Electronic Visit Verification

General Stakeholder Meeting

November 17, 2020

Our Mission

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

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WELCOME Stakeholders

- HCPF Introductions

- Quick Reminders

Meeting Purpose

The purpose of this meeting is to engage providers, members, other stakeholders, and the Department as we all work to implement EVV for EVV-required services.

And specifically to:

- Clarify EVV in Colorado

- Discuss EVV Program Updates

- Provide a platform to gather stakeholder feedback

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

Overview of EVV

Switching EVV Technologies

Telehealth & EVV Services

Communication Updates

EVV Program Updates: Call Center Report

Implementation

EVV Program Manual

Open Forum

Overview of EVV

What is EVV?

- Electronic Visit Verification (EVV) is a technology solution that assures excellence of care for the people we serve through mobile application, telephony, or web-based portal

- Colorado EVV has been developed directly with engaged Stakeholders, industry experts, and Department staff to create a custom Colorado EVV program

- The federal government requires all state Medicaid agencies implement an EVV solution with Section 12006 of the 21st Century Cures Act by **January 1, 2021**

- Colorado requires agencies to implement EVV through the Code of Colorado Regulations 10 CCR 2505-10 8.001 by **August 3, 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

Service Location

- EVV services happen in the home and in the community.

- Capture location where the service occurs, including telehealth

- EVV does not disrupt this flexibility of service location.

- Facility-based services are exempt from EVV unless otherwise noted.

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State EVV Model: Open/Hybrid

Colorado provides a complimentary EVV Solution (State EVV Solution).

Providers also have option to use alternative/existing EVV systems (Provider Choice EVV Systems) if they correctly interface with the State EVV Solution.

Providers are responsible for the correct use and transmission of EVV data.

Colorado EVV Mandate

- EVV is required by section 8.001 of the Colorado Code of Regulation

- Providers not making an earnest effort to utilize EVV may be subject to Compliance Monitoring, Request for Written Response, or Overpayment Recovery; **On January 1, 2021, claims without corresponding EVV will deny.**

Enrolled Providers Switching EVV Technologies

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Enrolled Providers may need to switch

- Enrolled Provider: Anyone who is currently enrolled in EVV, completed training, submitting EVV data, and/or has selected an EVV solution.

- Providers may implement their preference of EVV technology

- Providers who won't have functional Provider Choice Solution by Dec. 1 may want to switch to temporarily or permanently using State Solution

  - Prevent Disruptions

  - Ensures compliance

  - Avoids potential payment adjudication

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Switching EVV Technologies:
Provider Choice to State Solution

Providers utilizing Provider Choice system to collect and submit EVV records may switch at any time to utilizing the State Solution by completing the following steps:

1. Call Sandata Alternate Vendor Interfacing (1-844-289-4246) and notify of intent to switch and desired Go-Live date.

2. Complete the State Solution Training *Note: State Solution training not the same training for Provider Choice Systems and must be completed before taking next step

3. Call Sandata (1-855-871-8780) and express that you would like to use the State Solution while your vendor completes interface testing.

Switching EVV Technologies:
Provider Choice to State Solution

4. Implement your switch on Go-Live date

- Switch should occur prior to Dec. 1 2020 to allow time for staff to adjust to new system

5. At this time, you will be actively using the State Solution and will need to input client and employee information as well as document all EVV records within the Sandata tool.

Switching EVV Technologies

- When switching to the State Solution, **access to all aspects of the tool is granted after "Go-Live".**

- Not possible to prepare by loading employees and clients into the tool prior to Go-Live.

- It is expected during a switch that many records may need to be manually entered.

- **Providers are advised that any claim line without an EVV record initially may enter the EVV record and re-bill appropriately to assure no appropriate claims are denied.**

Switching EVV Technologies

- Providers must have functioning EVV solution prior to January 1, 2021

- If all technical issues are not resolved prior to December 1, 2020, the Department recommends providers switch to the EVV State Solution

- Allows Providers to quickly implement EVV while awaiting technical issues with their preferred provider choice system to be resolved.

- While it is possible to use either, it is not possible to use both at the same time.

