



Electronic Visit Verification Compliance Job Aid for Program Providers and Financial Management Services Agencies

**AS REQUIRED BY TEXAS
HEALTH AND HUMAN
SERVICES COMMISSION**

HHSC EVV OPERATIONS

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TEXAS
Health and Human
Services

PURPOSE

This Job Aid is for program providers and Financial Management Services Agencies (FMSAs) and provides guidance on how to stay in compliance with Electronic Visit Verification (EVV).

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OVERVIEW OF EVV COMPLIANCE JOB AID

This Job Aid is intended to assist program providers and FMSAs in understanding what is reviewed for EVV compliance, the importance of staying in compliance, guidance on how to check for compliance and how to stay in compliance.

FMSAs: For information that pertains to FMSAs only, there will be a bolded **FMSA** before the information.

There are three reviews payers will complete. This Job Aid will review the three areas of compliance with a fourth section on EVV non-compliance enforcement actions.

| Section | EVV Compliance Review |
|---------|---|
| 1 | EVV Usage Compliance Reviews |
| 2 | EVV Required Free Text Compliance Reviews |
| 3 | EVV Landline Phone Verification Reviews |
| 4 | Non-Compliance Enforcement Actions |

Refer to [EVV Policy Handbook \(HB\) Section 10000 EVV Compliance Reviews](#) for more information.

Each compliance section covers:

- Compliance standards
- Grace periods (if applicable)
- Review period schedules
- How to Check for Compliance
- Accessing the EVV reports
- Reviewing the EVV reports
- What to do if failing to meet compliance
- Tips for staying in compliance

PROGRAM PROVIDER AND FMSA CONTRACT AND AGREEMENT TYPES

Payers conduct EVV Usage Reviews by contract and agreement types. Refer to [EVV Policy HB Section 11040 EVV Usage Reviews](#) for more information.

| | | |
|---|---|---|
| Long-Term Care (LTC) FEE-for-Service (FFS) | Monitored at the provider number level | Example: If a program provider has five different LTC FFS contracts, each unique provider number will receive an EVV Usage Score. |
| TMHP for Acute Care FFS | Monitored at the NPI/API or TIN combination level | Example: If a program provider has three different NPI or APIs with the same TIN; or three different TINS, each NPI/TIN or API/TIN combination will receive an EVV Usage Score regardless if the TIN is the same or different. |

| | | |
|---|---|---|
| Long-Term Care (LTC) FEE-for-Service (FFS) | Monitored at the provider number level | Example: If a program provider has five different LTC FFS contracts, each unique provider number will receive an EVV Usage Score. |
| MCO Contracts | Monitored at the NPI/API or TIN combination level | Example: If a program provider has three different NPI or APIs with the same TIN; or three different TINS, each NPI/TIN or API/TIN combination will receive an EVV Usage Score regardless if the TIN is the same or different. |

SECTION 1: PROGRAM PROVIDERS AND FMSAS EVV USAGE COMPLIANCE REVIEWS

COMPLIANCE STANDARDS, GRACE PERIODS AND REVIEW PERIOD SCHEDULES

| | |
|--|--|
| <p>EVV Usage Compliance Standard</p> <p>Program Providers</p> | <p>EVV Usage Score of 80% rounded to the nearest whole percentage, each state fiscal year quarter.</p> <p>Score Calculations: Manual Visit Transactions Score + Rejected Visit Transactions Score = EVV Usage Score</p> <p>Refer to EVV Policy HB Section 11000 Usage for more information.</p> |
| <p>Causes of EVV Usage Non-Compliance</p> <p>Program Providers</p> | <p>The EVV usage score for program providers is based on:</p> <ul style="list-style-type: none"> • The number of manual visit transactions entered into the EVV system due to service providers not clocking in and clocking out. • The number of times the EVV Aggregator rejects the visit transaction due to exceptions on the visit transaction. |
| <p>EVV Usage Compliance Standard</p> <p>FMSAs</p> | <p>EVV Usage Score of 80% rounded to the nearest whole percentage, each state fiscal year quarter.</p> <p>Score Calculations: Rejected EVV Visit Transactions Score/Total number of exported visit transactions = EVV Usage Score</p> <p>Refer to EVV Policy HB Section 11010 EVV Usage Score for more information.</p> |
| <p>Causes of EVV Usage Non-Compliance</p> <p>FMSAs</p> | <p>The EVV usage score for FMSAs is based on:</p> <ul style="list-style-type: none"> • The number of times the EVV Aggregator rejects the visit transaction due to exceptions on the visit transaction. |

Grace Periods

| Implementation Group | Grace Period |
|--|-----------------------|
| State Required Personal Care Services (PCS) Implemented 2016 or earlier | 11/01/2019–8/31/2020 |
| Cures Act PCS (FMSAs are under the Cures Act) Implemented January 1, 2021 | 01/01/2020–12/31/2021 |

