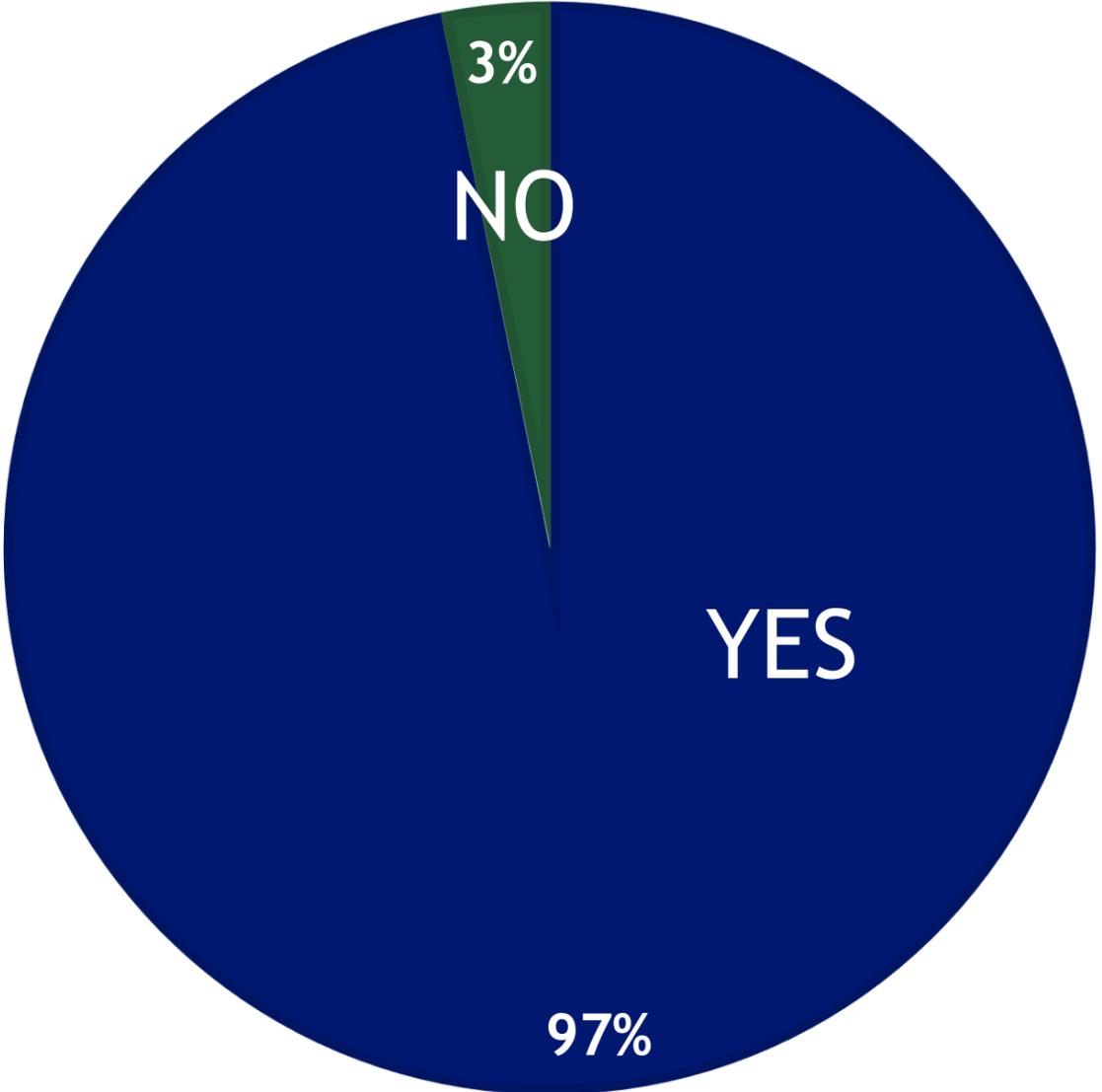
Approx. 30% of providers have implemented EVV

