

EVV Revises Unallowable Phone Identification and Recoupment Policy

Effective Aug. 1, 2018, the Texas Health and Human Services Commission or the applicable Managed Care Organization and provider agency must adhere to the following revised policy. Revisions to the policy include:

- Non-fixed Voice over Internet Protocol(VoIP) are now allowable phone types
- A list of identified phone carriers that provide only wireless services
- A new resolution action of participating in the GPS Mobile Application Pilot when an unallowable phone type is identified

The following is the full policy.

Unallowable Phone Identification Written Notice:

- HHSC or the MCO must notify the provider agency in writing via email and mail when they have identified a phone number originating from an unallowable phone type.
- The written notification to the provider must include, at a minimum, the following information:
 - Phone number identified
 - Phone type
 - Dates the phone number was used to clock in, out or both
 - Attendant associated with the EVV check in or out
 - Individual's first and last name
 - Individual's Medicaid number
 - Date HHSC or MCO identified the phone number associated with the device
 - List of supporting documentation the provider can submit to validate the identified unallowable phone number(s) is not a mobile phone or a cellular-enabled device or tablet
 - HHSC or MCO contact information
 - HHSC or the MCO must provide the provider agency a copy of the EVV Vendor Phone Sampling Report or other phone sampling reports used to identify the unallowable phone type

Identified Wireless Only Phone Carriers

The following cell phone carriers have been identified as providing wireless service only:

- Boost Mobile
- Cricket Wireless
- Straight Talk
- T-Mobile
- Metro PCS
- Virgin Mobile

If the Phone Sampling Report identifies one of the wireless phone carriers listed above, or any other wireless only phone carrier, the provider must select one of the following actions within twenty business days from the date of receipt of the written notice.

- Participate in the GPS Mobile Application Pilot

- Request a small alternative device

Identified Wireless and Landline Phone Carriers

If the Phone Sampling Report identifies a phone carrier that provides wireless and landline services, such as AT&T, the provider agency must take **one** of the following actions within twenty business days from the date of receipt of the written notice:

- Participate in the GPS Mobile Application Pilot
- Request a SAD
- Submit supporting documentation showing the identified unallowable phone number(s) is not a mobile phone or cellular-enabled device or tablet

HHSC or the MCO will review all supporting documentation submitted within the required timeframe and provide written notice of a decision. If the supporting documentation submitted by the provider cannot verify the unallowable phone number as an allowable phone type, the visit(s) identified in the written notice are subject to recoupment. Supporting documentation may include, but is not limited to:

- Internet search sites such as White Pages, Free Carrier Look-up Service, Reverse Phone Check
- Documentation from the phone company

If the provider agency does not receive the SAD(s) within ten business days from requesting a SAD using the e-SAD ordering process, the provider agency should immediately notify the payer identified on the written notice and HHSC EVV operations staff.

The provider agency will be in compliance with no further action necessary when:

- verification can be provided from the EVV vendor that the attendant is using the GPS mobile application; or
- verification can be provided from the EVV vendor that a SAD has been requested within twenty business days from the date of the written notice; or
- the provider receives written notification from HHSC or MCO that the supporting documentation submitted confirmed the unallowable phone number as an allowable phone type

Provider Agency Fails to take Action:

If the provider agency fails to use the GPS mobile application, request a SAD or submit supporting documentation to HHSC or the MCO within twenty business days from the date of the written notice, HHSC or the MCO may take compliance or contract action against the provider agency including recoupment of the visit(s) identified in the written notice.

If an unallowable phone number had been previously identified and confirmed to be unallowable, and was later used for EVV visits after the provider received written notification, those visits may be subject to recoupment.

Allowable Phone Types:

- Wired phone connected to a phone jack in the wall
- Cable internet provider (e.g., Time Warner, Comcast, AT&T, etc.)
- Non-Fixed Voice over Internet Protocol (VoIP) (e.g., Portable alternative phone services that use VoIP, including but not limited to MagicJack, or Vonage)
- Fixed VoIP

Unallowable Phone Types:

- Mobile Phone
- Cellular-enabled device or tablet

How is an unallowable phone type identified?

DataLogic (Vesta) will sample all numbers used to verify EVV visit records on a monthly basis, starting March 1, 2018. DataLogic will publish the results of their phone sampling for the previous month in the **Phone Sampling Report** located under Standard Reports.

Providers can use this report to monitor phone types being used to verify service delivery as well as multiple phone numbers used within the same month for the same individual/member.

If you require assistance in locating or generating the Phone Sampling Report, please call Vesta EVV Customer Support at 844-880-2400.

Contact [HHSC EVV Operations](#) or the appropriate MCO for questions regarding this policy.