



TEXAS  
Health and Human  
Services

# **HHSC Electronic Visit Verification**

---

**EVV 101**

**Introduction to EVV**

**Jan. 15, 2019**

# Introduction

---

This is Module 1: Electronic Visit Verification (EVV) 101 of the EVV Tool Kit.

**EVV Tool Kit:** Will help prepare contract providers and Consumer Directed Services (CDS) employers to use EVV.

Previous Modules are available online:

- Introduction: Jan 1, 2019:
  - [21 Century Cures Act - Texas Implementation](#)



TEXAS  
Health and Human  
Services

# What is EVV?

---

EVV is a computer-based system that electronically:

- Verifies that service visits occur; and
- Documents the date and time service delivery begins and ends.

EVV replaces paper timesheets for EVV required services.

EVV visits are required for EVV claim payment.



TEXAS  
Health and Human  
Services

# What is EVV? (continued)

---

EVV electronically documents the following visit data:

- Member receiving services
- Attendant providing services
- Location of service delivery
- Date of service delivery
- Time the attendant begins and ends service delivery



TEXAS  
Health and Human  
Services

# Who Participates in EVV?

---

The five participants in EVV are:

1. Contract provider
  - Provider agency
  - Financial Management Services Agency (FMSA)
2. Member
  - Medicaid recipient
  - CDS employer



TEXAS  
Health and Human  
Services

# Who Participates in EVV? (continued)

---

## 3. EVV Vendor

- An HHSC approved EVV vendor provides an EVV system that must be used for EVV.

## 4. Payers

- HHSC
- Managed Care Organizations (MCOs)

## 5. EVV Data Aggregator

- Operated by the Texas Medicaid Claims Administrator – Texas Medicaid Healthcare and Partnership
- EVV online portal and reports



TEXAS  
Health and Human  
Services

# How does EVV Work?

---

When an attendant provides services to a member in the home or community, the attendant will use one of three approved EVV time recording methods to clock in when service delivery begins and clock out when service delivery ends:

1. Mobile Application
2. Alternative Device
3. Member's Home Phone Landline



TEXAS  
Health and Human  
Services



# Mobile Application

---

The EVV vendor(s) may have a mobile application for clocking in and clocking out of the EVV system that:

- Uses a free downloadable application on a smart device
- Only captures the location when the attendant clocks in and clocks out
- Does not track the attendant or member at any time
- Stores no Protected Health Information (PHI) on the application



TEXAS  
Health and Human  
Services



# Alternative Device

---

An alternative device is an HHSC approved device provided by the EVV vendor at no cost to the contract provider or CDS employer.

The alternative device:

- Must remain in the member's home at all times
- Generates codes that indicate the clock in and clock out time of the EVV system



TEXAS  
Health and Human  
Services

# Alternative Device (continued)

---

The attendant is required to record alternative device codes.

The attendant or the contracted provider must enter the alternative device codes into the EVV system within seven days from the date of the visit.



TEXAS  
Health and Human  
Services

# Member's Home Phone Landline

---

A member can decide to allow an attendant to use their home phone landline to clock in and clock out of the EVV system.

The phone landline is located in the member's primary residence.

The attendant dials a toll-free number, issued by the EVV vendor, to clock in and clock out.



TEXAS  
Health and Human  
Services

# What Happens After Clocking In and Clocking Out of the EVV System?

---

A visit record is created with the clock in and clock out time.

Once the visit record has been completed, verified, and confirmed the following data is used to create an EVV visit transaction:

- Contract Provider identification data
- CDS employer identification data
- Member identification data
- Attendant identification data
- EVV visit data



TEXAS  
Health and Human  
Services

# Tip #1

---

## EVV Tool Kit

- Sign up for [GovDelivery](#) email notices and receive EVV alerts.
- Review materials in the [EVV Tool Kit](#)
- Visit the following websites for more information about EVV:
  - [HHSC EVV](#)
  - Your MCO
  - [TMHP](#)



TEXAS  
Health and Human  
Services

# Tip #2

---

## Know Your Identification Data

Contract providers, know your identification data, such as:

- HHSC provider number
- MCO and associated National Provider Identification (NPI) Number
- MCO service delivery area
- HCPCS code and associated modifier
- Service group and service code
- Tax Identification Number (TIN)



TEXAS  
Health and Human  
Services

# FAQs – EVV 101: 1 of 3



Question: What is Electronic Visit Verification?

Answer: EVV is a telephone and computer-based system that electronically verifies service visits occur and documents the time service delivery begins and ends.

Question: Do I have to use EVV?

Answer: Yes, all providers are required to begin using EVV for personal care services on Jan. 1, 2020.

- Contract providers currently required to use EVV, must continue to use EVV.



# FAQs – EVV 101: 2 of 3



TEXAS  
Health and Human  
Services

Question: What happens if I do not use EVV?

Answer: Your claim(s) will be denied.

Question: How will you know if I use the EVV system?

Answer: All EVV claims must have a matching EVV visit transaction.

# FAQs – EVV 101: 3 of 3



Question: How can I prepare for the implementation of EVV?

Answer: You can prepare by:

1. Signing up for [GovDelivery](#) email alerts
2. Reviewing the [EVV Tool Kit](#)
3. Participating in the live webinar question and answer sessions
4. Reviewing the [FAQs on the HHSC EVV website](#)
5. [Asking questions](#)

# What's Next?

---

Jan. 22, 2019: Live Webinar Q&A Session:

- Topic: [21 Century Cures Act: Texas Implementation](#)

Feb. 1, 2019 Web Alert:

- EVV Roles and Responsibilities of the:
  - Contract provider
  - CDS employer
- EVV Tips
- FAQs





TEXAS  
Health and Human  
Services

# Thank you

---

**Email EVV questions to:**

**[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)**