

# Electronic Visit Verification

## EVV Policy Handbook Revision Log – September 2022

The information below describes the changes made to the [Electronic Visit Verification \(EVV\) Policy Handbook](#) on Sept. 1, 2022.

The following format is used for the tables below:

- Above each table is an EVV policy name. The tables list the following information about the policy:
  - The left column lists the name of the subsection found in the EVV Policy Handbook.
  - The right column lists the subsection number and revisions made in the EVV Policy Handbook.

### Electronic Visit Verification Policy Handbook Introduction

Policy Subsection Name	Policy Subsection Numbers and Revisions
State Laws and Rule	1200 <ul style="list-style-type: none"><li>• Changed section title to, "State Laws and Texas Administrative Code".</li><li>• Updated terminology.</li><li>• Deleted Human Resource Code reference.</li></ul>
Key Terms	1600 <ul style="list-style-type: none"><li>• Added purpose of Key Terms.</li><li>• Added Key Terms used throughout the EVV Policy Handbook that were not defined.</li><li>• Added references to sections in the EVV Policy Handbook for definitions and descriptions.</li></ul>

## EVV Stakeholders

Policy Subsection Name	Policy Subsection Numbers and Revisions
Payers	<p>2100</p> <ul style="list-style-type: none"> <li>• Added text to help explain existing information.</li> <li>• Updated payer responsibilities.</li> <li>• Updated managed care table by combining Medically Dependent Children's Program (MDCP) services with STAR Health and STAR Kids programs.</li> </ul>
EVV Vendors	<p>2300</p> <ul style="list-style-type: none"> <li>• Added definition for EVV vendor.</li> <li>• Added Texas Government Code 531.024172.</li> </ul>
EVV Proprietary System Operator	<p>2400</p> <ul style="list-style-type: none"> <li>• Updated definition for Proprietary System Operator (PSO).</li> <li>• Added Texas Government Code 531.024172.</li> </ul>
Program Provider	<p>2500</p> <ul style="list-style-type: none"> <li>• Added definition for program provider.</li> <li>• Updated program provider responsibilities.</li> </ul>
Financial Management Services Agency	<p>2600</p> <ul style="list-style-type: none"> <li>• Added definition for Financial Management Services Agency (FMSA).</li> <li>• Updated FMSA responsibilities.</li> <li>• Added reference to section 16010.</li> </ul>

## EVV Stakeholders – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Member	2700 <ul style="list-style-type: none"><li>• Added definition for member.</li><li>• Updated member responsibilities.</li></ul>
CDS Employer	2800 <ul style="list-style-type: none"><li>• Added definition for CDS employer.</li><li>• Updated CDS employer responsibilities.</li><li>• Added reference to section 16000.</li></ul>

## Programs and Services Required to Use EVV

Policy Subsection Name	Policy Subsection Numbers and Revisions
Programs and Services Required to Use EVV	3000 <ul style="list-style-type: none"><li>• Removed hyperlink to PDF.</li></ul>

## EVV System and Setup

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV System and Setup	4000 <ul style="list-style-type: none"><li>• Updated text and graphic under Step 3: Complete EVV system Onboarding.</li></ul>
EVV Vendor Systems	4110 <ul style="list-style-type: none"><li>• Added definition for EVV vendor system.</li><li>• Updated text.</li><li>• Deleted EVV vendor responsibilities because the information is in section 2300.</li></ul>

## EVV System and Setup – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary Systems	<p>4120</p> <ul style="list-style-type: none"> <li>Deleted text about EVV Proprietary System Operators (PSOs) because the information is in section 5030.</li> </ul>
Select an EVV System	<p>4130</p> <ul style="list-style-type: none"> <li>Updated text and process.</li> </ul>
EVV Training	<p>4200</p> <ul style="list-style-type: none"> <li>Added enforcement action against program providers.</li> <li>Updated enforcement actions against CDS employers.</li> </ul>
Service Authorizations	<p>4500</p> <ul style="list-style-type: none"> <li>Updated text to help explain existing information.</li> <li>Removed reference to Texas Provider Identifier (TPI).</li> <li>Updated list of HHSC and managed care programs.</li> </ul>
EVV System Transfer	<p>4700</p> <ul style="list-style-type: none"> <li>Updated text to explain: <ul style="list-style-type: none"> <li>Each type of system transfer.</li> <li>Process during a system transfer.</li> <li>Program provider and FMSA responsibilities.</li> <li>Data transfer requirements.</li> </ul> </li> </ul>