- Providers may switch at any time for any reason; providers remain responsible for assuring all billed claims have EVV records

Newly Enrolling Providers

Newly Enrolling Providers

- All providers of EVV-required services must submit EVV records

- Newly enrolling providers are responsible for complying with all aspects of EVV immediately and are advised to have functioning EVV solution prior to January 1, 2021

  o Encouraged to utilize State Solution to meet deadline if necessary

- Providers enrolling after January 1, 2021 must have EVV records for all claim lines billed.

  o If needed, EVV records may be manually added after the time of service then claims re-billed as needed.

Questions

Telehealth & EVV Services

Which Services Require EVV?*

- Personal Care

- Pediatric Personal Care

- Home Health: RN, LPN, CNA, PT, OT, SLP

- Private Duty Nursing

- Homemaker

- Hospice

- 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

Subject to change

Service Types Groupings

Behavioral Therapies	Consumer Directed Attendant Support Services	Consumer Directed Attendant Support Services – SLS Health Maintenance	Home Health – Certified Nurse Aide	Home Health – Nursing	Home Health – Occupational Therapy
Home Health – Physical Therapy	Home Health – Speech/Language Therapy	Homemaker	Hospice	Independent Living Skills Training and Life Skills Training	In-Home Support Services
Occupational Therapy	Pediatric Behavioral Therapies	Pediatric Personal Care	Personal Care	Physical Therapy	Private Duty Nursing
		Respite and Youth Day	Speech Therapy		

Telehealth & EVV

- Telemedicine and Telehealth are remote delivery options for Health First Colorado services that utilize interactive audio, interactive video, or interactive data communication instead of in-person contact.

- Providers delivering services requiring EVV through Telemedicine/ Telehealth are responsible for the capture and reporting of EVV to the Department

- Caregivers responsible for collection of EVV

- Location in EVV record must indicate location of the member - <u>where services are received</u>

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Telehealth & EVV

- It's become common misconception that telehealth delivery is exempt from EVV. All EVV-required services require EVV, including if delivered via telehealth

- Quick Review:

  o In December of 2019, State Plan EVV-required Services required EVV for telehealth (Place of Service 02)

  o In June 2020, Waiver EVV-required services required EVV for telehealth (Place of Service 02)

Telehealth & EVV

- "If the provider is in person in the patient's home - then EVV data will be collected, but, by definition if its Telehealth and the 02 location code is used - they won't actually be there..."

- CO EVV requires the "location of service delivered":

- Services that are delivered away from the client on behalf of the client (shopping, errands, etc)

   o Location of the caregiver doing the services is recorded.

- Services are delivered "face to face"

   o Location of the caregiver doing the services is recorded.

- Services delivered via telehealth (POS 02)

   o Location of the client receiving the services is recorded.

Telehealth & EVV

- "How would the patient location data ever be collected? If the default is just to manually enter the patient home address - why require it at all?"

- If you are using the State EVV Solution:

  o Using telephony option -> will automatically record the location on file, which can be set to the Client location

  o Using the mobile app -> administratively update the Client location after the time of service

- If you are using a Provider Choice system:

  o If your technology offers a method to automatically and electronically record the client location at the time of service, that method may be used

  o If your technology requires you to update the location after the time of service, the location should then be updated.

Questions

EVV Program Updates: Communications

Communication Strategy

- The EVV team strives to continue to provide support and guidance to stakeholders

- Notices and emails from the EVV team are meant to bring awareness and guidance to support your success

- Use the Department's data tools and performance data to drive improvement as well as identify ways to collaborate in solutioning of any barriers.

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Communications:

