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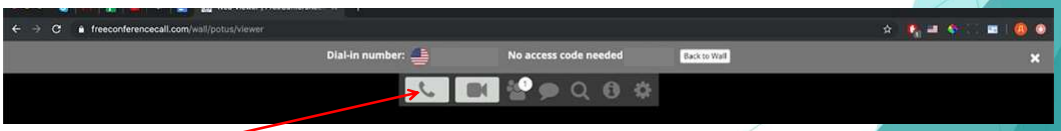
Electronic Visit Verification Training Colorado

Once you are on, you need to connect your speakers by clicking the Phone icon on the top of your screen. If that does not work for you, you can dial in using any phone.

Dial-in number (US): 605-313-5625
Access Code: 673022#.



1

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Electronic Visit Verification

Colorado CDASS

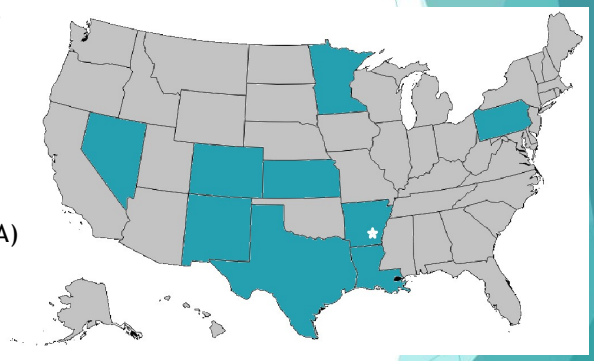
Cody Waits – Account Manager

Kady Predota – National Director of Program Management

2

Welcome

- National industry leader providing exceptional FMS services to 9 states.
- Arkansas, Palco's home state and company headquarter, was the first state to pilot "self-direction" more than 20 years ago.
- Palco was the first fiscal employer agent (F/EA) in the nation.
- We focus on industry standards and Person-Centered Practices.



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3

Webinar Training Guidelines

- All lines are muted and will remain muted for the duration of the training
- We will use the chat feature for your questions and pause at designated times to answer you.
  - If we do not have time for all your questions, you can include your email address and we will follow up with you in the coming days.
- Please reserve the chat for questions only and refrain from sharing comments or opinions to keep things organized.
  - Only Palco staff should answer questions that are asked.

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Agenda

- Overview of EVV
- Using the Mobile Application
- Using Telephony
- Approving / Submitting / Editing Time
- Other Considerations
- Questions

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5

RESOURCES

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Everything we discuss today, including the slides, are available on our website with even more details and descriptions!

http://www.palcofirst.com/programs/colorado2/

You will find:

- EVV Frequently Asked Questions (FAQ)
- EVV Registration Form - CO
- EVV User Guide CO- Mobile App
- EVV User Guide CO- Telephony
- EVV Connect User Guide

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What is EVV?

- Electronic visit verification (EVV) is a technology solution which electronically verifies that home and community-based services are actually delivered to people needing those services by documenting the precise time service begins and ends.

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Why is EVV Required?

- Implementing EVV is a federal requirement.
- Section 12006 of the 21st Century Cures Act requires all state Medicaid agencies implement an EVV solution to manage their Personal Care services by January 1, 2019, and for all Home Health services by January 1, 2023.

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What does EVV verify?

EVV captures 6 points of data.

- **Type** of service preformed
- **Individual receiving** the service
- **Date** of the service
- **Location** of the service
- **Individual providing** the service
- **Time** the service begins and end

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9

Palco EVV Solution

- Palco has partnered with FirstData to provide you an exceptionally easy to use, secure EVV platform.
- FirstData has been providing software solutions for 17 years.
- Authenticare, by FirstData, is compliant with the cures act, user friendly, and keeps your personal information secure.
- Authenticare by FirstData offers you the choice of EVV through a mobile application or telephony/IVR through a landline phone.

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What Services Require EVV?

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All Consumer Directed Attendant Support Services (CDASS) will be captured using EVV starting

August 1, 2020.