Refer to [EVV Policy HB Section 10000 EVV Compliance Reviews](#).

| | |
|---|---|
| Review Period Schedule Program Providers and FMSAs | Review period schedule shows what dates of service will be monitored and follows state fiscal year quarters - Refer to EVV Policy HB Section 10010 EVV Usage Reviews for more information. |
|---|---|

| Quarter Number | Review Period/State Fiscal Year Quarters (based on date of service) | EVV Usage Review Dates |
|-----------------------|--|---|
| 1 | September, October, November | Any time after the visit maintenance timeframe has passed from the last date of the quarter |
| 2 | December, January, February | Any time after the visit maintenance timeframe has passed from the last date of the quarter |
| 3 | March, April, May | Any time after the visit maintenance timeframe has passed from the last date of the quarter |
| 4 | June, July, August | Any time after the visit maintenance timeframe has passed from the last date of the quarter |



Accessing and Reviewing the EVV Usage Report Program Providers

Using [TMHP’s EVV Job Aids](#) pull the EVV Usage Report.

- This report allows EVV Portal users to monitor the number of EVV visit transactions that required manual entry into an EVV system and the number of rejected EVV visit transactions.
- Required fields are marked with a red * asterisk.
- Fiscal year refers to the state fiscal year which runs from Sept. 1 to Aug. 31.
 - See the examples below on running reports for fiscal years.
 - Fiscal year 2020: September 1, 2019 – August 31, 2020
 - Fiscal year 2021: September 1, 2020 – August 31, 2021

The screenshot shows a form titled "Select Report Parameters" with the following fields:

- NPI/API * (dropdown menu)
- All NPIs/APIs * (checkbox, highlighted with a red circle and a yellow callout box)
- Provider Number (text input)
- TIN (text input)
- Service Delivery Option (dropdown menu, set to "All")
- FMSA (checkbox)
- Fiscal Year * (dropdown menu, pointed to by an arrow from the text above)
- Quarterly Range * (dropdown menu)
- Month * (dropdown menu)
- EVV Implementation Group (dropdown menu)

Refer to [EVV Policy HB Section 10010 EVV Usage Reviews](#) and [EVV Policy HB Section 11050 Compliance](#) for more information.

Accessing and Reviewing the EVV Usage Report FMSAs

Using [TMHP’s EVV Job Aids](#) run an FMSA EVV Usage Report.

- This report allows EVV Portal users to monitor the number of EVV visit transactions that required manual entry into an EVV system and the number of rejected EVV visit transactions.
- Required fields are marked with a red * asterisk.
- select the service delivery option of CDS and the FMSA checkbox to pull an FMSA EVV Usage Report.
- Fiscal year refers to the state fiscal year which runs from Sept. 1 to Aug. 31.
 - See the examples below on running reports for fiscal years.
 - Fiscal year 2020: September 1, 2019 – August 31, 2020
 - Fiscal year 2021: September 1, 2020 – August 31, 2021

Select Report Parameters

NPI/API * Fiscal Year *

Option to pull all NPIs/APIs All NPIs/APIs *

Provider Number

TIN

Quarterly Range *

Service Delivery Option All Month *

FMSA EVV Implementation Group

Refer to [EVV Policy HB Section 10010 EVV Usage Reviews](#) and [EVV Policy HB Section 11050 EVV Formal Appeal of the Review](#).

PROGRAM PROVIDERS: WHAT TO DO IF FAILING TO MEET COMPLIANCE

EVV Usage Score Below 80%

Program Providers

- Using the EVV Usage Report, determine what is bringing your usage score down.
- Manual EVV Visit Transactions
 - Run the EVV Clock In/Clock Out Usage Report in excel format and filter by Texas EVV Attendant ID to see if there are service providers who need additional training on the clock in and clock out methods.
 - Rejected EVV Visit Transactions
 - Run the following EVV Portal reports and review:
 - EVV Provider Report to ensure program provider information is up to date
 - EVV Reason Code Usage and Free Text Report to ensure all required free text is entered
 - EVV Units of Service Summary Report to ensure the daily, weekly, monthly totals of services delivered did not exceed the amount of services authorized.
 - EVV Visit Log to ensure, if applicable and if required, the service schedule was followed.
 - Run the following EVV System Standard Reports and review:
 - EVV Landline Phone Verification Report to ensure an allowable phone type is used for clocking in and clocking out
 - EVV Service Delivery Exception Report to ensure the visit did not vary from the schedule, if applicable, or the authorization

EVV Usage Score Calculations for Program Providers

Manual EVV Visit Transaction Score

$$\left(\frac{\text{Total Electronic Visit Transactions}}{\text{Total Accepted Visit Transactions}} \right) \times 60\%$$

