



COLORADO

Department of Health Care
Policy & Financing

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How to Complete the EVV Attestation of Exemption Form

Fact Sheet

February 2025

Purpose

Billing providers utilizing Electronic Visit Verification (EVV) exemptions for live-in caregivers including extenuating circumstances, or individuals protected under the Americans with Disabilities Act (ADA) must maintain an active EVV exemption on file in the [Gainwell Provider Web Portal](#) to ensure claims provided by an EVV-exempt caregiver are processed and paid.

This document serves as a step-by-step guide, with checklist, to help billing providers complete the EVV Attestation of Exemption form (EVV Exemption Form) correctly and support a smooth application process through the Gainwell Provider Web Portal.

Key Reminders

In February 2025, the soft-launch for live-in caregiver EVV exemptions begins. Providers are encouraged to adopt this process early and take advantage of this time while claims are paid without EVV exemptions on file. Feedback will be provided on the Remittance Advice (RA), look for Explanation of Benefits (EOB) 3056 - EVV Exemption Required and not found.

After the soft-launch phase ends, billing providers must have active EVV exemption documentation on file before submitting EVV-exempt claims.

Terms and Definitions are found in the EVV Exemption Form to understand the form requirements.

Only one provider maintenance or revalidation application may be submitted at a time in the Gainwell Provider Web Portal. Any combined application requests such as address changes or license updates combined with EVV exemptions could be delayed if any requests within the application are denied.

LIC EVV exemptions must be renewed at least annually while ADA Reasonable Modification exemptions do not need renewal. Refer to the EVV Exemption Form for more details.

If requesting an exemption for Extenuating Circumstances or ADA Reasonable Modifications, you must get pre-approval from HCPF. See Step 5 for more information.

To avoid missing renewal notices, billing providers should make sure the email addresses are current in the Gainwell Provider Web Portal. Visit the [EVV Newsletters and Resources](#) webpage, refer to “Department Guidance” on how to update email addresses.



By following this guide, billing providers can better ensure compliance with EVV exemption requirements and experience smoother claims processing.

EVV Exemption Form Checklist

Use this checklist to help you complete the EVV Attestation of Exemption form. Proper completion reduces errors that can result in the denial of Provider Maintenance or Revalidation applications in the Gainwell Provider Web Portal. Caregiver information is optional when a Medicaid member is asking for the EVV Exemption due to ADA reasonable modifications.

EVV Exemption Form Sections	Caregiver			Member
	Live-In	Extenuating Circumstances	ADA Reasonable Modification	ADA Reasonable Modification
1. Member Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Caregiver Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> *
3. Billing Provider Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Caregiver Exemption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A
5. Member Exemption	N/A	N/A	N/A	<input type="checkbox"/>
6. Explanation for Request	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Attestation Sign and Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. HCPF Pre-approval	N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Billing Provider Instructions

1. Collect the completed EVV Exemption Form and supporting documentation from the requesting caregiver or Medicaid member.
2. Review the EVV Exemption Form and exemption type requested. Ensure the corresponding sections of the form are completed:
 - a. Live-in Caregiver: Sections 1, 2, 3, 4, and 7.
 - b. Extenuating Circumstances: Sections 1, 2, 3, 4, 6, 7, and 8.
 - c. ADA Reasonable Modifications (Caregiver): Sections 1, 2, 3, 4, 6, 7, and 8.
 - d. ADA Reasonable Modifications (Member): Sections 1, 2* (optional), 3, 5, 6, 7, and 8.
3. Review the supporting documentation. Refer to the “Supporting Documentation” section of the EVV Exemption Form. Some examples of supporting documents include:
 - a. **Live-in Caregiver:** Bank statements, utility bills, pay stubs, ID cards, or Driver’s Licenses.



- b. Extenuating Circumstances and ADA Reasonable Modifications: A pre-approval letter from HCPF.
 - i. If a billing provider is submitting a request for Extenuating Circumstances or ADA Reasonable Modification exemptions, they must have HCPF pre-approval before submitting the request through the Gainwell Provider Web Portal.
 - ii. A request for HCPF pre-approval can be made by caregivers, members, or billing providers following the pathway below.
 1. Send pre-approval requests to evv@state.co.us. Processing times vary.
 2. If pre-approved, HCPF staff will sign, date, and return the form to the requestor with a pre-approval decision letter.
 3. If denied, HCPF will notify you via email or postal mail.
4. Perform a final review to make sure the EVV exemption form and supporting documentation are accurate and complete before submission to avoid processing delays or denial.
5. Keep a copy of the completed form and supporting documents for your records.

Once the EVV Exemption Form is completed, and all supporting documentation has been collected, submit documentation through the [Gainwell Provider Web Portal](#) via Provider Maintenance application or Revalidation application within 30 days of the Medicaid member's attestation date.

For more information visit [EVV Website](#) or contact EVV@state.co.us