- Compliance Communications/Direct Notices

  o Notify of opportunities for improvement

  o Help prevent negative impacts

- Unavoidable Delay Update Requests – sent weekly

- Phone Banking – started 11/16/20

- Constant Contacts – includes monthly meeting information

- Agendas – found on stakeholder workgroup page

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Questions

EVV Program Updates: Sandata Call Center Report

Total Incoming Calls
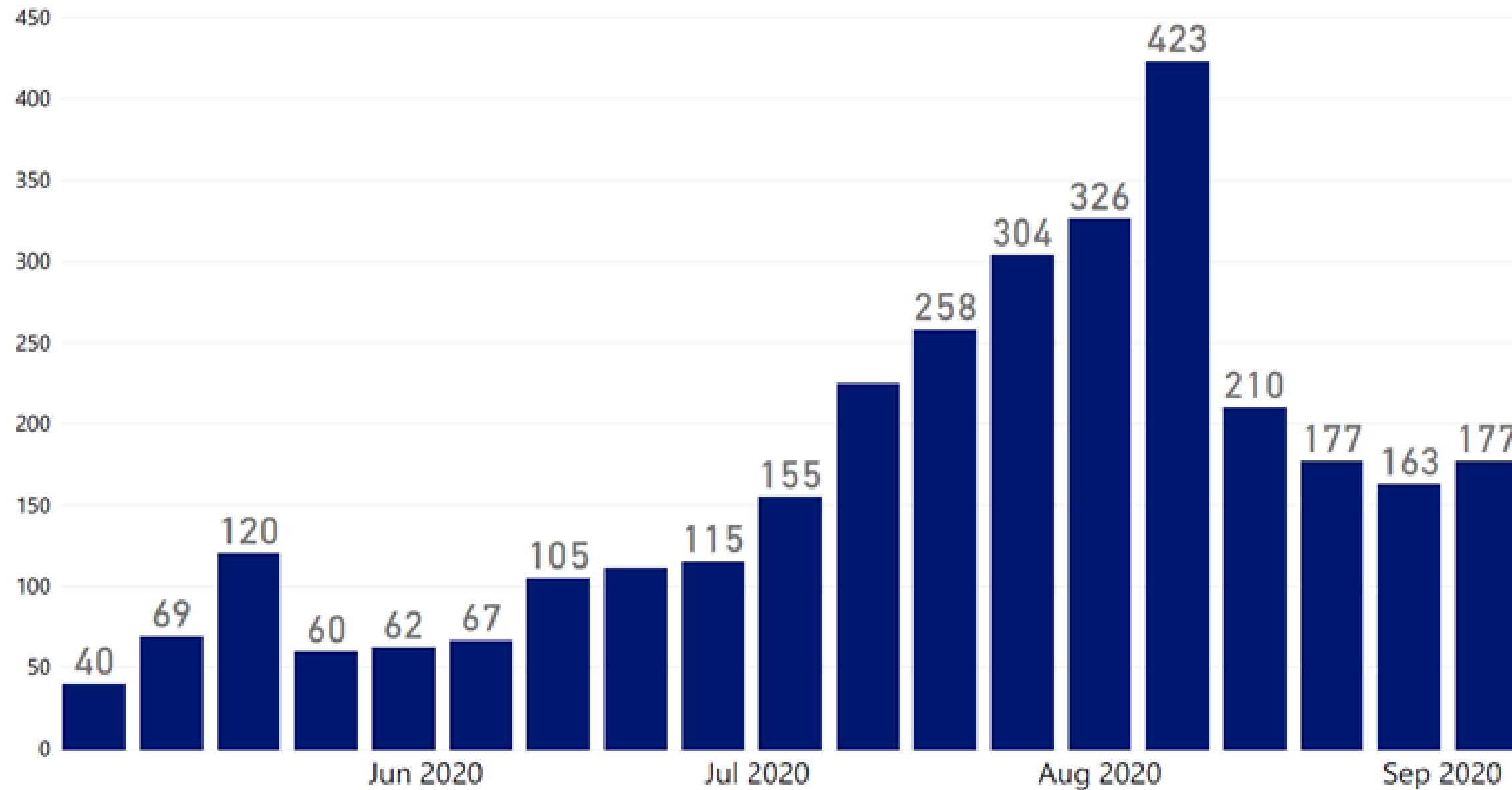
Percent of Calls Captured