50% of providers intend to use the State EVV Solution

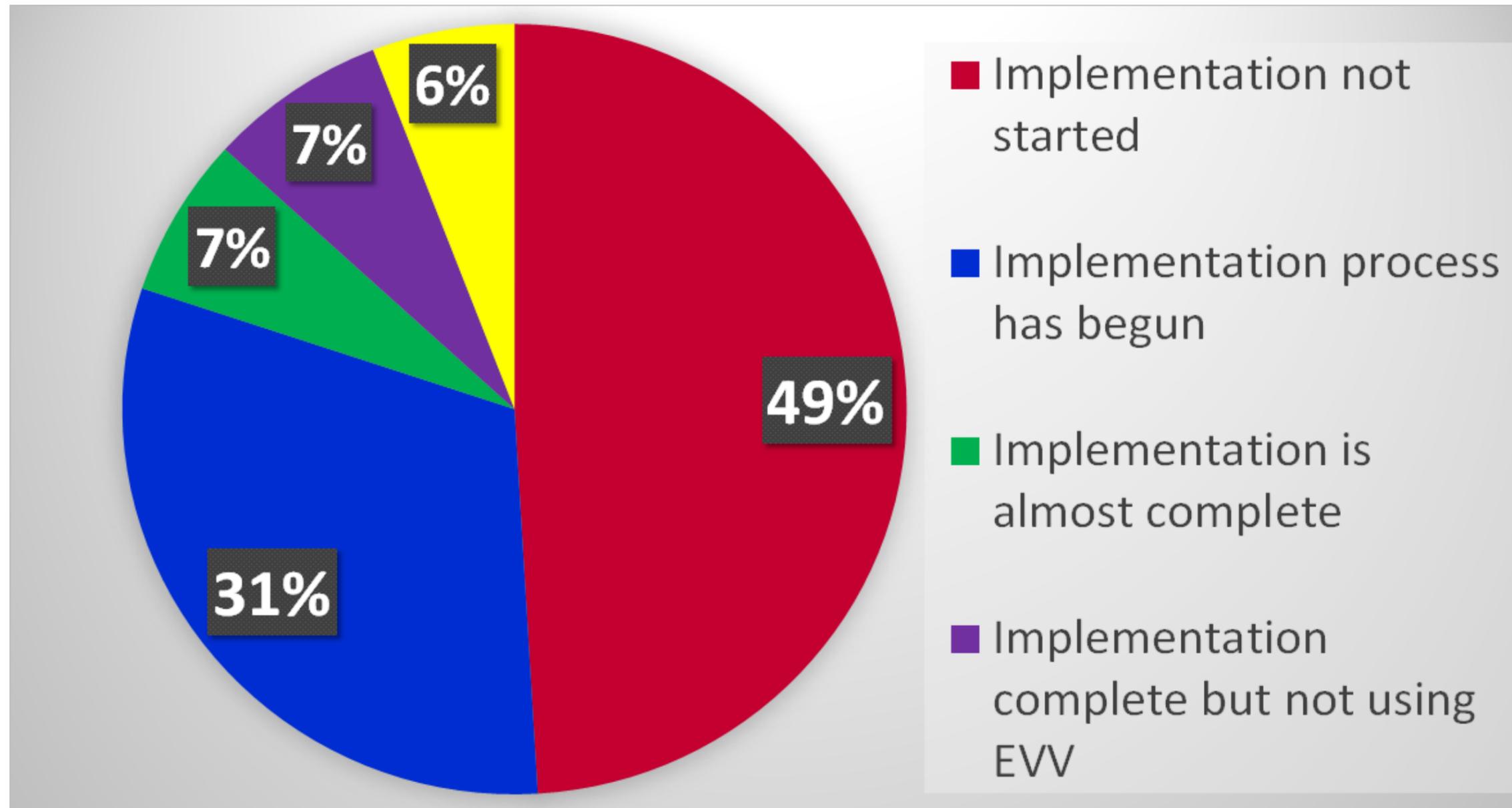
*Anonymous responses with specific questions cannot be answered,
please reach out to [HCPF EVV@state.co.us](mailto:HCPF_EVV@state.co.us)*

Survey Responses

Q1: Is your agency aware of the EVV requirement?

