

Dear Alpine Caregiver!

## **RE: Electronic Visit Verification (EVV) begins August 3, 2020**

We want to let you know that Electronic Visit Verification (EVV) is starting August 3, 2020 and that Alpine is ready for it! EVV is required by state and federal laws to ensure that clients get their services. **All** Colorado home care agencies are required to utilize EVV and report the type of service a client receives, the client's member ID, the date, the location, and what time the service begins and ends. In the future, no agency will be able to bill for services that have not been electronically verified. Going forward, the EVV-recorded clock in/out will also serve as a time stamp for the determination of your payroll hours.

The only exception from EVV that the State of Colorado has allowed is for **Live-in caregivers**. Accordingly, Alpine will **not** be requiring caregivers who live with their client to use EVV (for that client). Live-in status will need to be verified by filling out a [caregiver attestation form](#) and submitting one of the following permissible documents: Copy of both state ID's showing shared residency; address listed on tax returns; automobile registration; voter registration card, utility or other household bill showing individuals address, bank account statements or Medicaid records. All documentation must be current or have a date within the last three months.

In order to deliver the best service to our clients, Alpine has teamed up with Sandata to use their commercial system, called S.A.M., in order to provide a technology solution that is far superior to the basic State EVV system offered by Colorado. As a caregiver, you will have the choice to either 1) continue with paper timesheets and clock-in using the client's telephone (landline or mobile) to dial one of Alpine's toll-free numbers or 2) clock-in using the Sandata app on your smartphone. In case 1) your client will sign (if applicable) paper timesheets, as before. In case 2) they will sign (if applicable) directly on the smartphone. With the enhanced features of the Sandata app you will have the ability to access your schedule, see a client's name, address & phone number (you can dial directly from the app), map your route to your client, see the plan of care tasks and click them complete in the app, as well as capture a client's signature when you clock out. You will no longer need to carry along, fill out and mail paper timesheets, if you are using the Sandata app.

Please do not hesitate to contact Alpine's office at 303 309 6202 in case of any questions about Electronic Visit Verification and to [let us know if you want to use the app or telephony](#).

More information about Alpine's EVV can be found here: <http://www.alpinehomecare.biz/evv>.  
General info about EVV can be found here: [colorado.gov/hcpf/evv](http://colorado.gov/hcpf/evv).

Kind Regards,

Alpine Homecare, LLC

## Caregiver's EVV FAQs:

### 1) What are my options for using EVV with Alpine?

**Option 1 – Telephony (Santrax):** You can continue to use paper time sheets and clock-in/out via a client's registered phone (landline or mobile) by dialing one of Alpine's toll-free numbers: **(844) 621-7839 or (855) 651-1134**. You will need to enter your SantraxID, which is the last **6 digits of your social security number**.

**Option 2 – Mobile App (SMC):** If you have a smartphone, you can download the **Sandata Mobile Connect App** and clock-in/out via your smartphone. Your clients, directions, schedules, and plan of care tasks will all be displayed in the app. When you are done with providing services, just click off the performed tasks, and pass your smartphone to the client to capture his /her signature (if applicable) before you clock-out. Paper time sheets are no longer required under this option. To download the app, just go to your Google or Apple app store and type Sandata Mobile Connect in the search bar. Download the app and sign in. **Your login name is your eMail address registered with Alpine. You will be sent a temporary password, once you let us know that you want to use the mobile app.**

### 2) I live with my client. Do I need to use EVV? What about other clients I provide services to?

No, you do not need to use EVV for a client you live with. However, you will need to submit a [caregiver attestation form](#) to Alpine, along with current documents showing shared residency, in order for us to be able to turn EVV off. This applies only to the client you live with. If you provide services to other clients, you will need to use EVV for those clients.

### 3) I understand that going forward the clock in/out will determine my hours worked for payroll. What if I forgot to clock in and/or out?

If you noticed that you forgot to clock-in while still at the client, please clock-in and make a note (you can do that in the app) of when you actually began services. A late clock-in is always better than no clock-in at all. In case you completely forgot to clock-in/out, please let Alpine know as soon as possible, so we can verify with the client and confirm your hours. Agencies will only have limited capability to manually fix EVV data, including clock-in/out data (so-called manual edits). Such manual edits are subject to the State's thresholds. This means that providers will only be able to fix a certain number of e.g. missed clock-ins. Caregivers who consistently miss clocking in / out will (eventually) not be able to get paid, as the agency will not be able to bill for unverified visits / services.

**4) What is a missed visit notification?**

Alpine will get notified, if you are running more than 15 min late for a client visit. This will give us the ability to call and remind you to clock-in (in case you just forgot), reassure the client (in case you are running late) or make alternative arrangements with the client (in case you could not make it at all). However, this does not change your responsibility to notify us ahead of time, if you cannot make it.

**5) Does EVV capture my GPS coordinates?**

If you are using telephony, no GPS locations are captured. However, the call needs to be made from a phone number registered to the client in Alpine's EVV system. Otherwise, it will generate an exception in the system, which will need to be investigated.

If you are using the Mobile App, your GPS coordinates will be captured at clock-in/out only (i.e. no GPS tracking in between). If your clock-in / out is more than approximately 2 miles from the client's home, the system will produce a GPS out of range warning that the agency will need to investigate. It is recommended that you let us know, if you are e.g. starting (or ending) your visit with a trip to the grocery store (that is more than 2 miles away from the client's home) or meeting your client at another community destination, e.g. a doctor's office or pharmacy, etc.

**6) My client has a program with travel time. Where do I enter Travel time in the App?**

For the time being, enter your expected travel time (to and from the client), if applicable, as a visit note during clock-out. Alpine is working with Sandata to create a special travel time field, to help remind you to enter travel time and make the entry even easier.

**7) Sandata Mobile Connect (SMC) Questions:**

**a) Is the Sandata Mobile App safe?**

**b) What if I have no reception / cell phone coverage at the time of clock-in/out?**

**c) How much memory does it take up on my smartphone?**

**d) How much data does it use?**

a) Safety: Sandata Mobile Connect (SMC) is password-protected and fully HIPAA compliant.

b) Reception: The app works both in connected and disconnected mode – ensuring 100% visit verification compliance, regardless of cell coverage. If you clock in/out in disconnected mode (i.e. when you have no cell coverage), the app will transmit the visit data after you get back within cell coverage or Wi-Fi.

c) Memory usage: Sandata's app takes up approximately 13 MB (Android version) or 25 MB (IOS version) of space on your smartphone. This is less than 0.5% of available smartphone storage space (based on a 8GB memory phone).

d) Data Usage: While data usage for the initial download ranges from 0.65% - 1.25%, based on a 2GB data plan, we would recommend downloading the app (and any updates to it) when connected to Wi-Fi (if possible) to avoid any data usage.

The amount of data that is sent and received during each visit verification is negligible, just 130KB per clock-in and 170KB per clock-out (with signature). There is no other data transfer outside of this! So, if a caregiver averages two client visits per day (clocking-in/out each time), 5 days a week, this would translate into 80 data transfers per month. At an average rate of approximately 150KB per transfer, this equates to 0.012GB or less than one percent (**0.6%**) usage, based on a 2GB monthly plan.