

May 14<sup>th</sup> 2020,

Dear CO CDASS Employer,

Please review this letter to learn about mandatory changes to the Palco services provided to the CDASS program starting this summer.

## Electronic Visit Verification (EVV)

As a part of a Federal mandate, Palco will implement EVV with all Colorado CDASS program members and attendants. EVV will be the new way your attendants will clock in and out and record their time. You can read more about what is EVV and what does EVV capture on the Palco website in our EVV FAQ published in Fall of 2019. **Palco will implement EVV in Colorado starting on August 1<sup>st</sup> 2020.**

As the employer, you and your attendants will have two options for how you choose to use EVV. The first way is by using the Authenticare application on a smart phone or device (like a tablet). The second way will be using Interactive Voice Response (IVR), also called Telephony. This option will allow attendants to clock in and out using the members **landline** home phone system. Regardless of which option you choose, a unique email address and access to the internet are required for every employer and all attendants.

## Is anyone exempt from EVV?

The Department of Health Care Policy and Financing (The Department) for Colorado has allowed for attendants who meet certain criteria, establishing them as someone who lives with the participant, as eligible for an exemption from EVV. If an attendant feels they meet the criteria outlined by The Department, as indicated on the attestation included in this packet, the attendant and employer can submit the form and required documentation to elect that exemption.

If this form is not received and processed by Palco before 7/16/2020 you will be required to comply with EVV even if you are a live-in. Forms submitted to Palco after 7/16/2020 will not be effective until the following pay period after it is processed and EVV compliance will be required for any shifts in between starting 8/1/2020.

## What happens if I do not comply with EVV?

To ensure compliance with the Federal mandate, all Palco's billing claims will be reviewed by The Department to verify the required EVV details are captured on required shifts. If the required EVV details are not captured during the visit, there is no guarantee for payment. It is very important that all Employers and Attendants comply with responding to Palco to get registered and ensure they are complying with EVV so that there are no disruptions in payments to attendants.

## What are the next steps?

**In order to get the transition started, we are asking you fill out one of the enclosed forms for every active attendant. Either the EVV Registration Form OR the EVV Live-In Caregiver Exemption Attestation must be complete and returned for every active attendant no later than July 16<sup>th</sup> 2020.** If you need additional forms or have questions, please visit our website, or contact our customer service team.

### **EVV Registration Form**

The EVV Registration Form will register you and your attendants for EVV and allow you to choose the version of EVV you will be using. You must return one form for every attendant you have enrolled with Palco for your CDASS program services. Please return the form via Fax or Email for the fastest and most efficient processing. **Once processed you will receive further instructions and information from Palco with how to use EVV.**

or

### **EVV Live-in Caregiver Exemption Form**

The EVV Live-in Caregiver Exemption Form should be completed if the attendant meets one or more of the definitions outlined by The Department. You must follow all the instructions with the form and include the required supporting documentation to make the form valid. Once this form is received you will receive email confirmation from Palco that it has been processed and the attendant is exempt from EVV.

## **Mobile Application- Device ID's**

If you chose the option for Mobile Application, your attendants would need to download the application and get their "Device ID." Here are instructions for obtaining your device ID.

1. Using the attendants smart phone device, go to the app or play store and search for the "Authenticare" application.
2. Download the application and once finished open the app.
3. Tap "allow" for the app to access the devices location and to make and manage phone calls.
4. Enter the set-up code for CO CDASS which is, "**PALCOCOPRD**"
5. On the login screen, click on "Settings" at the bottom right of screen
6. Click on "See Device Identifier" from the menu options
7. Record your device ID exactly as it is shown on the screen on your EVV Registration Form

You can access a Palco EVV Mobile Application User Guide on our website for more detailed instructions and pictures. If you choose the Telephony/IVR option, you do not need to provide a device ID. Attendants will not be able to login to the app until 8/1/2020. Login credentials will be provided via email after the registration form is processed.

## EVV Training

As this will be a new way of collecting time for a lot of you, we will be offering several opportunities to train you and your careworkers before the August 1<sup>st</sup> implementation. This training will cover both uses of EVV and be an opportunity for you to ask questions to ensure an easy transition for all. We hope you will all join us to learn more, a flyer with details is enclosed.

Training dates and times:

- June 11<sup>th</sup> 2020 – 6:00pm
- June 12<sup>th</sup> 2020- 10:00am
- June 15<sup>th</sup> 2020- 1:00pm
- June 16<sup>th</sup> 2020- 2:00pm
- June 17<sup>th</sup> 2020- 10:00am
- June 19<sup>th</sup> 2020- 12:00pm

There is no need to register in advance for training, simply join the webinar/call 3-5 minutes before the scheduled call. Instructions to join:

1. Join the online meeting: <https://join.freeconferencecall.com/palco>
2. Dial-in number (US): (605) 313-5625
3. Access code: 673022#

If you cannot join us for one of the scheduled trainings, we have included detailed training guides in this packet. You can also access the training guides by visiting our website or by calling our customer service team and requesting a copy.

As always if you have questions, please don't hesitate to contact us! We enjoy serving as your Financial Management Service provider and we hope to make this transition to EVV as smooth as possible!

### PS- Are your workers signed up for direct deposit?

Direct deposit is the fastest and safest way for workers to get their money! If they are receiving a paper check, contact us today to get signed up. Palco offers direct deposit to any bank account as well as the option to sign up for a free check card! You can find a Direct Deposit Authorization form on our website or request on by calling customer service.

Thank you,



**P.O. Box 242930 Little Rock, AR 72223**

**Phone:** 1-866-710-0456

**Fax:** 501-821-0045

**Email:** [enrollment@palcofirst.com](mailto:enrollment@palcofirst.com)

**Website:** <http://www.palcofirst.com/programs/colorado2/>