

PASCO Carewatch

Highlighted points are important for Colorado Medicaid Electronic Visit Verification (EVV).

How to Start and End a Visit with Colorado Medicaid EVV Requirements

1 Log-in to Carewatch

- A** Call 1-877-890-3557 **from the client's phone.**
- B** Enter "1" for English or "2" for Spanish.
- C** Enter your Employee ID number followed by the "#" sign.
- D** Enter your password followed by the "#" sign.

**Call PASCO Support if you don't know your ID # or password.

2 Log Visit Arrival

- A** Follow log-in directions in step 1.
- B** Follow all voice prompts, including the following:
 - 1** Enter "1" for arrival.
 - 2** The system will read you the current time.
 - 3** Enter "10" for the visit reason.
 - 4** Enter "1" if correct client is named or "2" for another
 - 5** Enter "1" to confirm or "*" to return to the previous

3 Log Visit Departure

- A** Follow log-in directions in step 1.
- B** Enter "2" for departure.
- C** Enter "1" after the system states the current time.
- D** You will be asked to confirm services rendered using the phone number keys:
"1" = Performed (completed)
"2" = Refused (client refused)
"3" = Not required (Use this only if it needs to be removed from the care plan - see step 4)
- E** Enter "1" to confirm or "*" to return to the previous menu.

4 Tips and Important Things to Note

- A** Call from your client's phone.
- B** Make it a priority to call from your client's phone when you arrive and before you depart.
- C** If multiple visits are scheduled for the client, **select the correct visit** from the menu.
- D** Other phone keys to know:
 - From the main menu:
 - Enter "3" to hear the care plan.
 - Enter "4" to change your password.
 - The "*" functions like a "go back to previous menu" key.
- E** The visit reason is ALWAYS "10".
- F** Avoid simple mistakes by listening to the prompts and taking your time.
- G** Contact PASCO Support (303)233-3122 or support@pascohh.com if you encounter any issues, including:
 - 1** The Carewatch line is busy after three attempts.
 - 2** Your stated arrival and/or departure time is incorrect.
 - 3** The patient care plan is incorrect.
 - 4** You are asked for a patient ID. This means you are not calling from the client's phone of record and PASCO may need to update the record, or you need to ensure you call from the correct phone.