+

Rejected EVV Visit Transaction Score

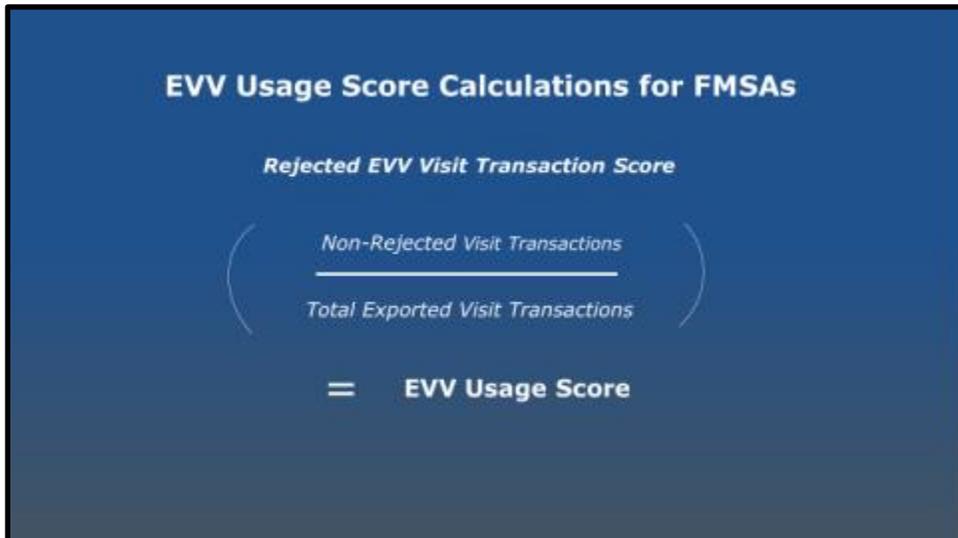
$$\left(\frac{\text{Non-Rejected Visit Transactions}}{\text{Total Exported Visit Transactions}} \right) \times 40\%$$

$$= \text{EVV Usage Score}$$

**EVV Usage
Score Below
80%
FMSAs**

After reviewing the EVV Usage Report, determine what is bringing your usage score down.

- Rejected EVV Visit Transactions
 - Run the following EVV Portal reports and review:
 - EVV Provider Report - Ensure program provider information is up to date
 - EVV Reason Code Usage and Free Text Report - Ensure all required free text is entered
 - EVV Units of Service Summary Report - Ensure the daily, weekly, monthly totals of services delivered did not exceed the amount of services authorized.
 - EVV Visit Log - Ensure, if applicable and if required, the service schedule was followed.
 - Run the following EVV System Standard Reports and review:
 - EVV Landline Phone Verification Report - Ensure an allowable phone type is used for clocking in and clocking out
 - EVV Service Delivery Exception Report - Ensure the visit did not vary from the schedule, if applicable, or the authorization



Research Manual EVV Visit Transactions EVV Visit Log
Program Providers and FMSAs

The EVV Usage Score for program providers equals the manual EVV visit transaction score plus the rejected EVV visit transaction score.

FMSAs: FMSAs may also research the manual visit transactions, however their usage score is not based on it.

Research manual EVV visit transactions by using [TMHP's EVV Job Aids](#) to run the [EVV Visit Log Report](#).

The EVV Visit Log Report displays the clock in and clock out method used for each EVV visit.

Required fields are marked with a red * asterisk.

Note: Can search by Medicaid ID

- Review for accurate data such as NPI/API, payer, member data, service provider or CDS employee data.
- If data is incorrect, correct data by completing visit maintenance in the EVV system or by correcting data in systems the EVV Aggregator pulls from. (TIERS, SASSO, Provider, etc.)
- Refer to the [EVV Visit Details: Field Description Quick Reference Guide](#) for field descriptions.

| Provider Legal Name | Provider DBA | NPI | API | TIN | Location ID | RGN | Provider # | Payer |
|---------------------|-----------------|------------------|------------------|---------------|-------------|-----|------------|------------|
| Provider Name | | 1234567890 | | 987654321 | | | | MCO1 (MCO) |
| Medicaid # | Individual Last | Individual First | Individual Phone | Service Group | | | | |
| 11111111 | Last Name | First Name | | | | | | |
| TX Attend ID | Employee Last | Employee First | Discipline | Start Date | End Date | | | |
| 1234LastName | EmpLastName | Frist | ATTENDANT | | | | | |

Research Manual EVV Visit Transactions EVV Visit Log (Cont'd)

Complete visit maintenance if missing:

