

Electronic Visit Verification

Alliance Summit
June 13, 2019

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Agenda

1. Introductions
2. Overview of EVV
3. Project Timeline
4. Training Overview
5. Discuss Frequently Asked Questions
6. Open Forum

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 Service Types 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?*

**Subject to change*

- 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 set up)

State EVV Model : Hybrid

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

Providers choosing to use an alternate vendor must ensure that their 3rd party system is configured to Colorado EVV rules and requirements

- There is mandatory training to connect to the State Data Aggregator
- Providers choosing to use an alternate vendor must ensure that their 3rd party system is configured to Colorado EVV rules and requirements

Vendors Interfaced with Sandata

AIDETECH

Alora Health

Ampersand

Axxess

Brightree

Brightstar

Cell Trak

These vendors have connected to Sandata EVV in *other states*. Interface time may be reduced by choosing a vendor from this list.



Providers must ensure that their 3rd party system is configured to Colorado EVV rules and requirements

The Department does not endorse any vendor or recommend using a vendor from this list.

ClearCare

Complia Health

FormDox

Maxim

McKesson

PointClickCare

Salo Solutions

SAM (Sandata)

State EVV Solution Overview



Colorado EVV Technologies



Mobile Application



Telephony



Provider Web Portal

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 always 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
- Audit information



Sandata EVV – Scheduling Module

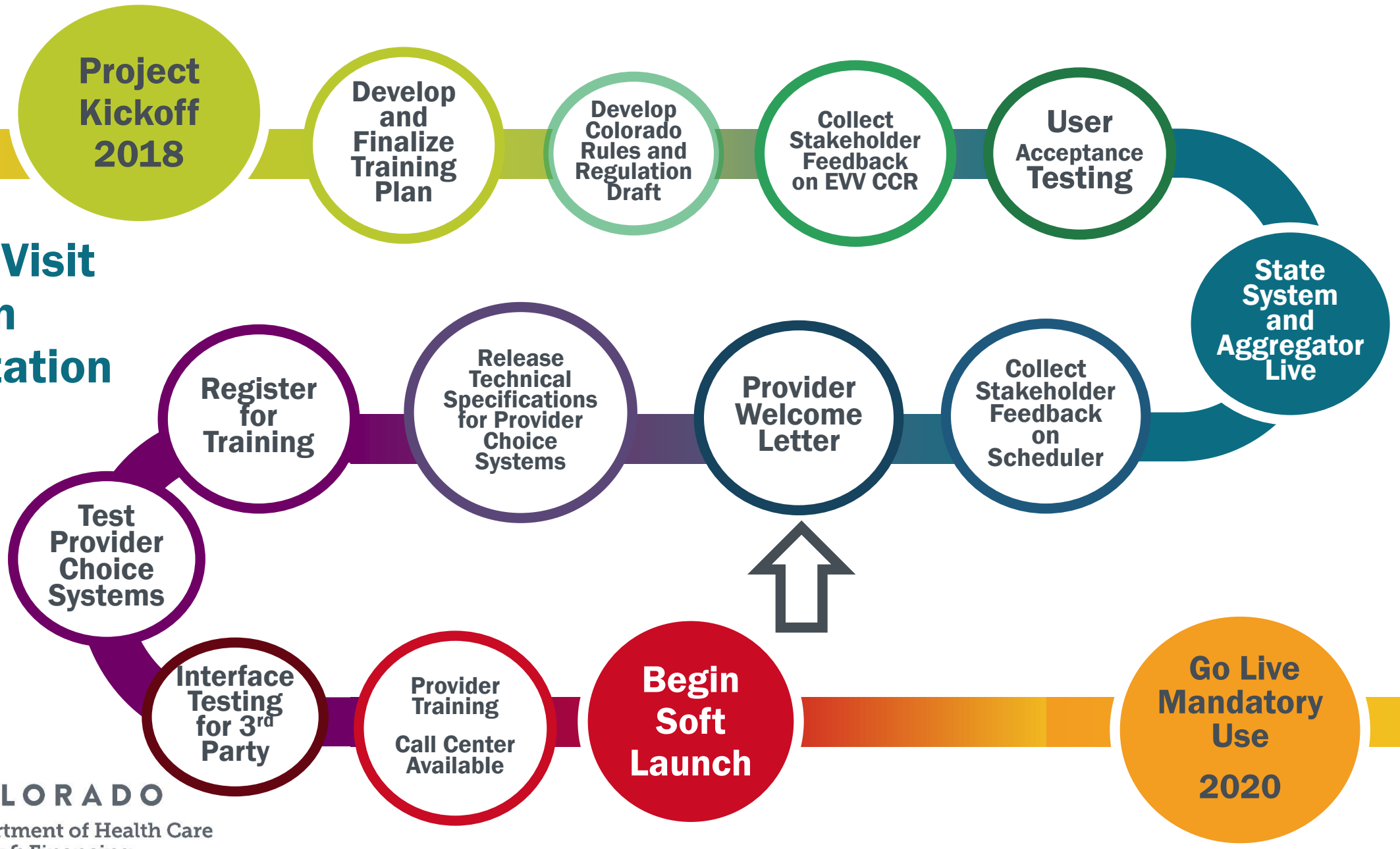
- The scheduling module is an optional State Solution feature
- This feature will be available the same time as the base State system in October 2019
- Allows an agency to provide caregivers with their upcoming visit schedule
- Allows a caregiver using the mobile application to select from available 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