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Is anyone exempt from using EVV?

COLORADO

Colorado has elected for attendants who live with the participant to claim an exemption from EVV.

More information to follow later in the training.

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12

QUESTIONS?

Enter your questions in the CHAT box, we will answer as many as we can. You can also include your email address and we will get back to you in writing if we run out of time.

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MOBILE APPLICATION

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WHAT IS THE MOBILE APPLICATION?

- **Authenticare** Mobile Application is a smart phone application that uses the cellular GPS capabilities on your smart phone device to capture your location as well as the 6 points of data required to comply with EVV.

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15

DOWNLOAD THE APPLICATION

Download the Authenticare App

Step 1: Go to the App Store on your mobile device
Step 2: Tap on **Search**
Step 3: In the search bar, type "**Authenticare**"
Step 4: Download the app- "**Authenticare 2.0**"
Step 5: Complete the download and tap to open

Tap Allow to access this device's location and Allow to make and manage phone calls.

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16

INITIAL SETUP

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Once downloaded, enter the **Setup Code** provided to you by Palco.

Next, obtain your device ID. Click **Settings** at the bottom right of the login screen.

Click **See Device Identifier** from the menu options

Write down your **Device ID** as shown on the screen and provide to Palco for setup.

SET UP CODE FOR CO = **PALCOCOPRD**

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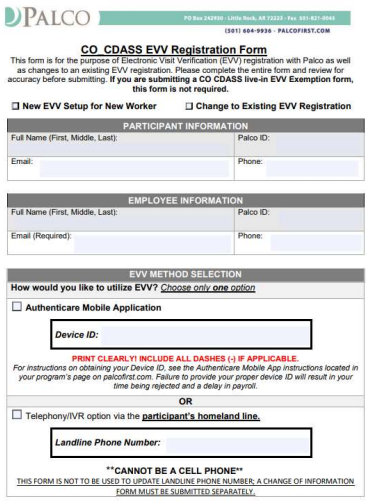
17

SUBMIT YOUR DEVICE ID



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CO CDASS EVV Registration Form

This form is for the purpose of Electronic Visit Verification (EVV) registration with Palco as well as changes to an existing EVV registration. Please complete the entire form and review for accuracy before submitting. **If you are submitting a CO CDASS live-in EVV Exemption form, this form is not required.**

❑ New EVV Setup for New Worker ❑ Change to Existing EVV Registration

PARTICIPANT INFORMATION	
Full Name (First, Middle, Last):	Palco ID:
Email:	Phone:

EMPLOYEE INFORMATION	
Full Name (First, Middle, Last):	Palco ID:
Email (Required):	Phone:

EVV METHOD SELECTION

How would you like to utilize EVV? *Choose only one option*

❑ **Authenticare Mobile Application**

Device ID:

PRINT CLEARLY! INCLUDE ALL DASHES (-) IF APPLICABLE.

For instructions on obtaining your Device ID, see the Authenticare Mobile App instructions located in your program's page on palcofirst.com. Failure to provide your proper device ID will result in your time being rejected and a delay in payroll.

OR

❑ Telephony/IVR option via the **participant's homeland line.**

Landline Phone Number:

****CANNOT BE A CELL PHONE****

THIS FORM IS NOT TO BE USED TO UPDATE LANDLINE PHONE NUMBER; A CHANGE OF INFORMATION FORM MUST BE SUBMITTED SEPARATELY.

Complete the EVV Registration Form located on our website or in your enrollment packet and submit to enrollment@palcofirst.com

Allow 3-5 business days for processing.

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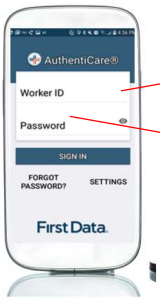
18

Logging In



Login using the AuthentiCare Worker ID and Password provided by Palco. The first time you login will be with a temporary password and you will be prompted to set your own.

Worker ID: Your Palco ID

Password: Provided by Palco in your "good-to-go" notification email.