## **EVV System and Setup – Cont.**

<b>Policy Subsection Name</b>	<b>Policy Subsection Numbers and Revisions</b>
Transferring EVV Systems	4710 <ul style="list-style-type: none"> <li>Deleted section.</li> </ul>
How to Transfer to an EVV Vendor in the State Vendor Pool	4720 <ul style="list-style-type: none"> <li>Changed section number to 4710.</li> <li>Changed section title to, "How to Transfer to an EVV Vendor System".</li> <li>Added 120-day transfer time frame information from section 4710 Transferring EVV Systems.</li> <li>Updated program provider and FMSA responsibilities.</li> <li>Updated vendor transfer process.</li> </ul>
How to Transfer to an EVV Proprietary System	4730 <ul style="list-style-type: none"> <li>Changed section number to 4720.</li> <li>Updated transfer process and conditions.</li> </ul>

## **EVV Proprietary System**

<b>Policy Subsection Name</b>	<b>Policy Subsection Numbers and Revisions</b>
EVV Proprietary System	5000 <ul style="list-style-type: none"> <li>Updated onboarding process and paths.</li> </ul>
Eligibility to Use an EVV Proprietary System	5010 <ul style="list-style-type: none"> <li>Deleted section.</li> </ul>

## EVV Proprietary System – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Reimbursement for Use of an EVV Proprietary System	5020 <ul style="list-style-type: none"> <li>• Changed section number to 5010.</li> </ul>
EVV Proprietary System Operator Responsibilities	5030 <ul style="list-style-type: none"> <li>• Changed section number to 5020.</li> <li>• Updated PSO responsibilities.</li> </ul>
EVV Proprietary System Onboarding Process	5040 <ul style="list-style-type: none"> <li>• Changed section number to 5030.</li> <li>• Updated onboarding process.</li> <li>• Added key personnel information.</li> </ul>
EVV Proprietary System Operational Readiness Review	5050 <ul style="list-style-type: none"> <li>• Changed section number to 5040.</li> <li>• Updated the Operational Readiness Review process.</li> </ul>
Success or Failure of the Operational Readiness Review	5060 <ul style="list-style-type: none"> <li>• Changed section number to 5050.</li> <li>• Updated the information when a program provider or FMSA achieves a 100% score or fails the ORR.</li> </ul>
EVV Proprietary System General Operations	5070 <ul style="list-style-type: none"> <li>• Changed section number to 5060.</li> <li>• Updated PSO responsibilities.</li> </ul>

## EVV Proprietary System – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Access to the EVV Proprietary System	5080 <ul style="list-style-type: none"> <li>• Changed section number to 5070.</li> <li>• Updated PSO responsibilities.</li> <li>• Added information about PSOs that are also FMSAs.</li> </ul>
Required EVV Proprietary System Standard Reports	5090 <ul style="list-style-type: none"> <li>• Deleted section.</li> </ul>
Proprietary System Operator Compliance Reviews	5100 <ul style="list-style-type: none"> <li>• Changed section number to 5080.</li> <li>• Changed section title to, "Proprietary System Operator Compliance".</li> <li>• Added three subsections:               <ul style="list-style-type: none"> <li>○ EVV Compliance Reviews</li> <li>○ Compliance with HHSC EVV Business Rules for Proprietary Systems and HHSC EVV Policy</li> <li>○ Fraud, Waste and Abuse</li> </ul> </li> </ul>
HHSC Cancellation of EVV Proprietary System Approval	5200 <ul style="list-style-type: none"> <li>• Deleted section.</li> </ul>
Transferring EVV Systems	5300 <ul style="list-style-type: none"> <li>• Deleted section.</li> </ul>
Proprietary System Fraud, Waste and Abuse	5400 <ul style="list-style-type: none"> <li>• Deleted section.</li> </ul>

## EVV Visit Transaction

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Visit Transaction	6000 <ul style="list-style-type: none"><li>Updated EVV visit transaction definition and description.</li><li>Updated information in steps 1 through 7.</li><li>Updated graphic under EVV Steps 4 through 7.</li></ul>
EVV System	6100 <ul style="list-style-type: none"><li>Updated text.</li></ul>