- Clock in, clock out, or both
- Required free text

| EVVLOG2021v1. EVV Visit Log Report | | | | | | | | | | | | | | | | | | | |
|---|-----------------|------------------|---|-------|-------|---------------|-------------|------------|-------|-------|------------|-------|-------------|-------|-----------------|------------------|----------|-----------------|--|
| Filters :: [Visit Date Range Begin Date 6/6/2021 Visit Date Range End Date 6/8/2021 NPI/API: 999999999] | | | | | | | | | | | | | | | | | | | |
| Provider Legal Name | | Provider DBA | NPI | API | TIN | Location ID | RGN | Provider # | Payer | | | | | | | | | | |
| Provider Name | | | 999999999 | | | 88888888889 | | | HHSC | | | | | | | | | | |
| Medicaid # | Individual Last | Individual First | Individual Phone | | | Service Group | | | | | | | | | | | | | |
| 333333333 | Smith | Jane | | | | | | | | | | | | | | | | | |
| TX Attend ID | Employee Last | Employee First | Discipline | Date | | | | | | | | | | | | | | | |
| 1234 | LastName | Frist | ATTENDANT | | | | | | | | | | | | | | | | |
| Visit ID | Service Code | Date | In | Out | Hours | Location | Date | In | Out | Hours | Bill Hours | Units | Location | Phone | Clock In Method | Clock Out Method | Last VM | Auto Verified ? | |
| HCPCS | Modifier | RC # | Schedule | | | Free Text | | | | | | | | | | | | | |
| XXXXXX | | 900 | 6/6/2021 | 8:00A | 5:00P | B | MEMBER HOME | 06/06/2021 | | | 8 | 32 | MEMBER HOME | | Mnl. Entry | Mnl. Entry | 6/8/2021 | N | |
| | | | Code 900C: Verified with family member that service provider began shift at 8am and ended shift at 5pm. | | | | | | | | | | | | | | | | |
| XXXXX | XXXXX | 900 | C - Failure to call in and out | | | | | | | | | | | | | | | | |
| XXXXXX | | 900 | 6/7/2021 | 8:00A | 5:00P | B | MEMBER HOME | 06/07/2021 | | | 8 | 32 | MEMBER HOME | | Mnl. Entry | Mnl. Entry | 6/8/2021 | N | |
| | | | Code 900C: Verified with family member that service provider began shift at 8am and ended shift at 5pm. | | | | | | | | | | | | | | | | |
| XXXXX | XXXXX | 900 | C - Failure to call in and out | | | | | | | | | | | | | | | | |

Review for missing clock in, clock out, and free text.

Free text entered in the EVV system displays here.

Last visit maintenance date should be before the EVV claim receipt date.

Compare the scheduled visit, if applicable, with the actual visit.

Refer to [EVV Policy HB 8080 Last Visit Maintenance](#) for more information.

FMSAs: If the CDS employer has chosen **Option 1** on [Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities](#) follow the agency's protocol on the requirement of the CDS employer to complete visit maintenance.

Research Manual EVV Visit Transactions
Clock In / Clock Out Usage Report



The [Clock In/Clock Out Usage Report](#) - Displays count and percentage of each clock in and clock out method used within a specified date range.

The report can run in excel format and filtered by service providers or CDS employees to monitor who routinely does not clock in or clock out.

EVVCCU2019v2.0

EVV Clock In/Clock Out Usage Report

Filters :: [Visit Date Range Begin Date: 10/1/2020] :: [Visit Date Range End Date: 12/1/2020] :: [NPI/API: 1234567890] :: [Service Delivery Option: All] :: [EVV Implementation Group: State-Required Personal Care Services]

EVV Clock In/Clock Out Usage Summary

Total Visits is the count of accepted visits for the date range specified.
 Manual Count is the number of visits manually entered when there is a missing clock in or clock out.
 Landline Count is the number of visits where the home phone landline was used as the clock in or clock out method.
 Alternative Device Count is the number of visits where an alternative device was used as the clock in or clock out method.
 Mobile Method Count is the number of visits where mobile method was used as the clock in or clock out method.

| Texas EVV Attendant ID | Service Provider Last Name | Service Provider First Name | Medicaid ID | Provider Name | | | NPI/API | TIN | Provider Number | |
|------------------------|----------------------------|-----------------------------|--------------|---------------|----------------|------------|--------------------------|----------------------|---------------------|-----------------|
| 1234LASTNAME | LAST NAME | FIRST NAME | 2223330 | PROVIDER NAME | | | 1234567890 | 09876543 | | |
| Total Accepted Visits | Auto Verified Count | % Auto Verified | Manual Count | % Manual | Landline Count | % Landline | Alternative Device Count | % Alternative Device | Mobile Method Count | % Mobile Method |
| 1 | 1 | 100 | 0 | 0 | 0 | 0 | 2 | 100 | 0 | 0 |

Research Rejected EVV Visit Transactions
Program Providers and FMSAs

FMSAs: The FMSA Usage Score is based on rejected EVV visit transactions.