Note: You will not be able to login to the mobile app until the system for CO it is live in August.

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19

Clocking In

1. Click on "**New Check-In**"

2. Choose the client from the list of clients. If the client is not found, click "**Lookup Client**" and follow the steps.

3. Click on "**Service**" and select the service you are providing for that shift

4. Click on "**Submit Check-In**" and click "**OK**"

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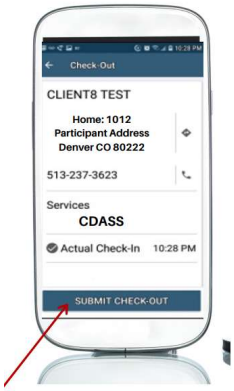
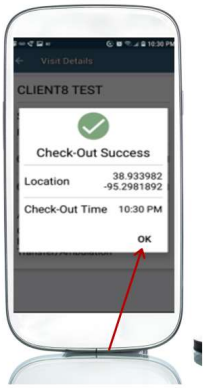
20

Clocking Out



1. At the end of the shift, login to the app again and select your active visit followed by "**submit check-out**"



2. Check-Out success screen will display, click "**OK**"

GPS coordinates are collected only during the Check-in and Check-out process. They are not collected at any other point of the visit.

In a limited service zone, all Check-In/Check-Out data is stored in the mobile app until the mobile device enters a location of internet service. Once that occurs, all data is then pushed to AuthentiCare.

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21

No Service

- In a limited service zone, all check in/out data is stored in the mobile application until the device enters a location of internet service. Once that occurs, all data is then pushed to Authenticare.
- Always clock in/out even if you're in a bad coverage area

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22

TELEPHONY / IVR

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WHAT IS TELEPHONY?

- Authenticare Telephony software allows you to utilize the participants home landline phone to clock in and out and meet the criteria of the 21st Century Cures Act.
- Telephony is also sometimes referred to as Interactive Voice Recognition (IVR).

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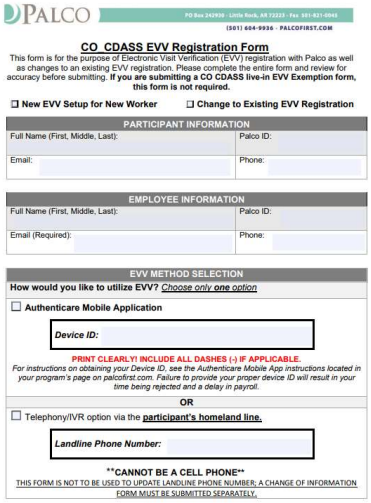
REGISTERING FOR TELEPHONY



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CO_CDASS EVV Registration Form

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❑ **New EVV Setup for New Worker** ❑ **Change to Existing EVV Registration**

PARTICIPANT INFORMATION	
Full Name (First, Middle, Last):	Palco ID:
Email:	Phone:

EMPLOYEE INFORMATION	
Full Name (First, Middle, Last):	Palco ID:
Email (Required):	Phone:

EVV METHOD SELECTION

How would you like to utilize EVV? *Choose only one option*

☐ **Authenticare Mobile Application**

Device ID:

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☐ Telephony/IVR option via the **participant's homeland line.**

Landline Phone Number:

****CANNOT BE A CELL PHONE****

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Complete the EVV Registration Form located on our website or in your enrollment packet and submit to enrollment@palcofirst.com

Allow 3-5 business days for processing.

25

USING TELEPHONY

Using the Participants landline home phone, follow your IVR instructions sheet to dial the toll-free number at the beginning and the end of the visit.

Start of visit:
Step 1: Dial toll free number, enter your worker ID
Step 2: Follow the prompts to clock in

End of visit:
Step 1: Dial toll free number, enter your worker ID
Step 2: Enter activity codes for tasks completed
Step 3: Follow the prompts to clock out

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Can I use Telephony from a cell phone?

- **No**. Telephony should be used via the client's home landline phone.
- This phone should be registered with Palco/FirstData as part of your enrollment process.