2.34%

97.66%

- Answered
- Abandoned

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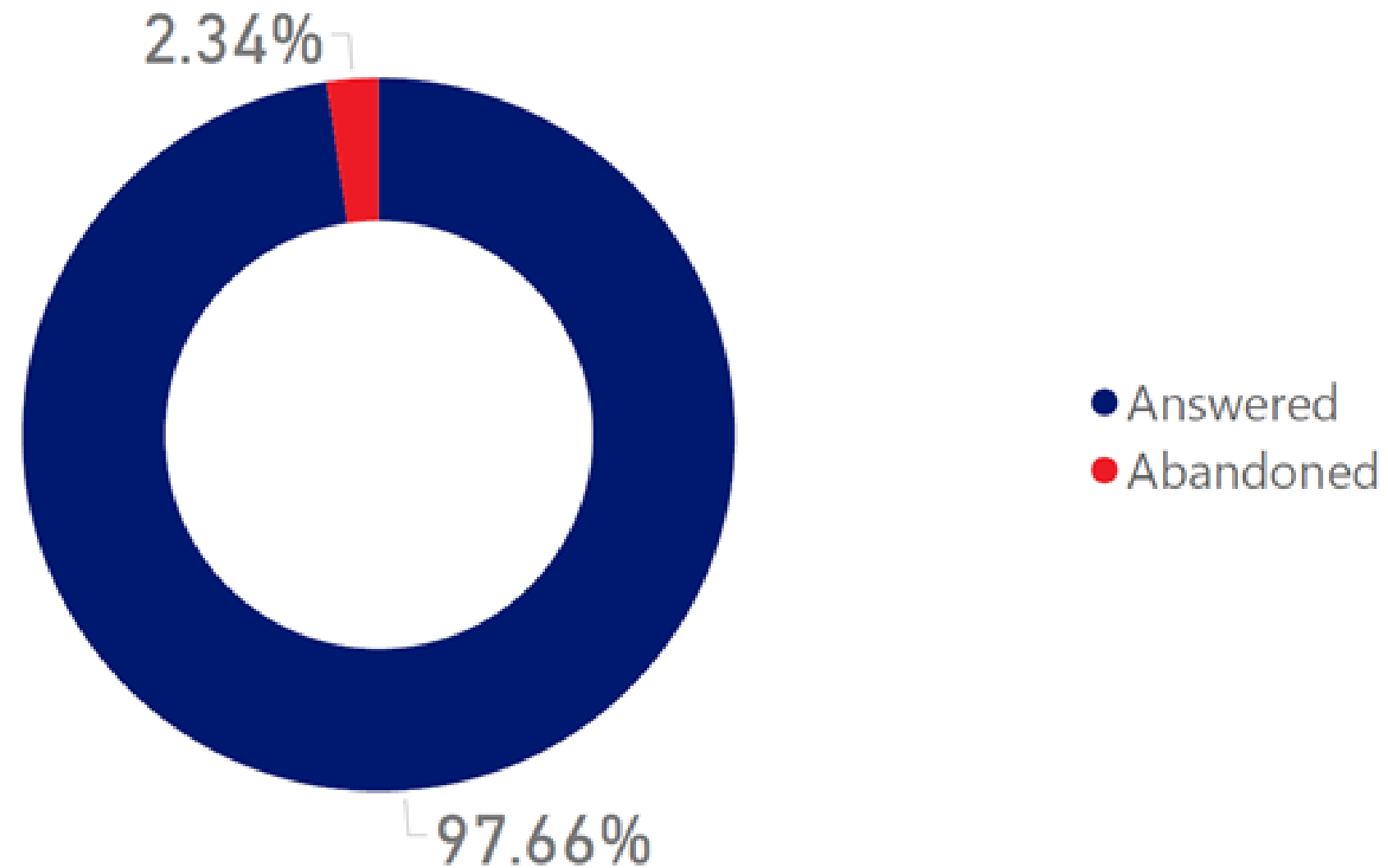
Call Times: What To Expect

Wait Time for a Call Representative
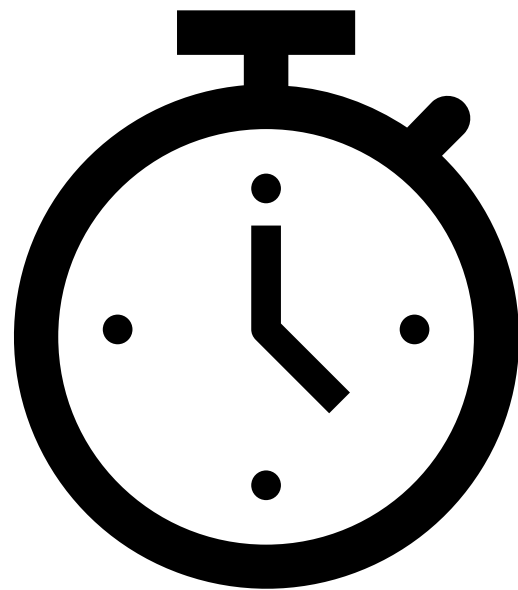
23.94 Seconds

