

## **Medicaid Provider Notification:**

### **HHSC Electronic Visit Verification**

#### **Temporary Extension to 21-Day Visit Maintenance Time Period in Relation to Claim Submission**

The Health and Human Services Commission (HHSC) is extending the timeframe for completing electronic visit verification (EVV) visit maintenance, as outlined below, to address issues that arose following the first EVV implementation rollout on April 16, 2015.

#### **Visit Maintenance**

Effective on the date a provider agency implements EVV under the HHSC EVV initiative, including those provider agencies that implemented April 16, 2015, the 21-day requirement to enter visit maintenance in the provider agency's EVV system is extended through the compliance grace period. This extension applies to all provider agencies implementing EVV on or before August 31, 2015.

Provider agencies subject to EVV requirements must complete visit maintenance by September 21, 2015 for all services provided through August 31, 2015 (which is the end of the compliance grace period).

<b>(Examples) Date Service Provided</b>	<b>Visit Maintenance is Due</b>	<b>Number of days to complete visit maintenance</b>
April 16, 2015	September 21, 2015	159
July 15, 2015	September 21, 2015	69
August 31, 2015	September 21, 2015	22
September 1, 2015	September 21, 2015	21

This means that beginning on September 1, the 21-day time period for performing visit maintenance will again be effective. Services delivered on or after September 1, will be subject to the 21-day visit maintenance period.

#### **Claim Submission**

Because HHSC is extending the 21-day time period for visit maintenance, a provider agency may submit claims for payment of services provided between April 16 and August 31, 2015, prior to the completion of visit maintenance in the EVV system. However, visit maintenance must be completed on or before September 21, 2015, for all services provided between April 16 and August 31, 2015, regardless of when the claim is submitted.

Claims submitted for services provided between April 16 and August 31, 2015 may be subject to recoupment if a provider agency fails to document the delivery of the service accurately in the EVV system by September 21, 2015. The provider has the option to use paper timesheets as backup to the EVV system through August 31, 2015, and to support claims.

The extension to perform visit maintenance and the approval to submit claims prior to completing visit maintenance in an HHSC-approved EVV system does not affect other aspects of claims submission. All provider agencies must submit claims in accordance with their contracted entity claims submission policy.

**General Information**

Provider agencies are encouraged to sign-up for email updates at:  
<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions about EVV implementation may be directed to:

<b>Program</b>	<b>Email</b>
▪ Managed Care	▪ <a href="mailto:Managed_Care_Initiatives@hhsc.state.tx.us">Managed_Care_Initiatives@hhsc.state.tx.us</a>
▪ DADS fee-for-service programs	▪ <a href="mailto:CPC@dads.state.tx.us">CPC@dads.state.tx.us</a>
▪ TMHP (acute care fee-for-service programs)	▪ 1-800-925-9126, Option 5