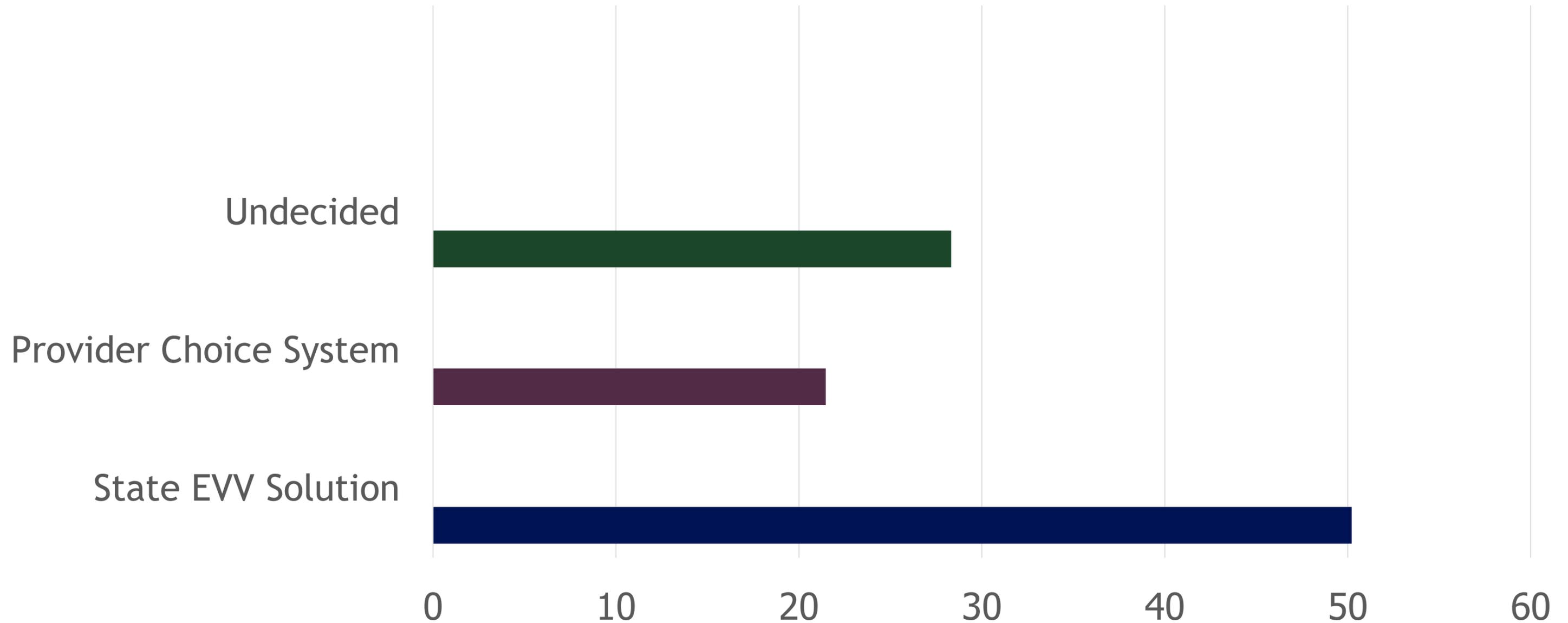


Q2: Implementation Status



GOAL: All 1,477 providers credentialed and submitting visit data by mandate

Q3: Will you be using the State EVV Solution or a Provider Choice System?



Q4 & Q5

Question	Neutral	Positive	Negative	Total Responses
If using EVV, please describe how EVV has improved business practices and benefited clients.	53%	22%	25%	137
If your agency is utilizing the State EVV Solution, please tell us about your interaction with the EVV vendor, Sandata Technologies.	42%	38%	20%	149

- “We have started with a few workers using EVV, it has started to make processing payroll faster and more efficient.”
- “We have confirmation that the caregivers are in the home in a timely manner.”
- “It has actually been very challenging to implement.”

Q6: Does your agency intend to utilize EVV for live-in caregivers ?

Total Responses: 477



Yes, will exempt live-in caregivers: 71.91%

No, will require live-in caregivers to use EVV: 7.34%

Undecided: 20.75%

Q7: Additional Feedback



Neutral: 46%

Positive: 27%

- Payroll efficiency increased, less time with timecards
- Simplifies scheduling
- Agency communication with both attendants and caregivers has improved

Negative: 27%

- Alternate vendor integration
- Training
- Cost
- Other technical issues

Frequently Asked Questions

- If errors occur, will they specifically identify which of the 6 points of data collection are not present?
- If errors occur, are we required to make corrections and is there a time frame?
- If issues arise, how do we know who to contact? (i.e. Our vendor, Department, Sandata)