Time With a Call Representative
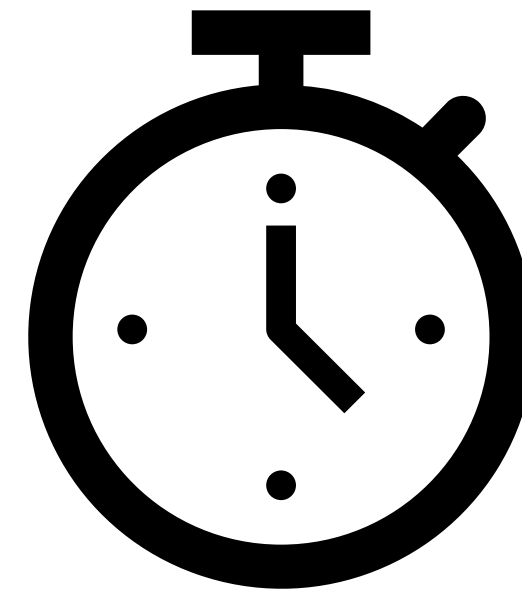
10.38 Minutes

Top 5 Call-Center Questions

Week of October 12, 2020

1. Dates of Services

2. Billing Medicaid ID

3. Client Medicaid ID

4. Group Codes to Billed Codes

5. Date of Submission

* Requires assistance from Sandata

Billing Medicaid ID

Available on the Department's EVV website

Visit Maintenance

Training Resources

→ EVV Agency Provider Participant Training Guide - June 2020

2020 Training Announcement Communication - March 2020

EVV Training Supplemental Materials Guide - September 2019

→ EVV Self-Paced Training Supplemental - December 2019

Available on the Department's EVV website under State Solution Page

# Group Codes to Billed Codes

Group Codes to Billed Codes

13. Occupational Therapy

The billing codes associated with Occupational Therapy services are:

Procedure	Service Description (Occupational Therapy)
92526	Treatment of swallowing dysfunction and/or oral function for feeding
96112	Developmental test administration (including assessment of fine and/or gross motor, language, cognitive level, social, memory and/or executive functions by standardized developmental instruments when performed), by physician or other qualified health care professional, with interpretation and report; first hour

TVV Code	Group Code	Telephony Prompt for Readback	Service Text Selection for Mobile
119	PT	Physical Therapy	Physical Therapy
120	OT	Occupational Therapy	Occupational Therapy
121	SLT	Speech Therapy	Speech Therapy
122	DME	Durable Medical Equipment	Durable Medical Equipment

Available on the Department's EVV website

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Submission Date
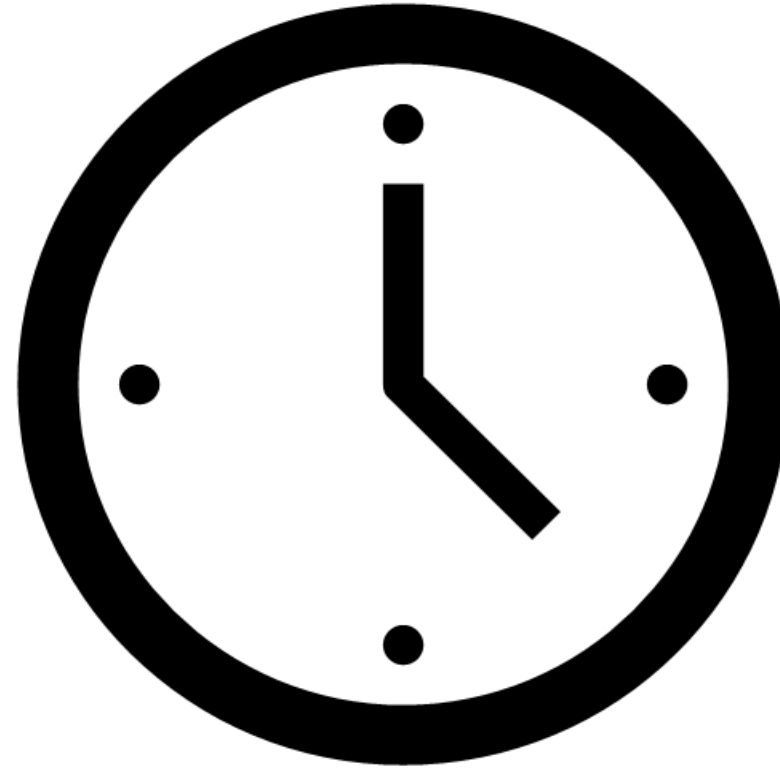
1 Day After Visit is Verified

Available on the Department's [*EVV website*](EVV website)