## Clock In and Clock Out Methods

Policy Subsection Name	Policy Subsection Numbers and Revisions
Clock In and Clock Out Methods	7000 <ul style="list-style-type: none"><li>Updated PSO and EVV vendor responsibilities.</li><li>Deleted subsection, "Failure to Clock In or Clock Out of the EVV system," because the information is in section 1400 Failure to use an EVV System.</li></ul>
Manually Entered EVV Visits	7010 <ul style="list-style-type: none"><li>Added more information about manually entered EVV visits.</li></ul>



## Clock In and Clock Out Methods – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Mobile Method	<p>7020</p> <ul style="list-style-type: none"> <li>• Updated text to reference geo-perimeter.</li> <li>• Clarified when to use the mobile method.</li> <li>• Added clock in and clock out requirements.</li> </ul>
Alternative Device	<p>7040</p> <ul style="list-style-type: none"> <li>• Described alternative device codes.</li> <li>• Clarified the ordering process for an alternative device.</li> <li>• Updated order of existing content.</li> </ul>
Using Multiple Clock In and Clock Out Methods	<p>7050</p> <ul style="list-style-type: none"> <li>• Simplified language.</li> <li>• Clarified process for using multiple clock in and clock out methods for a single EVV visit.</li> </ul>
EVV Services Delivered Outside the Member's Home	<p>7060</p> <ul style="list-style-type: none"> <li>• Updated use of the mobile method.</li> <li>• Added reference to section 10010 EVV Usage Reviews.</li> <li>• Updated service provider requirements.</li> </ul>

## Visit Maintenance

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance	<p>8000</p> <ul style="list-style-type: none"> <li>Updated description of visit maintenance.</li> </ul>
Required Visit Maintenance	<p>8010</p> <ul style="list-style-type: none"> <li>Deleted repeated definitions.</li> <li>Added explanation of exceptions.</li> </ul>
Auto-Verification, Exceptions and Schedules	<p>8020</p> <ul style="list-style-type: none"> <li>Changed section title to, "Auto-Verification".</li> <li>Updated text to match wording used throughout the handbook.</li> <li>Deleted the following subsections because the information is in section 4600 Schedules: <ul style="list-style-type: none"> <li>Program policy requirement for schedules</li> <li>The EVV system and schedules</li> </ul> </li> <li>Changed subsection title, "No Schedules," to, "Auto-Verification without a Schedule".</li> </ul>
Visit Maintenance Time Frames	<p>8050</p> <ul style="list-style-type: none"> <li>Changed section title to, "Visit Maintenance Time Frame".</li> </ul>

## Visit Maintenance – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Unlock Request	<p>8060</p> <ul style="list-style-type: none"><li>• Added FMSA requirement when a request is submitted.</li><li>• Added conditions under which payers will approve Visit Maintenance Unlock Requests (VMURs).</li><li>• Added payer must notify FMSA in writing when a CDS employer's VMUR was approved or denied.</li><li>• Added information about VMURs requesting to manually enter EVV visits.</li><li>• Changed the subsection title, "Unlock Request Process," to, "Visit Maintenance Unlock Request Process".</li><li>• Updated information about the VMUR process.</li><li>• Added N/A- Export Only to VMUR fields.</li><li>• Updated information in subsection, "Payer Request for More Information".</li><li>• Updated list of automatic denials of VMURs.</li><li>• Updated information in subsection, "Payer Approval of Request".</li></ul>

## Visit Maintenance – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Unlock Request – Cont.	<p>8060 – Cont.</p> <ul style="list-style-type: none"> <li>Updated information in subsection, “EVV Vendor and EVV PSO Approval and Denial”.</li> <li>Added time frame that PSOs must complete visit maintenance from receipt of approved VMUR.</li> <li>Updated information about assistance from EVV vendors and payers on VMURs.</li> <li>Added reference to VMUR Job Aid.</li> </ul>
Visit Maintenance and Billing EVV Claims	<p>8070</p> <ul style="list-style-type: none"> <li>Added program provider and FMSA requirement for exceptions to timely filing.</li> </ul>

## EVV Reason Code

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Reason Code	<p>9000</p> <ul style="list-style-type: none"> <li>Updated explanation of Reason Code Number(s) and Reason Code Description(s).</li> <li>Deleted information about exceptions because it is in section 8020 Auto-Verification.</li> </ul>