Common Concerns



Errors on Remittance Report



Bulk Uploads



GPS and Location Data

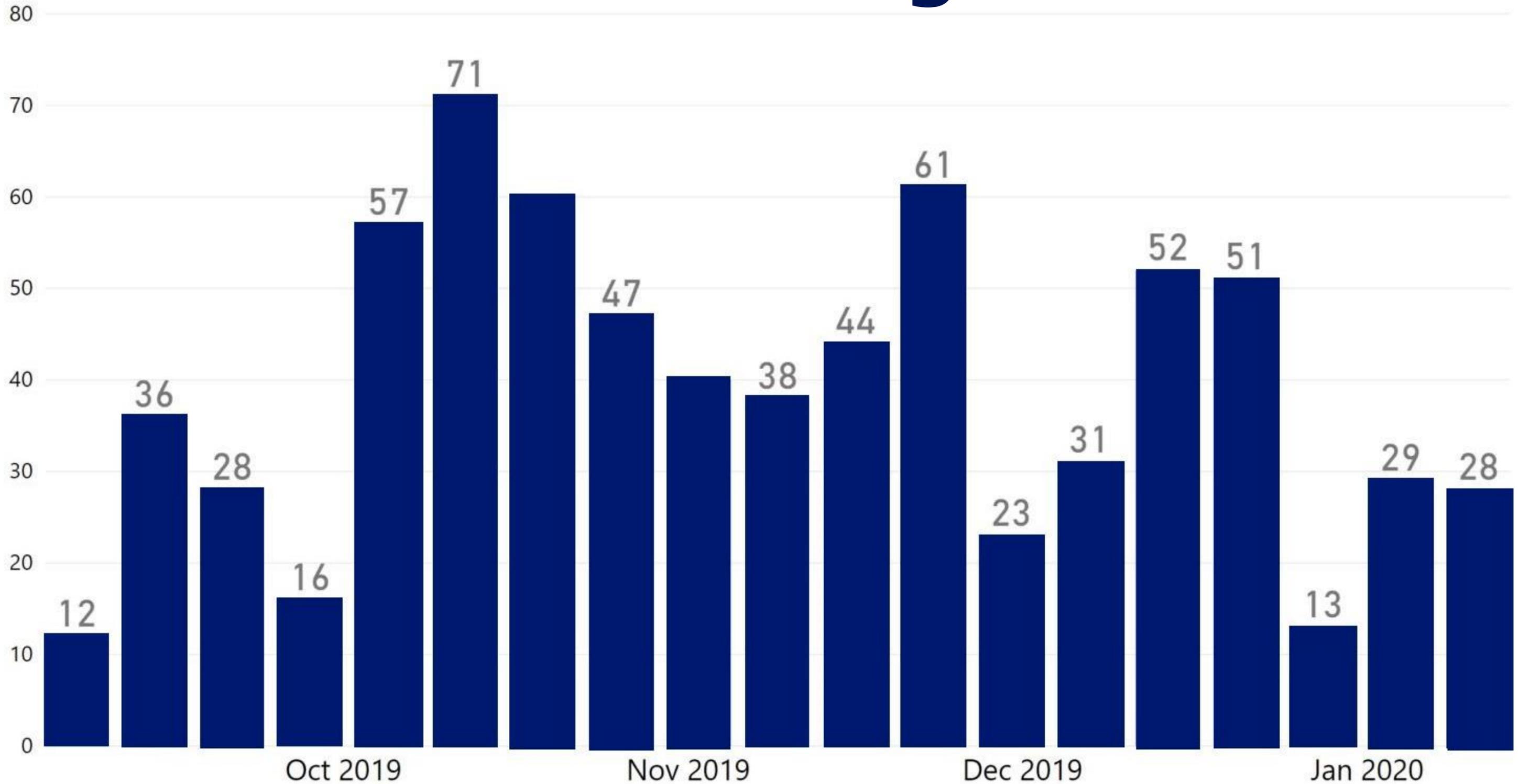
Department Updates

Provider Choice System

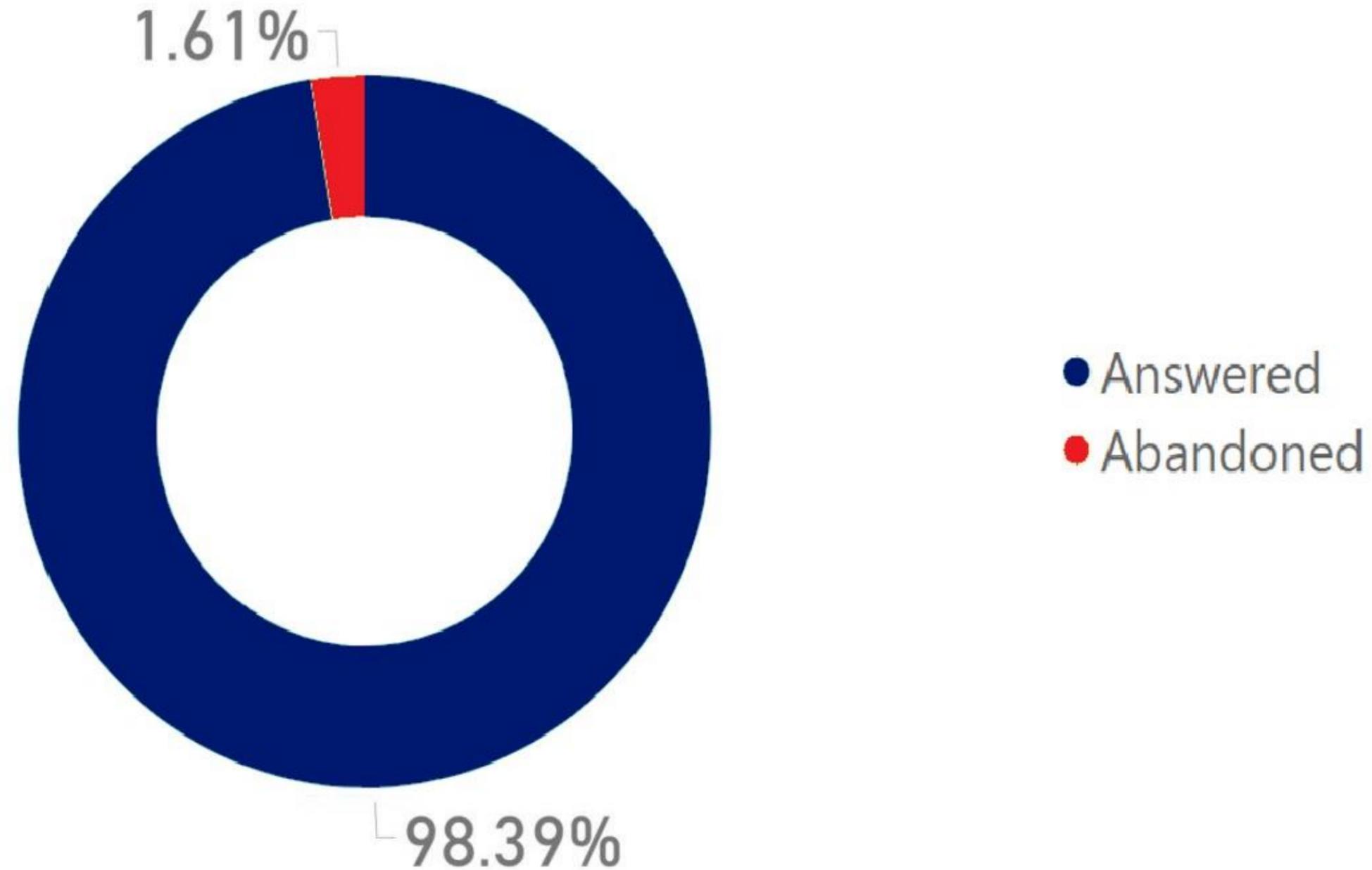
Waitlist is no longer effective.
Provider Choice Systems may
begin interfacing now.

