

UPDATED APRIL 2021



CO CDASS EVV FAQ

Electronic Visit Verification Frequently Asked Questions for Consumer Directed Attendant Support Services.



OVERVIEW

Electronic Visit Verification (EVV) is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data:

- Type of service performed
- Individual receiving services
- Individual providing services
- Date of the service
- Location of the service
- Time services begins and ends

EVV is a federal mandate under the 21st Century Cures Act that requires compliance by Medicaid agencies by January 1st 2020.

MORE INFORMATION:

[CLICK HERE FOR MEDICAID GUIDANCE ON ELECTRONIC VISIT VERIFICATION](#)

What EVV System will Palco use?

Palco has partnered with FirstData to provide stakeholders with one of the best EVV platforms that exists nation wide.

When will EVV be implemented by?

EVV will be implemented with Palco on **August 1st 2020**. Everyone who is not identified as having an approved EVV Live-In Exemption will be required to comply.

How will the six data points be captured?

Palco clients will have the choice of utilizing the EVV mobile app or a telephony option. Location is captured at only the beginning and end of the visit. It does not require a microphone, photographic, or video recording. Geo-fencing, facial recognition, or biometrics are not used.

What is the mobile application and how does it work?

The mobile application is a FREE smart phone app developed by the EVV vendor that captures the date, time and location of the attendant when clocking in and out. It uses your WiFi connection or minimal cell data to send information. As an example, the attendant arrives at the home or starts the visit in the community (shopping, medical, etc.) and before starting services, opens the EVV mobile app to clock in.

How long does clocking in/out take?

We estimate the average time to be less than one minute.



Will I have to clock in/out for each CDASS service?

No. Rather than capturing individual services such as homemaker, personal care and health maintenance; the attendant will clock in as simply "CDASS" and select the associated rate of pay for the shift.



How will service details collected through EVV be kept safe?

All Medicaid data, EVV related or not, is stored on secure servers that are managed and maintained by PALCO. We are responsible for ensuring the data meets state cyber security and Health Insurance Portability and Accountability Act (HIPAA) requirements.



What is telephony and how does it work?

Telephony or Interactive Voice Recognition (IVR) is a method of EVV used via the participants touchtone phone.

The attendant uses the touchtone phone to call in at the beginning of the shift and call out at the end. Calls are to a toll free number and voice prompts guide the entire process.

Can the EVV solution be used in rural areas?

The EVV Solution is designed to work across the state. The mobile application will work without cellular service and can upload information when service is restored or connected to WiFi.

The telephony option can be used with any touchtone phone.

Can I use both the mobile app and telephony?

No. Every attendant must be registered and choose one method for collecting EVV. You may not interchange between the two systems.

What should I do if the visit starts in one location and ends in another?

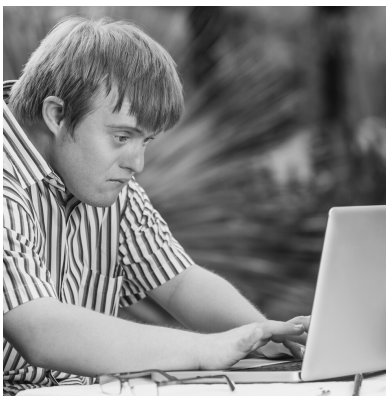
You should use EVV to clock out when the location ends no matter where you are.

Does EVV replace paper timesheets?

Paper timesheets will only be allowed for those with an approved EVV live-in exemption.

What happens if I clock in early?

You should always clock in when the shift actually begins. Do not record time that you are not providing approved services.



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Does the employer have to download the app also?

No, the employer will not have a login for the app and will not need to download it unless they are providing their own device for attendants to share, which is fine.



What happens if I clock in early?

You should always clock in when the shift actually begins. Do not record time that you are not providing approved services.

What languages are EVV available in?

The Authenticare system is currently available in both English and Spanish for both the mobile app and telephony.



How do I find my Device ID to register?

Please refer to the Mobile App user guide located on our website for detailed instructions. You can also view a video with instructions here:

https://www.youtube.com/channel/UCwnV29qcSNa6_GBktF4Lxzw

If I get a new phone do I have to re-register?

Yes! You must submit a new EVV Registration Form to provide Palco with your new Device ID right away.

If my shift crosses midnight, do I have to clock out at 11:59 and back in at 12:00am?

No. This split will be done automatically for you when the record is imported in to Connect, Palco's online portal.

What happens if there is a mistake with the time entry?

All EVV data will be imported into Connect, Palco's online time portal. Connect is where time can be viewed, edited and approved. If a mistake is made the attendant will login to Connect and make the necessary correction. Please see the Connect for EVV user guide located on our website for detailed instructions.

Do agency based services have to use EVV also?

Yes. Any agency providing Medicaid waiver services that are mandated as part of the 21st Century Cures Act will be required to comply.

Who is exempt from EVV in CO?

A live-in caregiver may submit an exemption form with supporting documentation to be granted an exemption. See the form on Palco's website for more info, form must be processed and approved by Palco before exemption is valid.



How can I get involved?

The Colorado Department of Health Care Policy and Financing is holding many opportunities for members to learn about EVV and provide input. You can visit their website for updates, meeting information and resources.

www.colorado.gov/hcpf/evv

When will training be available?

Palco provided several EVV training sessions in the month of June. During July and August training will be available every Tuesday and Thursday, see the flyer on our website for more info. In addition, you can watch a pre-recorded training at this link any time.

Other Questions? Contact Palco!

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