## EVV Compliance Reviews

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Compliance Reviews	<p>10000</p> <ul style="list-style-type: none"> <li>• Added exclusion of CDS option for EVV Required Free Text Reviews.</li> <li>• Specified what applies to program providers only.</li> </ul>
EVV Usage Reviews	<p>10010</p> <ul style="list-style-type: none"> <li>• Updated definitions for: <ul style="list-style-type: none"> <li>○ Manually Entered EVV Visit Transaction.</li> <li>○ Rejected EVV Visit Transaction.</li> </ul> </li> <li>• Changed “non-compliance notice” to “notice of non-compliance”.</li> <li>• Updated text to state the EVV CDS Employer Usage Report is available in the EVV system.</li> <li>• Added time frame for when to complete training due to enforcement actions.</li> <li>• Added consequences for not completing enforcement actions.</li> <li>• Updated payer due diligence.</li> <li>• Added FMSA responsibility to facilitate communication between payers and CDS employers.</li> <li>• Added leap year date to EVV Usage Review dates.</li> </ul>

## EVV Compliance Reviews – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Landline Phone Verification Reviews	10020 <ul style="list-style-type: none"><li>• Changed “notification” to “notice of non-compliance”.</li></ul>
EVV Required Free Text Reviews	10030 <ul style="list-style-type: none"><li>• Added a note for CDS option about required Free Text Reviews.</li></ul>
HHSC EVV Informal Reviews and MCO Disputes	10040 <ul style="list-style-type: none"><li>• Changed “rules” to “TAC”.</li><li>• Updated information:<ul style="list-style-type: none"><li>○ About requesting an EVV Informal Review.</li><li>○ To include contact information about MCO disputes.</li></ul></li></ul>
EVV Formal Appeal of the Review	10050 <ul style="list-style-type: none"><li>• Changed section title to, “Formal Appeal of HHSC Enforcement Actions”.</li><li>• Deleted “contract termination” and “recoupment” to align with Texas Administrative Code Section 357.484.</li></ul>

## Usage

Policy Subsection Name	Policy Subsection Numbers and Revisions
Usage	<p>11000</p> <ul style="list-style-type: none"><li>• Updated text:<ul style="list-style-type: none"><li>○ To include EVV Usage Score.</li><li>○ About Manually Entered EVV Visit Transaction.</li><li>○ About Rejected EVV Visit Transaction.</li></ul></li></ul>
EVV Usage Score	<p>11010</p> <ul style="list-style-type: none"><li>• Deleted definitions for:<ul style="list-style-type: none"><li>○ Manually Entered EVV Visit Transaction.</li><li>○ Rejected EVV Visit Transaction.</li></ul></li><li>• Added definition of non-rejected visit transactions.</li><li>• Deleted past service delivery dates.</li></ul>
Manually Entered EVV Visit Transactions	<p>11020</p> <ul style="list-style-type: none"><li>• Changed section title to, "Manual EVV Visit Transaction Score".</li><li>• Updated text with Manual EVV Visit Transaction Score descriptions from section 11010 EVV Usage Score.</li></ul>

## Usage – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Rejected EVV Visit Transactions	11030 <ul style="list-style-type: none"><li>• Changed section title to, “Rejected EVV Visit Transaction Score”.</li><li>• Updated Rejected EVV Visit Transaction Score explanation.</li><li>• Added examples from section 11010 EVV Usage Score.</li></ul>
EVV Usage Reviews	11040 <ul style="list-style-type: none"><li>• Changed section title to, “How EVV Usage Reviews are Conducted”.</li><li>• Deleted the following subsections because the information is in section 10010 EVV Usage Reviews:<ul style="list-style-type: none"><li>○ Review Period Schedule</li><li>○ EVV Usage Report</li></ul></li></ul>
Compliance	11050 <ul style="list-style-type: none"><li>• Deleted section.</li></ul>

## EVV Claims

Policy Subsection Name	Policy Subsection Numbers and Revisions
Claims Match Result Codes	12230 <ul style="list-style-type: none"><li>• Added definition for Claims Match Result Codes.</li><li>• Updated information that explains the different result codes.</li></ul>



## Non-EVV Services

Policy Subsection Name	Policy Subsection Numbers and Revisions
Non-EVV Services	14000 <ul style="list-style-type: none"><li>Added FMSAs and CDS employers where applicable.</li><li>Updated examples about recording non-EVV time.</li></ul>

## EVV CDS Employer Policies

Policy Subsection Name	Policy Subsection Numbers and Revisions
CDS Complaints	16070 <ul style="list-style-type: none"><li>Updated CDS email address.</li></ul>