Sandata Call Center Report

Total Incoming Calls

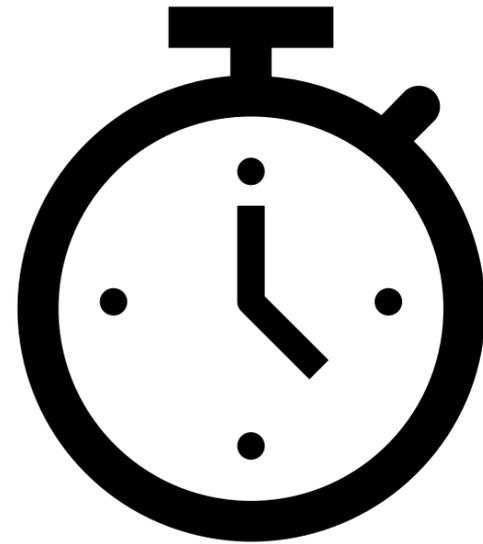


Percent of Calls Captured



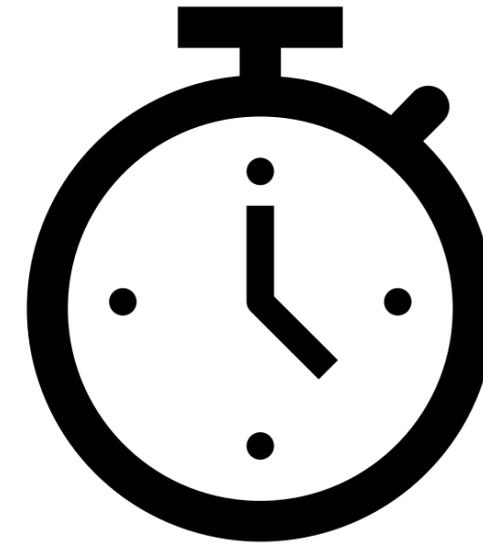
Call Times: What To Expect

Wait Time for a Call Representative



17.72 Seconds

Time With a Call Representative