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What number do I call?

- Refer to the Telephony/IVR user guide specific to your program for the toll-free number you should use for check in and out.

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Do I have to clock in/out at midnight to split the shift?

- No, you do not need to clock out at 11:59PM and back in at 12:00AM once EVV starts. Many people may be familiar with this rule when entering time in Connect. When EVV starts the system will automatically split the time when it is pulled in to Connect.

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How do I document what services were provided during the shift?

- The requirement to collect services provided during a shift (like Homemaker, Personal Care and Health Maintenance) was eliminated last Fall when Palco streamlined pay rates. This was done in preparation for EVV and to make the check in/out process as simple as possible.
- If the employer/employee wants to keep service notes for their Case Manager as documentation for the Participants needs and task worksheet which is reviewed at annual CSR home visits, that is always encouraged.

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30

QUESTIONS?

Enter your questions in the CHAT box, we will answer as many as we can. You can also include your email address and we will get back to you in writing if we run out of time.

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31

APPROVING TIME

32

Connect Application

- **Connect** is Palco's online time submission system.
- At the end of the pay period, the worker **and** employer will need to login to the Connect application and review the time entries.
- The time entries can be rejected, modified, or approved for submission.

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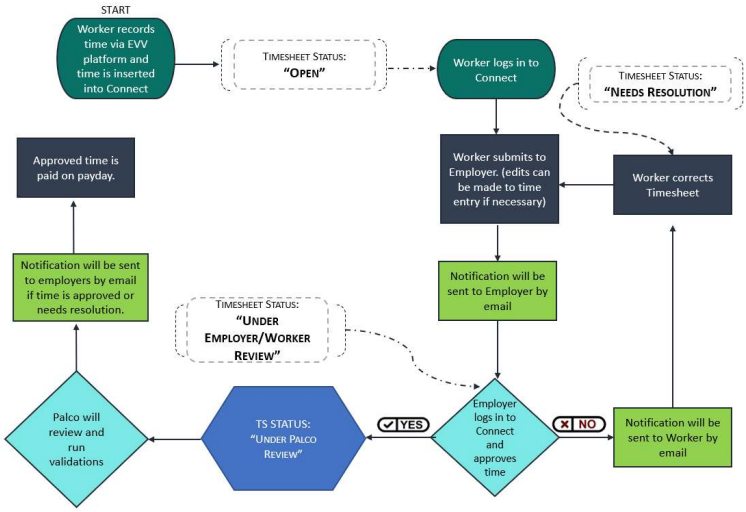
33

Process Flow



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34

Registering In Connect

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- You will be registered in Connect using the email address provided on your EVV registration form.
  - Every CDASS Employer and Attendant must have a unique email address to utilize Connect.
- You will receive an email from Palco once the form is processed letting you know how to login.

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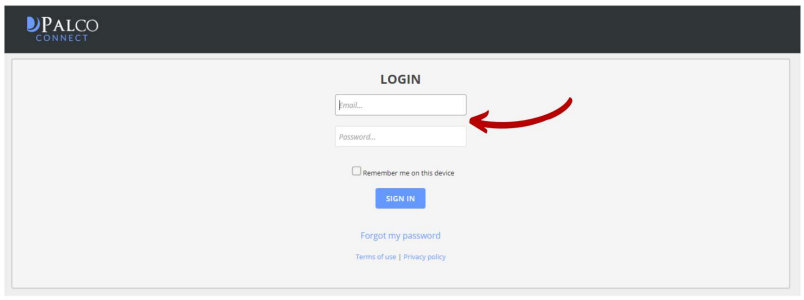
35