Electronic Visit Verification *Roadmap 2019*



Electronic Visit Verification Implementation Roadmap

2018-2020



FALL 2019

- EVV Rule to MSB **TBD**
- Soft Launch **10/31**

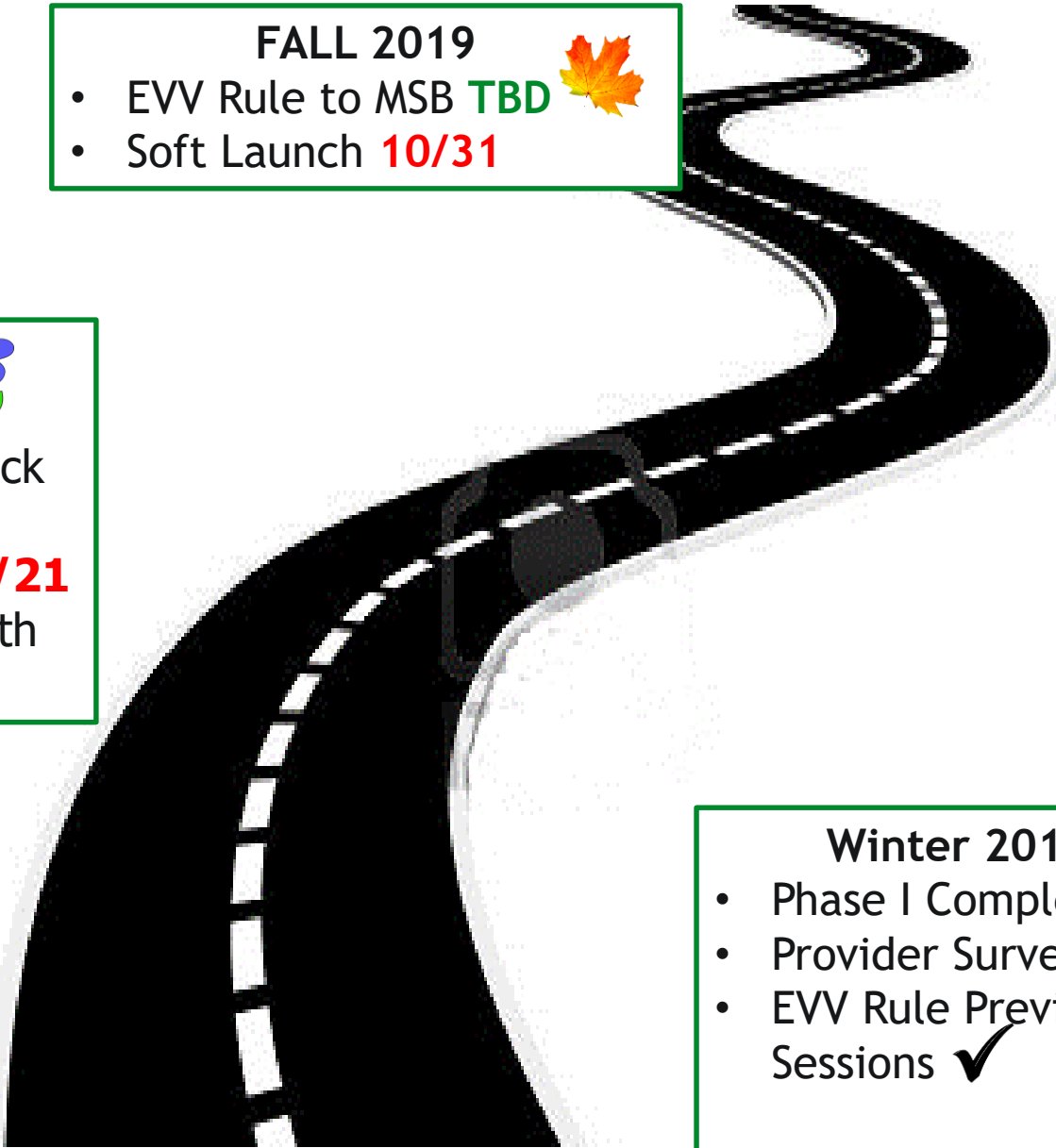


Spring 2019


- Phase II Kickoff **4/15**
- Collect Stakeholder feedback on scheduler module **5/8**
- Provider Welcome Letter **5/21**
- Training Announcement with schedule **6/20**

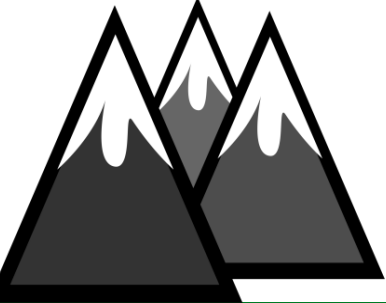
Summer 2019

- Release 3rd Party Specifications **6/25**
- Training Registration **7/22**
- Third Party Interface Testing **8/21**
- Training for Providers **9/5**
- EVV Call Center live **9/5**



