Health and Human Services Commission (HHSC)
Electronic Visit Verification (EVV) Standard Reports Policy (Revised)

Policy

Effective Sept. 1, 2019, EVV standard reports are the official EVV reports that HHSC and MCOs will use for oversight and data analysis; such as but not limited to:
- HHSC contract monitoring
- HHSC EVV compliance oversight reviews
- Fraud, waste, and abuse reviews

The revised HHSC EVV standard reports will be located in the EVV Portal and EVV Vendor System.

Only EVV Portal Standard and EVV Vendor Standard Reports will be used during HHSC or MCOs contract monitoring, recoupment projects, or other oversight or review activities.

EVV visits with date(s) of service prior to Sept. 1, 2019 will be available in the DataLogic Vesta EVV system.

EVV Portal Standard Reports

HHSC, MCOs, and Program Providers will have access to the following EVV Standard Reports in the EVV Portal:
- *EVV Attendant History Report*
    - Verifies which attendants provided services to a member for a requested date range.
- *EVV Provider Report*
    - Displays contract or enrollment data used by the program provider during setup in the EVV Vendor System.
    - Displays the onboarding date, start date, and end date with each EVV Vendor System.
- *EVV Reason Code Usage and Free Text Report*
    - Displays the EVV reason code number, reason code description and any free text entered on accepted EVV visits transaction(s) during a specified month by each provider's unique identifier.
    - Allows program providers to search reason code usage and entered free text by Medicaid ID.
- *EVV Usage Report*
    - Displays the program provider EVV usage score for the preceding quarters and if the minimum EVV usage score is met.
- *EVV Visit Log*
    - Displays the hours of services delivered by the attendant to the member and includes all EVV accepted visit data sent to the EVV Aggregator for services starting Sept. 1, 2019.

- Displays the schedule (when applicable) and the:
  - Actual hours
  - Location
  - EVV clock-in/clock-out method for each visit

Program providers will also have access to the following reports:
- *EVV Clock-In/Clock-Out Usage Report*
  - Used to review the attendant's:
    - EVV clock-in/clock-out method usage
    - Total visits worked
    - Percentage of total visits worked for each clock-in/clock-out method within a specific date range
- *EVV Units of Service Summary Report*
  - Displays daily, weekly, and monthly totals of service delivered for a specific Medicaid ID
  - Identifies breaks in service for a Medicaid ID
  - Only accessible by HHSC and FFS program providers

For questions regarding EVV Portal standard reports contact TMHP.
For questions regarding EVV Portal standard reports and contract oversight contact your payer.

EVV Vendor Standard Reports

HHSC, MCOs, and Program Providers will have access to the following EVV Standard Reports in the EVV Vendor System:
- *EVV Alternative Device Order Status Report*
  - Used to verify that Alternate Devices have been ordered and to track the status of those orders.
- *EVV CDS Service Delivery Log*
  - Displays EVV visit data for CDS visits for a requested date range.
- *EVV Landline Phone Verification Report*
  - Displays phone numbers entered into the EVV system as landlines when a program provider has selected the member's home phone landline as the clock-in/clock-out method.
- *Non-EVV Relevant Time Report*
  - Displays time that was spent on non-EVV services between clock-in/clock-out for a requested date range.

For questions regarding EVV Vendor standard reports contact TMHP
For questions regarding EVV Vendor standard reports and contract oversight contact your payer.

EVV Vendor Ad Hoc Reporting

The EVV Vendor must provide ad-hoc reporting of any data available in the EVV Vendor System at no additional cost to the program provider. Ad-hoc reports are considered EVV non-standard reports and cannot be used for contract oversight monitoring; such as contract monitoring reviews.

For questions regarding EVV Vendor Ad-hoc reporting contact your vendor.

EVV Claims Matching Data and Visit Transaction Reports

HHSC, MCOs, and Program Providers can perform searches for EVV claims matching data and EVV visit transactions in the EVV Portal. The following searches are available:
- Accepted Visit Search
  - Displays the current accepted EVV visit transactions within a specific date range.
  - Confirms if an EVV visit transaction has been accepted by the EVV Aggregator and should be used by program providers before submitting an EVV claim to TMHP, CARE, or CMBHS for EVV claims matching.
- History/Rejected Visit Search
  - Displays all changes made to an EVV visit transaction performed through visit maintenance in the EVV Vendor System; including rejected EVV visit transition(s) and the EVV rejection code(s).
- EVV Claims to Visit Search
  - Displays match results for an EVV claim submitted to TMHP and the associated matching EVV visit transaction(s) when successfully matched.

For questions regarding EVV claims matching data and visit transaction search reports contact TMHP. For questions regarding EVV claims matching data and visit transaction search reports and contract oversight contact your payer