Reviewing / Approving Time

1. Attendant will login to Connect for initial review.



Website: connect.palcofirst.com/

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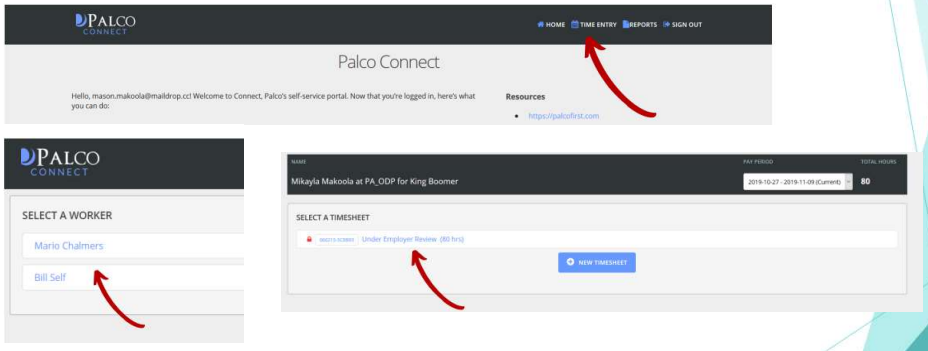
36

Reviewing / Approving Time

2. Attendant clicks time entry at the top, selects their employer and selects the current time sheet.



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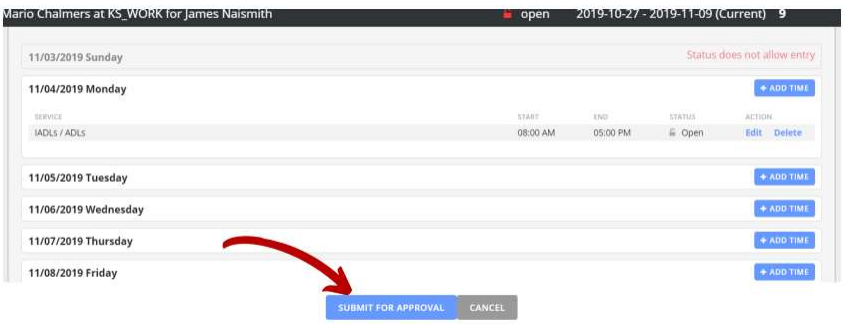
37

Reviewing / Approving Time

3. Review all the submitted time and ensure it is accurate. If everything looks correct select, "SUBMIT FOR APPROVAL."



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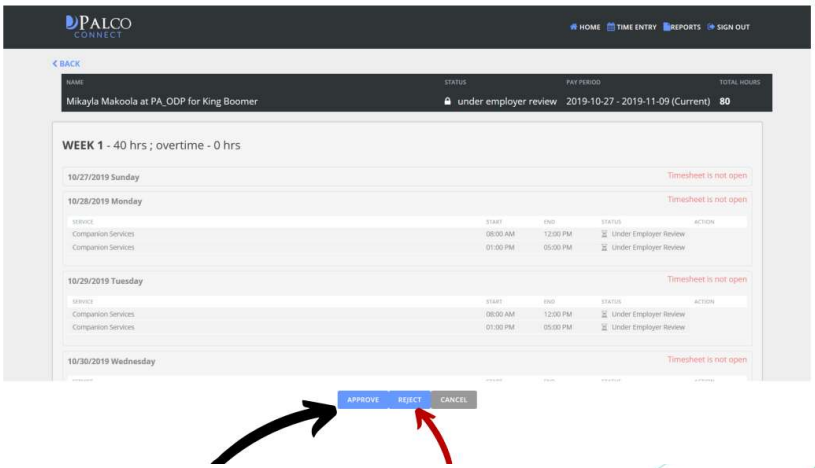
38

Reviewing / Approving Time

4. Employer will then login to their account and choose to Approve or Reject the time.



39

Rejecting Time

- Selecting “Reject” will deny the timesheet and send it back to the attendant for corrections.
- You should only reject a time sheet if it is wrong or requires an edit.
- Edits should only be made when absolutely necessary!
- Edits will be flagged and too many edits could cause you to be out of compliance with the 21st Century Cures Act.