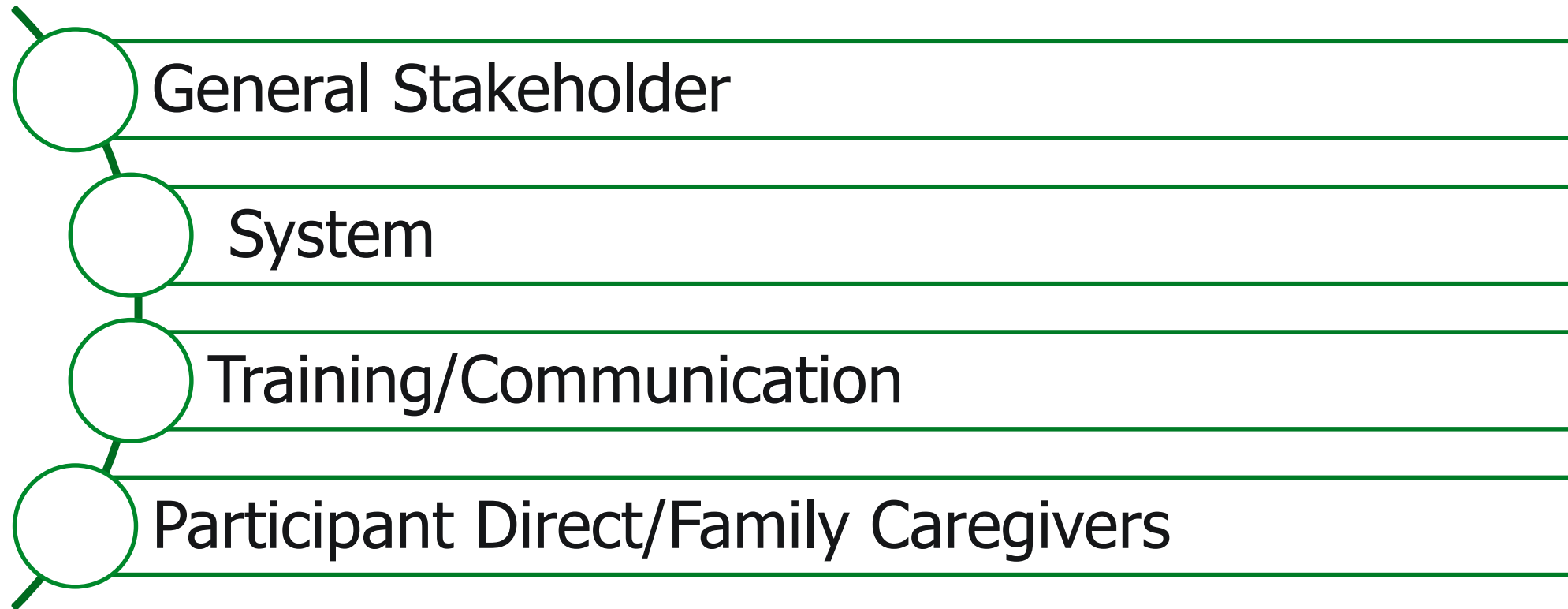
Winter 2019

- Phase I Complete ✓
- Provider Survey ✓
- EVV Rule Preview Sessions ✓ 



Stakeholder Engagement

All meetings occur monthly



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 deciding by end of July 2019 if using State EVV Solution or an alternate vendor
- If using alternate vendor, provide technical specifications once released
- 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

Provider Preparation Considerations

- Ensure caregivers/direct care workers are trained on the EVV solution utilized by the provider agency
- Identify roles and responsibilities for EVV usage
- 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 provider recommendations on supplemental training materials

Training Overview



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 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 Solution and the Data Aggregator

Types of Training Offered

Instructor Led Classroom Training

Instructor Led Web-Based Webinar Training

Independent Web-Based Training

Instructor Led Classroom Training

- This is an in-depth, hands-on review of the EVV environment, including features, structure, limitations and requirements.
- Classroom training is in a computer lab setting where each participant has a dedicated computer. Some locations provide a computer while others require attendees to bring their own.
- Classroom sessions can accommodate up to 26 participants per session.

Duration: Approximately seven hours