10.38 Minutes

Sandata Call Center

Phone

855-871-8780

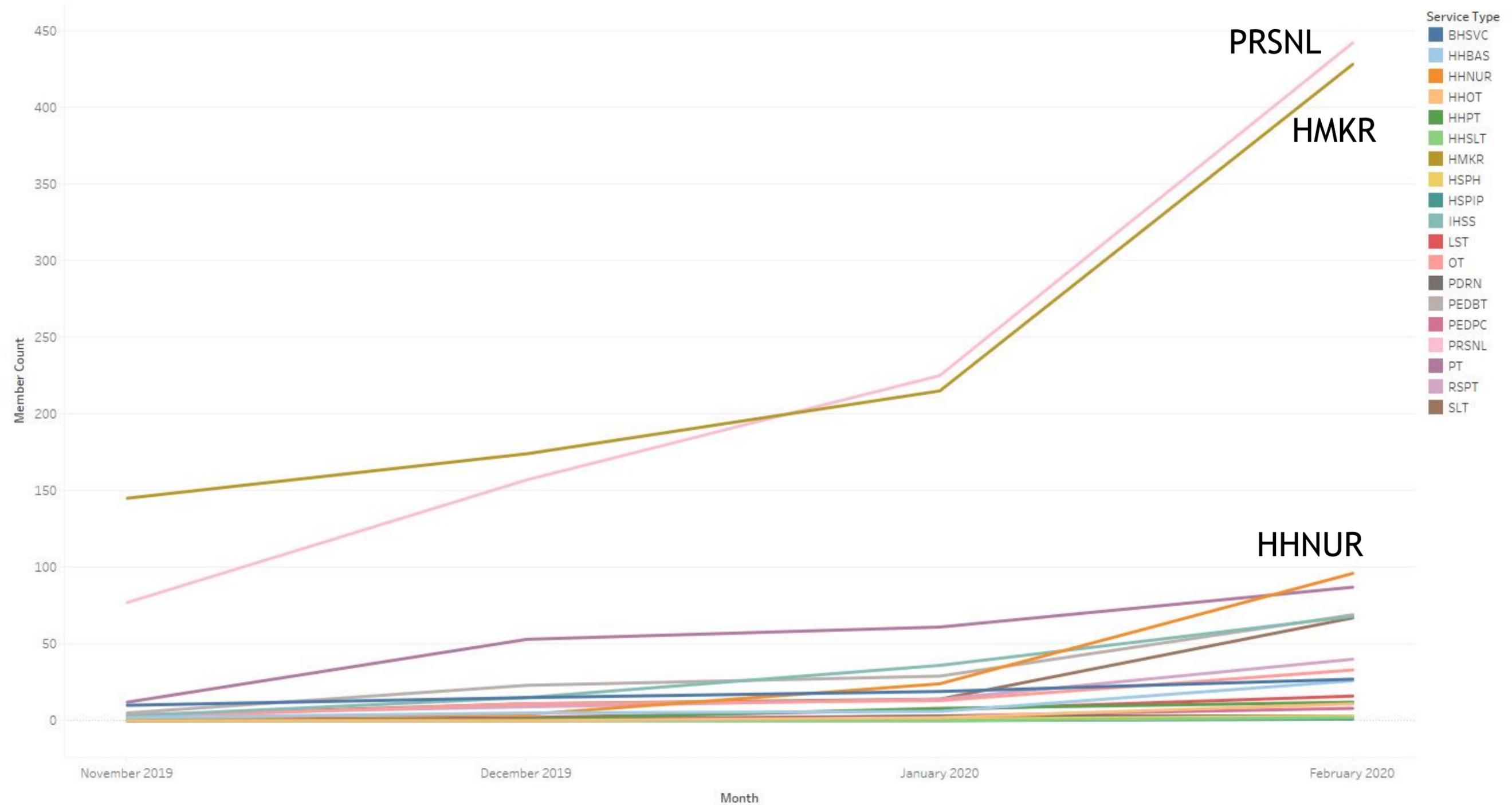
Email

CO-HCPHF-EVVProviderHelpdesk@etraonline.net

EVV Department Analytics

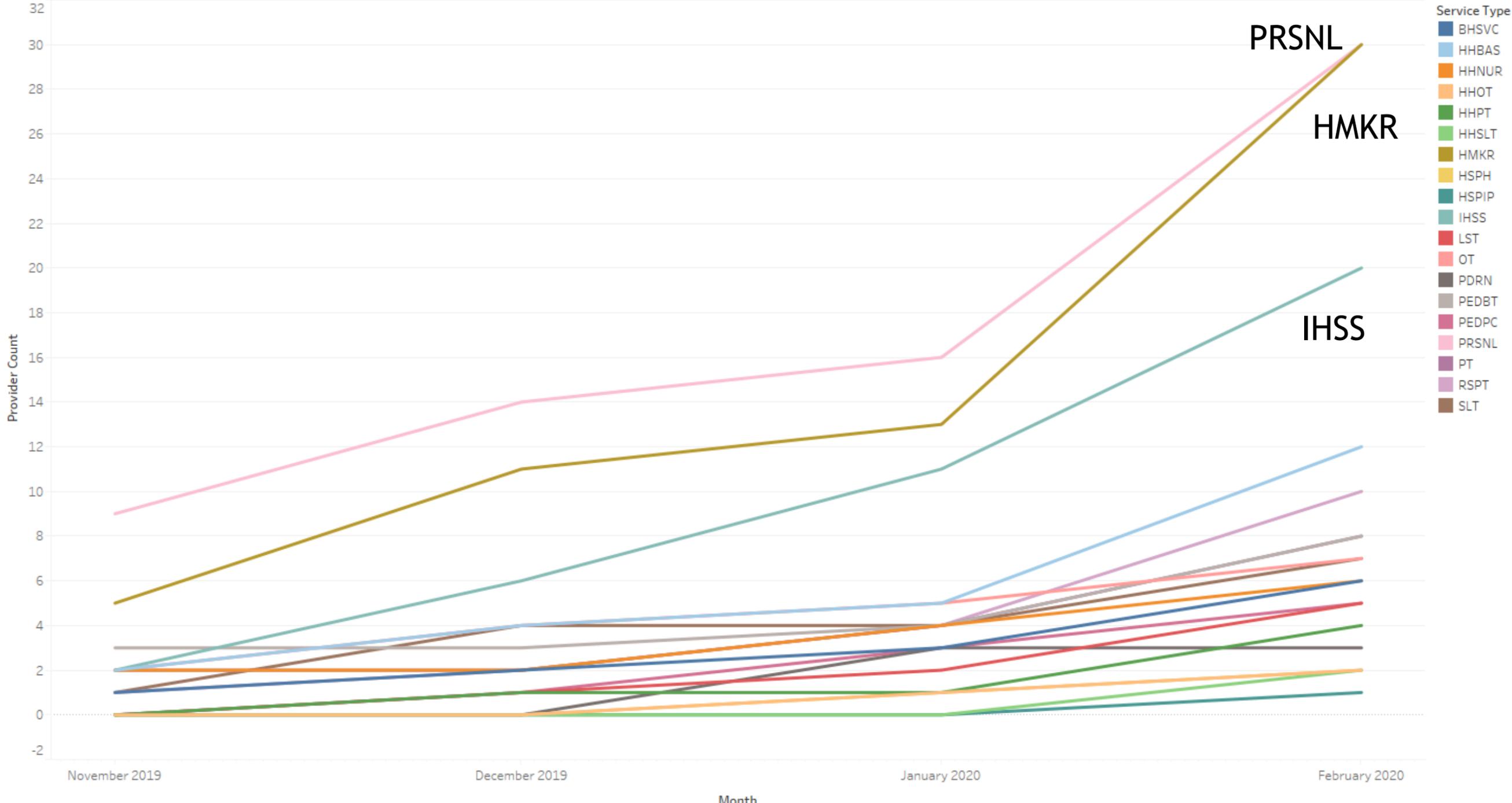
Current Program Size: Members