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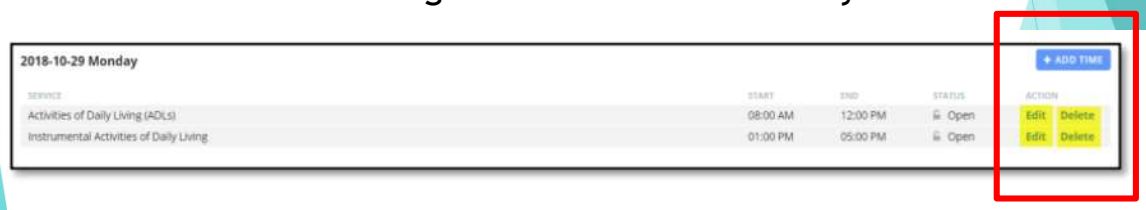
40

Modifying Time

1. If a shift requires an edit or a new shift needs to be added the Worker must complete the edit while the timesheet is in the 'Open' status in Connect.
2. The Worker can select '+ Add Time', 'Edit', or 'Delete' on the right-hand side next to any shift.



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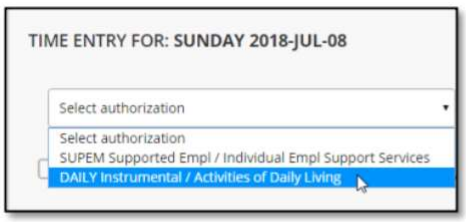
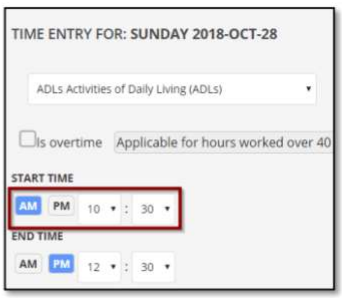
41

Modifying Time

2. In Edit mode, the Worker can change the service type or adjust the start and end time using the drop-down boxes.





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42

Modifying Time

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3. The Worker will need to select a reason for the edit.
   - Forgot to Check in/out
   - Wrong Service Selected
   - Wrong Member/Participant Selected
   - Cell phone not charged
   - No cell coverage – note you should still clock in/out
   - IVR- Phone Disconnected
   - IVR- Phone in use by someone else
   - Other
   - Manual Entry

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43

Modifying Time

4. Once all edits are complete, the attendant can submit for approval and the cycle begins again.

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44

How many edits am I allowed to have?

- Your program may have specific rules and restrictions around the number of edits allowed in a pay period.
- Once that threshold is met, the shift may no longer be payable by Palco.
- The best way to prevent this is to ensure everyone is using EVV 100% of the time!

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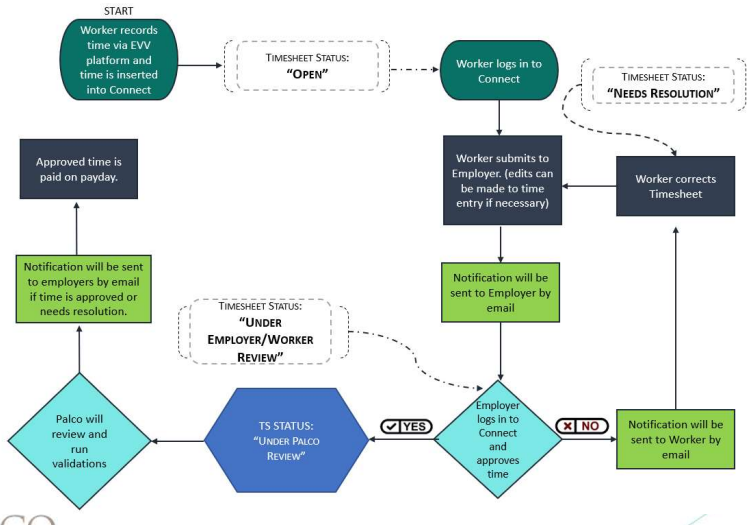
45

Process Flow



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46

Submitted Time

- Once the employer approves the time and submits it to Palco, Palco will process the time and run the necessary validations to ensure it can be paid.
- Payroll will follow the same payroll schedule.
- Time submitted in Connect by the employer past 12:00 PM on the due date is not guaranteed for payment on time.