Participation: Limited to two people per provider ID.
Training is limited to agency staff.

Instructor Led Webinars

- These sessions cover the same content delivered in the classroom session, in three (3) two-hour sessions.
- Participants attend from a remote location, using their own computer with internet access.
- Webinars can accommodate up to 100 attendees per session.

Duration: Approximately three (3) two-hour sessions

Participation: Limited to two people per provider ID.
Training is limited to agency staff.

Independent Web-Based Training

- This method allows a training participants to independently access online, role-specific training materials.
- The materials are available 24-hours a day, seven days a week.
- Independent web-based training can be a great resource as a training refresher or a way to train new employees.

Duration: Self-paced, based on role

Participation: Unlimited

EVV Roadshow

FORT COLLINS

May 20 from 10:30AM-12PM

Larimer Workforce Center
200 W. Oak Street, Fort Collins, CO 80521

STEAMBOAT

June 3 from 2PM-3:30PM

City of Steamboat Springs
Community Room West
1605 Lincoln Ave, Steamboat, CO 80487

COLORADO SPRINGS

June 19 from 2PM-3:30PM

The Resource Center, Charlie Room
6385 Corporate Drive, Suite 301, Colorado Springs, CO 80919

TRINIDAD

June 20 from 2PM-3:30PM

City of Trinidad
135 N. Animas Street, 3rd floor, Trinidad, CO 81082

SAN LUIS VALLEY

June 27 1:30PM-3:00PM

Saguache County Road and Bridge
305 3rd St, Saguache, CO 81149

Contact

EVV@state.co.us