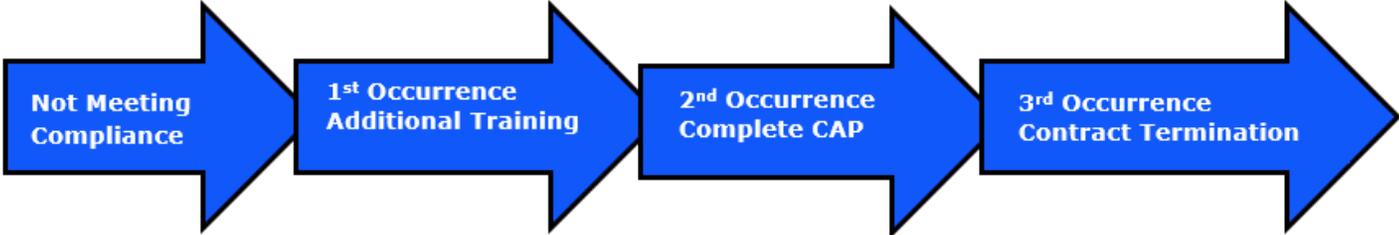
Refer to TMHP’s [EVV Visit Transaction Rejection Guide](#) or [EVV Policy HB 11030 Rejected EVV Visit Transactions](#), for a list of the EVV Rejection Codes.

- Refer to the EVV Portal Standard Reports and [Search Tools Job Aid](#) for Program Providers and FMSAs to complete a [Visit History Search](#). Contact your EVV vendor or EVV PSO on how to view the rejection codes.
- The next day complete an “Accepted Visit Search” in the EVV Portal to ensure the visit transaction was accepted. Refer to TMHP’s [Accepted Visit Search Quick Reference Guide](#).

Do [Visit History Search](#) for rejected transactions on the EVV Portal

Based on rejection code, [complete visit maintenance](#), resubmit transaction

Next day do another search to [ensure visit is accepted](#)

| | |
|---|---|
| <p>Enforcement Actions</p> <p>EVV Usage</p> <p>Program Providers and FMSAs</p> | <p>Payers may send a non-compliance notice to implement progressive enforcement actions based on the number of occurrences within a 24-month period. Refer to EVV Policy HB Section 10010 EVV Usage Reviews for more information.</p>  <pre> graph LR A[Not Meeting Compliance] --> B[1st Occurrence Additional Training] B --> C[2nd Occurrence Complete CAP] C --> D[3rd Occurrence Contract Termination] </pre> |
| <p>Tips on staying above 80%</p> <p>Program Providers and FMSAs</p> | <p>Be familiar with visit transaction criteria (EVV Policy HB Sections 4400 Data Collection and 6000 EVV Visit Transaction)</p> <ul style="list-style-type: none"> • Ensure service providers or CDS employees know the importance of using the EVV system to clock in and clock out and retrain staff on clocking in and clocking out, if needed. • Review EVV reports on a regular basis (monthly at a minimum) to ensure EVV visit transaction criteria is correct and compliance is being met. <ul style="list-style-type: none"> ○ EVV Usage Report: Ensure usage score is met. ○ EVV Clock In/Clock Out Usage Report: Ensure service providers and CDS employees are clocking in and clocking out using the EVV system. ○ EVV Provider Report: Ensure enrollment data is correct. ○ EVV Reason Code Usage and Free Text Report: Ensure required free text is entered on visits. ○ EVV Units of Service Summary Report: Ensure units worked are within units authorized. ○ EVV Visit Log: Ensure visits are accepted on a service provider level and if actual hours worked are within the hours authorized. <p>Note: Most reports can be pulled in excel format and filtered.</p> <p>FMSAs: Refer to the notice posted Jan. 14 Guidance for FMSAs When CDS Employers Do Not Perform EVV Responsibilities for CDS employers who are not complying with EVV.</p> |

