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Health and Human Services Commission (HHSC) Electronic Visit Verification

**EVV Roles and Responsibilities:
Part I of II**

Feb. 1, 2019

Introduction

This is Module 2: Electronic Visit Verification Roles and Responsibilities – Part I of II of the EVV Tool Kit.

EVV Tool Kit: A collection of resources that will help prepare contracted providers, Consumer Directed Services (CDS) employers, and Financial Management Services Agencies (FMSAs) in the use EVV.



Introduction (continued)

Previous modules of the EVV Tool Kit are available online:

- Jan. 1, 2019: Introduction
 - [21 Century Cures Act - Texas Implementation](#)
- Jan. 15, 2019: Module 1
 - [EVV 101 – Introduction to EVV](#)



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EVV Participants

The five types of participants required to use EVV include the:

1. Contracted provider
 - Provider agency
 - FMSA
2. Member/CDS employer
 - A person receiving a program and service required to use EVV from HHSC or a Managed Care Organization (MCO).
 - A CDS employer is a member or a legally authorized representative of a member who has selected the CDS option.



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EVV Participants (continued)

3. EVV vendor(s)

- An EVV vendor provides an HHSC approved EVV system that a contracted provider and CDS employer must use for EVV.

4. Payers

- HHSC
- MCOs



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EVV Participants (continued)

5. EVV Data Aggregator

- A centralized database that accepts EVV data from an EVV system and distributes the data to the appropriate payer.
- Operated by the Texas Medicaid Claims Administrator – Texas Medicaid and Healthcare Partnership
- EVV online portal
- EVV reports



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EVV Roles and Responsibilities – Part I

This presentation will outline the roles and responsibilities for the first two participants:

1. Contracted provider
2. Member/CDS employer



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Contracted Provider Role

A contracted provider is a Medicaid provider that provides services to a Medicaid recipient and has a contract with HHSC or an MCO required to use EVV.

The role of a contracted provider is to follow all EVV:

- Policies;
- Processes; and
- Requirements.



Member Role

A member is a person receiving a program and service required to use EVV from HHSC or an MCO.

The role of a Member is to:

- Allow your attendant to use one of the acceptable methods to clock in and clock out of the EVV system at the beginning and ending of service delivery.



CDS Employer Role

A CDS employer is a member or legally authorized representative of a member who has selected the CDS option.

The role of the CDS employer is to follow all EVV:

- Policies;
- Processes; and
- Requirements.



Contracted Provider Responsibilities

The contracted provider is responsible for:

- Training their staff on the use of EVV.
- Completing all required EVV training.
- Using the EVV system.
- Meeting all EVV requirements.
- Signing up for EVV notices through GovDelivery.
- Knowing where to submit EVV-related claims.
- Understanding all EVV policies, processes, and requirements.
- Asking questions.



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Member Responsibilities

The Member is responsible for:

- Allowing the attendant to use the EVV system to clock in when services begin and clock out when services end.
- Notifying your contracted provider if you are asked by the attendant to clock in or clock out of the EVV system for them.
- Asking questions.



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CDS Employer Responsibilities

The CDS Employer is responsible for:

- Ensuring the attendant uses the EVV system to clock in when services begin and clock out when services end.
- Completing all required EVV visit maintenance.
- Meeting all EVV requirements.
- Signing up for EVV notices through GovDelivery.
- Understanding all EVV policies, processes, and requirements.
- Asking questions.



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Tip #1

Contracted Providers

- 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](#)



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Tip #2

Contracted Providers

Begin to:

- Identify staff who will be using the EVV system.
- Determine the number of staff who will need EVV training.

Understand the policy when your member refuses to allow his or her attendant to use EVV.

Ask questions.



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Tip #3

Members

Understand your EVV rights and responsibilities.

Ask your contracted provider your questions about EVV.



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FAQs – Roles and Responsibilities 1 of 2



Question: Who is responsible for training contracted provider staff on EVV?

Answer: The contracted provider is responsible for training their staff on EVV.

Question: Where can I find the EVV policies, processes, and requirements?

Answer: All EVV policies, processes, and requirements may be found on the [HHSC EVV website](#), [TMHP website](#), and your MCO website.

FAQs – Roles and Responsibilities 2 of 2



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?

Feb. 15, 2019 Web Alert:

- EVV Roles and Responsibilities Part II of II:
 - EVV Vendor
 - Payer
 - EVV Data Aggregator
- EVV Tips
- FAQs

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

- Topic: EVV 101 and Roles and Responsibilities
 - [Register for the webinar](#)



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Thank you

Email EVV questions to:

Electronic_Visit_Verification@hhsc.state.tx.us