Members

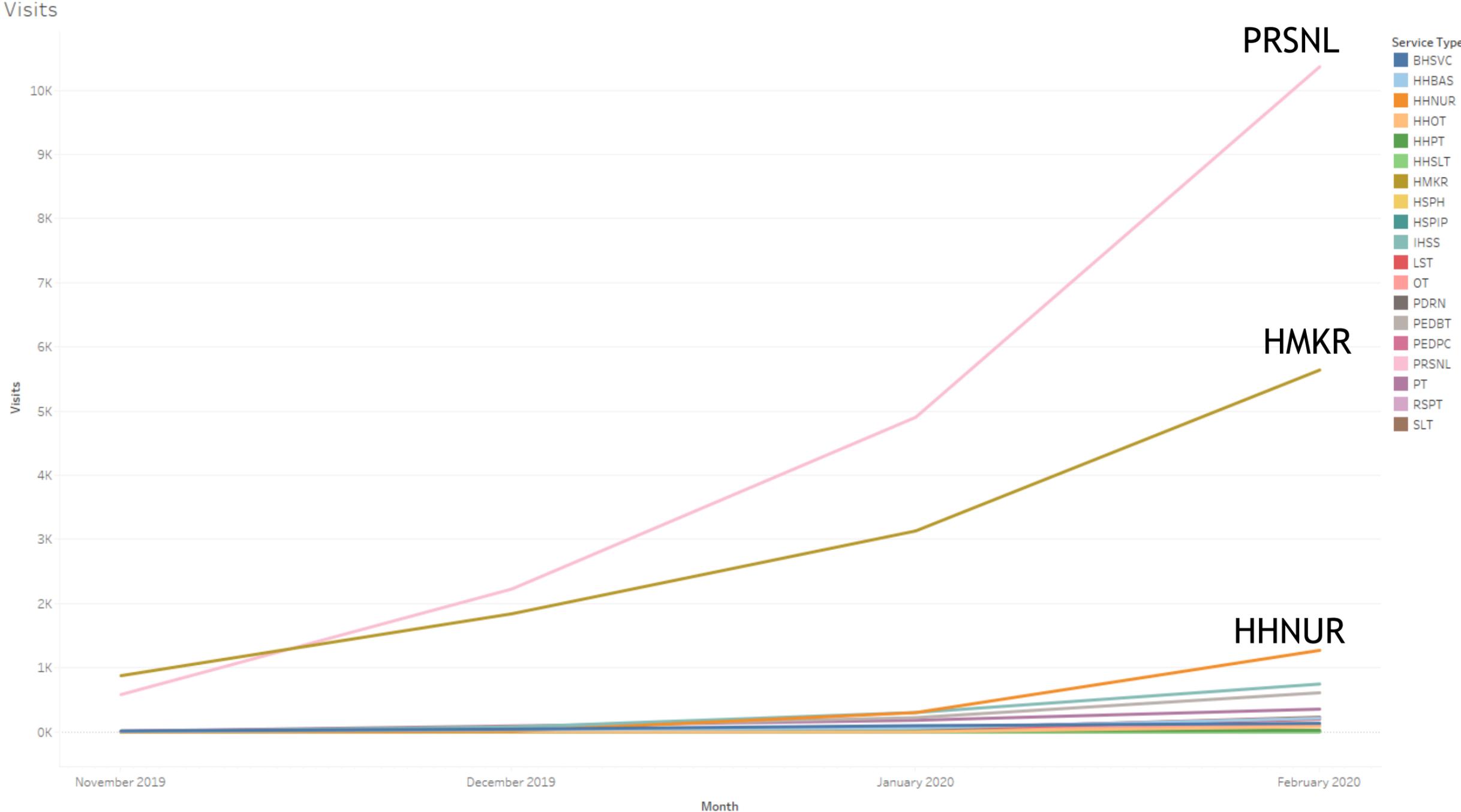


Current Program Size: Providers

Providers



Visit Activity by Service



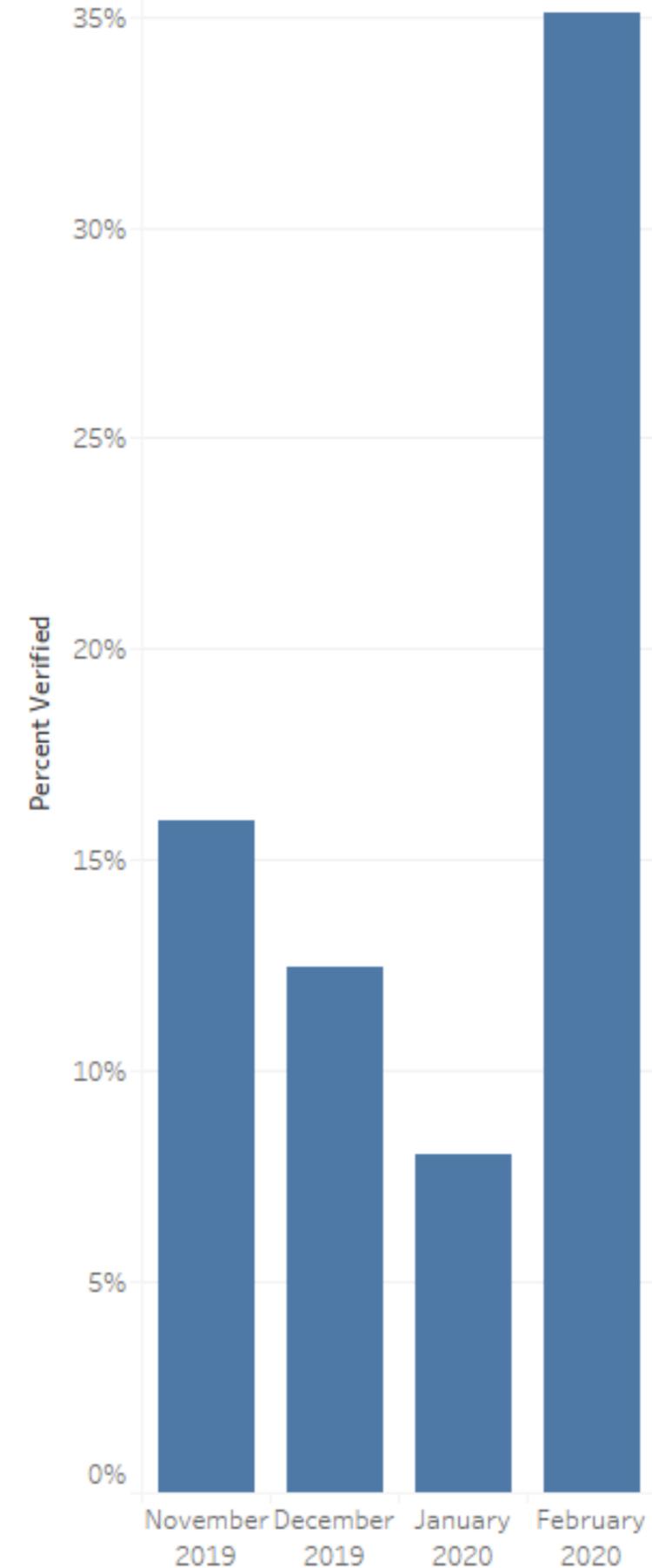
Verified vs. Unverified Visits

Verified:

- Complete visit
- All data points collected
- Cures-compliant visit
- Can match to a claim line

Unverified:

- Incomplete visit
- One or more data points missing
- Not a Cures-compliant visit
- Cannot match to a claim line





Questions

Contact Information

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Thank you!