SECTION 2: PROGRAM PROVIDERS AND FMSA REQUIRED FREE TEXT COMPLIANCE REVIEWS

PROGRAM PROVIDERS AND FMSAS COMPLIANCE STANDARDS, GRACE PERIODS, AND REVIEW SCHEDULES

| | |
|---|---|
| <p>Free Text Compliance Standard</p> <p>Program Providers and FMSAs</p> | <p>Must enter free text for:</p> <ul style="list-style-type: none"> • Missing a clock in, a clock out time, or both • Reason Code Numbers: <ul style="list-style-type: none"> ○ 131-Emergency ○ 600-Other ○ 900-Non-preferred <p>Refer to EVV Policy HB Section 9010 EVV Reason Code Free Text Requirements for more information.</p> |
| <p>Causes of Required Free Text Non-Compliance</p> <p>Program Providers and FMSAs</p> | <p>Missing required free text for any EVV Reason Codes will cause EVV required free text non-compliance. Refer to the table below for when required free text must be entered into the free text field.</p> <p>EVV Reason Code 131: Verify the nature of the emergency and enter it into the free text field in the EVV system.</p> <p>EVV Reason Code 600: Verify the reason RC 600 was used and enter it into the free text field in the EVV system.</p> <p>Reason Code 900: Verify the clock in and/or clock out time, then enter the time into the free text field in the EVV system.</p> <p>All EVV Reason Codes: Any Reason Code missing a clock in time, a clock out time or both: Verify the clock in and clock out time, then enter the time into the free text field in the EVV system.</p> |
| <p>Grace Periods</p> <p>Program Providers and FMSAs</p> | <p>Refer to EVV Policy HB Section 10030 EVV-Required Free Text Reviews, for more information.</p> <ul style="list-style-type: none"> • State required PCS program providers: No grace period • Cures Act PCS: 01/01/2021 – 12/31/2021 <p>Note: FMSAs are under the Cures Act</p> |
| <p>Review Period Schedule</p> | <p>At the payer’s discretion any time after the visit maintenance timeframe has expired. Refer to EVV Policy HB Section 10030 EVV-Required Free Text Reviews.</p> <p>Program providers and FMSAs</p> |

Accessing and Reviewing EVV Reason Code and Free Text Report
Program Providers and FMSAs

Using [TMHP's EVV Job Aids](#) run the EVV Reason Code Usage and Free Text Report.

- Multiple NPIs or APIs – There is an option to select “All NPIs/APIs” for comparison.
- Can search by NPI/API, Texas Identifier Number (TIN)
- Can search by Medicaid ID for entered free text.
- Fiscal year refers to the state fiscal year which runs from Sept. 1 to Aug. 31st.
 - Fiscal year 2020: September 1, 2019 – August 31, 2020
 - Fiscal year 2021: September 1, 2020 – August 31, 2021
- Report can be run in excel format and filtered for:
 - Missing a clock in, a clock out time, or both
 - Reason Code Numbers:
 - 131-Emergency
 - 600-Other
 - 900-Non-preferred

FMSAs: Select CDS from the Service Delivery Option and check the FMSA checkbox to run the report.

The report will show a summary of reason codes (RC) to get an idea of which reason codes are used most often. In this example, we see RC 600 is used more than others.

| Summary of Reason Codes | | | |
|-------------------------|---------------|--------------------------------|-------|
| Reason Code Number | Reason Code | Reason Code Description | Count |
| 600 | Other | Other | 29 |
| 900 | Non-Preferred | A - Failure to call in | 11 |
| 900 | Non-Preferred | B - Failure to call out | 11 |
| 900 | Non-Preferred | C - Failure to call in and out | 19 |

Refer to [EVV Policy HB Section 9000 EVV Reason Codes](#) for more information.

EVV Reason Code and Free Text Report

Program Providers and FMSAs

EVV Reason Code Usage and Free Text Report

Filters :: [Year: 2021] :: [Month: June] :: [NPI/API: 9999999999] :: [Service Delivery Option: CDS]

| Medicaid ID | Individual Last Name | Individual First Name |
|-------------|----------------------|-----------------------|
| 333333333 | SMITH | JANE |

| EVV System Name | Reason Code Number | Reason Code | Reason Code Description | Total Count | Days Reason Code Used in Month |
|-----------------|--------------------|---------------|--------------------------------|-------------|--------------------------------|
| DataLogic | 900 | Non-Preferred | C - Failure to call in and out | 25 | 25 |

| Visit Date | Visit ID | Service Group | Service Code | HCPCS | Modifiers | EVV Attendant ID |
|------------|------------|---------------|---------------|-------|--------------------------------|------------------|
| 06/06/2021 | 5555555501 | | | S5125 | U3:UC:U7: | 9999JONES |
| | | 900 | Non-Preferred | | C - Failure to call in and out | 8 a.m. & 5 p.m. |
| 06/07/2021 | 5555555502 | | | S5125 | U3:UC:U7: | 9999JONES |
| | | 900 | Non-Preferred | | C - Failure to call in and out | 8 a.m. & 5 p.m. |
| 06/08/2021 | 5555555503 | | | S5125 | U3:UC:U7: | 9999JONES |
| | | 900 | Non-Preferred | | C - Failure to call in and out | 8 a.m. & 5 p.m. |
| 06/09/2021 | 5555555504 | | | S5125 | U3:UC:U7: | 9999JONES |
| | | 900 | Non-Preferred | | C - Failure to call in and out | 8 a.m. & 5 p.m. |

Here is where a clock in and clock out should be.

In this example, required free text is entered.