Questions

EVV Implementation: Timeline

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 <u>must</u> use EVV

- 10/1/2020 – 12/31/2020: Post payment claims review for providers who are not making an earnest effort to use EVV

- 1/1/2021: Prepayment claims review, claims will deny without corresponding EVV

Second Compliance Stage: *Over-Payment Review*

- Beginning October 1, 2020, in addition to the August 3, 2020 enforcement requirements, all claims subject to EVV requirements will pay initially, but paid claims that do not have valid matching EVV records may be subject to Department adjudication

- Provider Expectations:
  - Improve the percentage of non-compliant claims billed
  - Establish communication with the Department regarding any issues impeding implementation
  - Respond to Department guidance appropriately

Third Compliance Stage:
Pre-Payment Claim Adjudication

- Beginning January 1, 2021, in addition to the October 1, 2020, enforcement, all claims submitted to the Department that require EVV records must be matched to valid EVV records to pay.

- January 1, 2021 also marks the beginning of tying EVV compliance directly to the Colorado Medicaid Provider Agreement

- Provider Expectations:

  - All EVV records are collected appropriately and transition into claim integration is as smooth as possible

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EVV Implementation Timeline: Thresholds

EVV Thresholds

- Since June 2020, EVV Team collecting performance data to establish informed thresholds

- Threshold Specific Communication

  o There are NO specific threshold limits yet determined that will affect your ability to be paid or to penalize your agency.

  o Communications sent out during September-December are meant to improve compliance before established limits.

  o Thresholds will be communicated in an official guidance describing how they will affect agencies no later than December 31, 2020.

EVV Thresholds

- Like all states, Colorado EVV is still awaiting official guidance, but are using data driven approach to establish informed and reasonable threshold standards

- Currently:

  o Department's focus is to reduce outliers and ensure everyone's utilizing EVV

  o At this time, won't impact payment and is meant to provide feedback on performance

EVV Program Manual

Purpose

Electronic Visit Verification Program Manual

Official guidance for the Colorado Electronic Visit Verification (EVV) Program

October 2020

Version 1.2

- Simplify guidance for EVV Stakeholders

  - Moving to Web-based program manual for immediate update availability!

  - Single source reduces standalone guidance

- Assure up-to-date information

- Assist program improvement

Location of Manual

Resources

Click to Access

Department Guidance

- EVV Program Manual - August 2020 **New!**

- Guidance will direct to Resources page to assure most recent version

- Department recommended best practice is to follow the link each reference.

Updates

- *Threshold Guidance

- Billing Integration Additions

  o EOB 3054

  o Matching Visits

  o *Updates are to be included in upcoming webpage version

Continual Improvement

- Stakeholders may help improve the EVV Program Manual for everyone

  - Live Comments / Questions?

  - Future comments: evv@state.co.us

2 | Colorado EVV Program Manual

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Open Forum

General Stakeholder Open Forum

Questions on the phone	• Unmute with *6 • Share the air!
Questions in the Q&A	• Type questions directly into the chat box
Email	• Encrypt PHI and PII • evv@state.co.us

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EVV Resources

EVV Support Pathways

Pathway	Method	Purpose	Prepare Before Contacting	Expected Initial Response Time
EVV Help Desk	1-855-871-8780 COCustomerCare @sandata.com	Using State EVV Solution, interfacing Provider Choice Systems, Sandata trainings, EVV accounts	Nothing needed	Phone: As soon as connected Email: within two business days
Gainwell (Billing) Help Desk	1-844-235-2387	Provider billing or claims processing questions	Nothing needed	As soon as connected
HCPF EVV Inbox	EVV@state.co.us	Dept. approval of Live-in Caregiver exemption, Policy and Program answers, Escalations from other support methods	Live-in Caregiver Documentation for review, Help Desk documentation (Call number, who you talked to, etc.)	Within a week

EVV Recurring Meetings

General Stakeholder

- Third Tuesday of the month
- *Next Meeting: December 15*
- 10:30 am - 12:00 pm

Member and Caregiver

- Last Tuesday of the month
- *Next Meeting: November 24*
- 10:30 am - 12:00 pm

Listening Sessions

- First Thursday of the month –AND- the Thursdays following the EVV General Stakeholder Meeting
- *Next Meeting: November 19 & December 3*
- 10:00 AM- 11:00 AM

Email evv@state.co.us for a calendar invite

Thank you!