

Dear Alpine Client!

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 will not change the services that you receive in your home or community. You may see your caregivers clocking in when they begin services and clocking out at the end of services. Some caregivers will use an app on a smart-phone, and some will make a phone call. Your caregiver may ask to use your phone to make a phone call.

EVV is required by state and federal laws to ensure that clients receive their services. **All** Colorado home care agencies are required to use EVV and report the type of service you receive, your member ID, the date, the location, and what time the service begins and ends. This is similar to the info we collect today on paper timesheets, but instead it will be electronic. Going forward, agencies will only be reimbursed for services that have been electronically verified and we will be training your caregiver(s) on how to use the EVV system. Your and your caregiver's cooperation with EVV is going to be really important, so we can continue to serve you seamlessly in the future.

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 or Medicaid records. All documentation must be current or have a date within the last 3 months.

In order to deliver the best service to you, Alpine has teamed up with Sandata to use their commercial system, called S.A.M., to provide a technology solution that is far superior to the basic State EVV system offered by Colorado. For example, one benefit of the new system will be our ability to see automatically, if your caregiver has not arrived / clocked-in to start services for you (so-called Missed Visit Notification). This will help us to intervene and ensure you receive your services. Once your caregivers arrives, they will either 1) clock-in by asking to use your phone to dial one of Alpine's toll-free numbers or 2) clock-in using the Sandata app on their smartphone. In case 1) you will be asked to sign (if applicable) paper timesheets, as before. In case 2) you will be asked to sign directly on the caregiver's smartphone.

Please do not hesitate to contact Alpine's office at 303 309 6202 in case of any questions about Electronic Visit Verification. More information about Alpine's EVV system can be found here: <http://www.alpinehomecare.biz/evv>. See general info about EVV under: colorado.gov/hcpf/evv.

Kind Regards,

Alpine Homecare, LLC

Client's EVV FAQs:

1) **What are my caregiver's options for using EVV with Alpine?**

Option 1 – Telephony (TVV): Your caregiver will ask to briefly use your registered phone (landline or mobile) to clock-in/out by dialing one of Alpine's toll-free numbers: (844) 621-7839 or (855) 651-1134. This should not take longer than 1 minute. As before, your caregiver will continue to ask you to sign paper time sheets after services have been provided.

Option 2 – Mobile App (MVV): If your caregiver has a smartphone, they can download the **Sandata Mobile App** and clock-in/out via the app. When your caregiver is done with providing services, they will pass you their smartphone to capture your signature (if applicable) before they clock-out. Paper time sheets are no longer required under this option, as your caregiver will record the performed tasks electronically on their smartphone.

2) **I live with my caregiver. Does EVV apply to me?**

No, your caregiver does not need to use EVV if they live with you. However, they 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.

3) **What if my caregiver forgets to clock in and/or out?**

In case you notice that your caregiver did not clock-in or out, please remind them. A late clock-in/out is always better than no clock-in at all. It also saves you and us from having to make confirmation phone calls to verify services and a lot of admin work to correct the missing clock-in/out in the system. In addition, the State of Colorado only allows agencies a limited number of these corrections (so-called manual edits). This means that 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 your caregiver is running more than 15 min late for a client visit. This will give us the ability to call and remind the caregiver to clock-in (in case they just forgot),

reassure you (in case your caregiver is running late) or make alternative arrangements with you (in case your caregiver cannot make it at all). Overall, this will allow for a better service delivery and fewer missed visits.

5) Does EVV capture GPS coordinates?

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

If your caregiver is using the Mobile App, the phone's GPS coordinates will be captured at clock-in / out only (i.e. no GPS tracking in between). If the clock-in / out is more than approx. 2 miles from your home address, then 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) services with your caregiver by visiting a grocery store (that is more than 2 miles away from your home), or meeting your caregiver at another community destination, e.g. a doctor's office or pharmacy, etc.

6) Is my information in the Sandata Mobile App safe?

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