WHAT TO DO IF FAILING TO MEET COMPLIANCE

| | |
|--|---|
| <p>Program Providers Required Free Text Not Entered</p>  | <p>Check the EVV Reason Code Usage and Free Text Report on a regular basis (Monthly at a minimum). Run the report in excel format and filter by EVV Reason Codes:</p> <ul style="list-style-type: none"> • 131-Emergency • 600-Other • 900-Non-preferred <p>If there is any missing required free text, verify the information with the member and then enter the free text into the free text field.</p> <p>Before submitting claims, always check the EVV Reason Code and Required Free Text Report. Enter any missing required free text.</p> |
| <p>FMSAs Required Free Text Not Entered</p>  | <p>Check the EVV Reason Code Usage and Free Text Report on a regular basis (Monthly at a minimum). Run the report in excel format and filter by EVV Reason Codes:</p> <ul style="list-style-type: none"> • 131-Emergency • 600-Other • 900-Non-preferred <p>If there is any missing required free text, verify the information with the member and then enter the free text into the free text field.</p> <p>Before submitting claims, always check the EVV Reason Code and Required Free Text Report. Enter any missing required free text.</p> <p>CDS Employers Not Entering Required Free Text</p> <p>If a CDS employer is not entering required free text or is unwilling to work with the FMSA on verifying information or providing required documentation, the FMSA should refer to the notice posted on Jan. 14 Guidance for FMSAs When CDS Employers Do Not Perform EVV Responsibilities.</p> |
| <p>Enforcement Actions</p> | <p>Program providers and FMSAs who fail to ensure required free text is entered into the EVV system prior to submitting an EVV claim may have associated claims recouped.</p> |
| <p>Tips for Ensuring Required Free Text is Entered</p> <p>Program Providers and FMSAs</p> | <ul style="list-style-type: none"> • Program Providers and FMSAs, monitor EVV Reason Code and Free Text Report on a regular basis to ensure required free text is entered • Train and re-train program provider staff and CDS employers on free text requirements. • FMSAs, send reminder emails to CDS employers who chose Option 1 on the Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities to enter required free text. |

SECTION 3: PROGRAM PROVIDERS AND FMSAS EVV LANDLINE PHONE VERIFICATION COMPLIANCE REVIEWS

PROGRAM PROVIDERS AND FMSAS COMPLIANCE STANDARDS, GRACE PERIODS, AND REVIEW SCHEDULES

| | |
|--|--|
| <p>Landline Phone Verification Compliance Standard</p> <p>Program Providers and FMSAs</p> | <p>The phone number used for clocking in and clocking out of the EVV system must be a landline phone number if a landline phone is chosen as a clock in and clock out method.</p> <ul style="list-style-type: none"> • Refer to EVV Policy HB Section 7030 Home Phone Landline for a list of unallowable phone types, • Refer to EVV Policy HB Section 10020 EVV Landline Phone Verification Reviews for more information. |
| <p>Causes of Non-compliance for EVV Landline Phone Verification</p> <p>Program providers and FMSAs</p> | <ul style="list-style-type: none"> • When a service provider or CDS employee clocks in and clocks out using an unallowable phone type, such as a mobile phone, instead of the chosen clock in and clock out method of the member’s home phone landline. • When home phone landline number changes but is not updated in the EVV system. <div data-bbox="737 921 1131 1123" data-label="Image"> </div> |
| <p>Grace Period</p> <p>Program Providers and FMSAs</p> | <p>Refer to EVV Policy HB Section 10020 EVV Landline Phone Verification Reviews for more information on the grace period.]</p> <ul style="list-style-type: none"> • State required PCS program providers: No grace period • Cures Act PCS: 01/01/2021 – 12/31/2021 <p>Note: (FMSAs are under the Cures Act)</p> |
| <p>Review Period Schedule</p> <p>Program Providers and FMSAs</p> | <p>Reviews are at the payer’s discretion any time after the date of the visit.</p> |

Accessing and Reviewing the EVV Landline Phone Verification Report Program Providers and FMSAs

The program provider and FMSA will use the EVV Landline Phone Verification Report located in the EVV system to check if the home phone landline chosen as the primary clock in and clock out method, is an allowable phone type and to ensure the phone number is updated.

- The report should be run on a regular basis. (At a minimum monthly)
- The report can be run in excel format and filtered, for example by member ID, NPI/API.

This is just an example of an EVV Landline Phone Verification Report. Each EVV system will have its own version of the report. In this report there is an unallowable phone type of "mobile".

FMSAs: CDS employers and FMSAs work together ensuring allowable phone types are documented in the EVV system.

- When the CDS employer fails to meet required actions within 10 business day of notification by the FMSA, the FMSA can remove the unallowable landline phone type from the EVV system as the member's home phone landline.