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47

Questions?

Enter your questions in the CHAT box, we will answer as many as we can. You can also include your email address and we will get back to you in writing if we run out of time.

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Other Considerations

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49

Do I have to Clock in /out for different services?

Example: Homemaker, Personal Care and Health Maintenance

- Most people will not! Palco has streamlined rates and made it extremely simple.
- You will clock in for CDASS and select the correct pay rate for the shift (Rate 1, 2 or 3). You do not need to change your clock in to indicate if you are providing Homemaker or Personal Care during the shift.

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50

Do I have to Clock in /out for different services?

Example: Homemaker, Personal Care and Health Maintenance

- SLS Waiver Participants who have two different budgets (one for CDASS and one for Health Maintenance) will need to select the correct service when clocking in.
- If SLS Health Maintenance is provided in addition to another service in a single shift the attendant must clock out and back in accordingly selecting the correct service.
  - Doing this will ensure Palco uses funds from the correct budget to pay for that shift.

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51

Live In Caregivers

- Colorado has elected the option for attendants who live with the participant to claim an exemption from EVV.
- EVV Live-in Caregiver Attestation Form must be completed and submitted to Palco with supporting documentation no later than 7/15 in order to be exempt from the 8/1 requirement.
  - Forms submitted after 7/15 will be processed and effective the **following** pay period. Compliance with EVV in the time before the exemption is effective is required.

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52

Live In Caregivers

- Acceptable Supporting Documentation examples:
  - Copy of both state ID's / drivers license showing shared residency
  - Address listed on tax returns
  - Automobile Registration
  - Voter Registration Card
  - Utility or other household bill showing individuals names and address
  - Bank account statement
  - Medicaid records

All documentation must be current or have a date within the last three months.

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53

Live In Caregivers Cont.

- Attestation form must indicate what live in definition is met. Ex: IRS Determination, DOL Determination or Extenuating Circumstance Approved by The Department.
- Form submission must include proof that the attendant and participant live together as indicated on the included instructions. Ex: state ID, tax returns, auto registration ect.
- False information will be subject to claim recoupment and prosecution for Medicaid fraud.

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54

Live In Caregivers Cont.

- The EVV Exemption is not effective until Palco has processed and provided confirmation. You must comply with EVV until you receive that confirmation.
  - Submissions not compliant with EVV are not guaranteed for payment.
- Form must be **resubmitted** every year before 7/1/2020 or EVV will no longer be exempt.
- Questions about the live-in definition and who qualifies should be directed to The Department EVV team- EVV@state.co.us

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55

Who should I contact if I have questions about my budget or services authorized?

- Questions about your budget, hours per week available based on your current pay rates and how to set up your schedule should be directed to your Case Manager and/or Consumer Direct Colorado.
- **Consumer Direct Colorado** is the CDASS Training vendor and can assist you with updating your Attendant Support Management Plan (ASMP) so you have a plan for using EVV successfully and managing your attendant care
  - Phone: 844-381-4433
  - Email: InfoCDCO@consumerdirectcare.com

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56

QUESTIONS?

57

NEXT STEPS

- Ensure all your employees have completed the Palco EVV Registration process by submitting the form to Palco. Deadline is 7/15/20!
- Review the Palco EVV User Guides and ensure you have access to everything you may need- mobile app, landline, internet access, etc.

YOU CAN FIND FORMS AND HANDOUTS ON OUR WEBSITE

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58

Resources

Colorado

http://www.palcofirst.com/programs/colorado2/

- EVV Frequently Asked Questions (FAQ)
- EVV Registration Form - CO
- EVV User Guide CO- Mobile App
- EVV User Guide CO- Telephony
- EVV Connect User Guide

Future Trainings/Recordings will be available!

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59

Thank You!

If you have questions or need support, Palco is here to help!!

Phone: 1-866-710-0456

Fax: 501-821-0045

Email: info@palcofirst.com

60