Look at the:

- Phone number to ensure it's the most updated number.
- Phone type to ensure it's an allowable phone type.

| Member Id | Member First Name | Member Last Name | Phone Number | Listed Phone Type | Listed Carrier | Month | NPI/API | Provider Name | Payer |
|-----------|-------------------|------------------|----------------|-------------------|---------------------------|--------|------------|---------------------|-------|
| 000000000 | Sally | SMITH | (444) 444-4444 | Landline | Windstream Communications | Jan-21 | 9999999999 | PROVIDER NAME, INC. | HHSC |
| 000000000 | Sally | SMITH | (999) 999-9999 | Mobile | Verizon Wireless | Apr-21 | 9999999999 | PROVIDER NAME, INC. | HHSC |

Refer to [EVV Policy HB Section 10020 Landline Phone Verification Reviews](#) for more information.

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| <p>What to Do If Failing to Meet Compliance on the EVV Landline Phone Verification</p> <p>Program Providers and FMSAs</p> | <p>Refer to EVV Policy HB Section 7030 Home Phone Landline for Program Provider Required Actions.</p> <ul style="list-style-type: none"> • When an unallowable phone type is identified on the EVV Landline Phone Verification Report, the program provider or FMSA must either: <ul style="list-style-type: none"> ○ Verify and document that the phone type is an allowable phone type; or ○ In the EVV system remove the unallowable landline phone type and replace with a valid landline or another approved clock in and clock out method. • Follow any actions required by the payer in a notice of non-compliance. Refer to EVV Policy HB Section 7030 Home Phone Landline – Program Provider Required Actions • FMSAs: If the FMSA is unable to meet required actions due to the CDS employer not meeting required actions outlined in 7030 Home Phone Landline, the FMSA must notify the payer immediately in writing by email or fax. • Refer to EVV Policy HB Section 10020 EVV Landline Phone Verification Reviews. • Refer to EVV Policy HB Section 7030 Home Phone Landline – Documentation. Examples include, but are not limited to screenshots and printouts of: <ul style="list-style-type: none"> ○ White Pages ○ Free Carrier Look-up Service ○ Reverse Phone Check |
| <p>Enforcement Actions</p> | <p>Payers may temporarily withhold Medicaid claims payments from the program provider or FMSA until compliance is met.</p> |
| <p>Tips for Staying in Compliance with EVV Landline Phone Verification</p> <p>Program Providers and FMSAs</p> | <ul style="list-style-type: none"> • Review the EVV Landline Phone Verification Report on a regular basis. • Keep phone numbers updated in the EVV system • Ensure service providers know that if the home phone landline is the clock in and clock out method chosen, then it must be used. • If the home phone is not available for use, the service provider should document the reason it was unavailable. <div style="text-align: center;">  </div> |

SECTION 4 EVV NON-COMPLIANCE ENFORCEMENT ACTIONS

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| <p>Enforcement Actions</p> <p>Program Providers and FMSAs</p> | <p>Usage Reviews: Progressive enforcement actions based on the number of occurrences within a 24-month period:</p> <ul style="list-style-type: none"> • Training • CAP • Contract Termination <p>Required Free Text Reviews: Program providers and FMSAs who fail to ensure required free text is entered into the EVV system prior to submitting an EVV claim may have associated claims recouped.</p> <p>Landline Phone Verification Reviews: Payers may temporarily withhold Medicaid claims payments from the program provider or FMSA until compliance is met.</p> |
| <p>FMSA Enforcement Actions for CDS Employers</p> | <p>On Jan. 14, 2022, HHSC published Guidance for Financial Management Services Agencies When Consumer Directed Services Employers Do Not Perform Electronic Visit Verification Responsibilities (PDF). The guidance is available in the Resources section on the EVV CDS Option webpage.</p> <ul style="list-style-type: none"> • This guidance is for FMSAs to use as an optional process when a CDS employer does not perform their EVV responsibilities as documented on Form 1722, Employer's Selection for EVV Responsibilities. • Refer to TAC 40, Part 1, Chapter 41, Subchapter B, Rule Section 41.221 relating to the FMSA placing the CDS employer on a Corrective Action Plan (CAP). <p>A written CAP must include:</p> <ul style="list-style-type: none"> ○ the reason the corrective action plan is required ○ the action to be taken ○ the person responsible for each action ○ the date the action must be completed ○ An employer or DR may request assistance in the development or implementation of a corrective action plan from the FMSA or others if the plan is related to employer responsibilities. |
| <p>Email Contact Information</p> | <p>Please email questions concerning EVV compliance reviews to: EVV@hhs.texas.gov</p> <p>Please refer to the Program Provider and FMSA EVV Contact Information Guide (PDF) for contact information regarding:</p> <ul style="list-style-type: none"> • Claims • Complaints • Policy and Requirements • Systems • Training |