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HHSC

Electronic Visit Verification

Live Questions and Answers Webinar
EVV 101 – Roles and Responsibilities
February 22, 2019

Introduction

The Health and Human Services Commission (HHSC), Managed Care Organizations (MCO), and Texas Medicaid & Healthcare Partnership (TMHP) are hosting a series of Question and Answer (Q&A) webinars to prepare for the implementation of EVV as required by the federally mandated 21st Century Cures Act.

The Q&A webinars give participants an opportunity to ask questions regarding the implementation of EVV.



Webinar Agenda

In the last EVV live Q&A webinar session on January 22nd, we discussed the 21st Century Cures Act - Texas Implementation.

Today's webinar:

- Define EVV participants, including their roles and responsibilities
- Q&A session



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How to Ask Questions

All questions will be received through the Questions pane of GoToWebinar. Questions will be answered in the order they are received.

To ask a question during the webinar:

1. Type your question in the Questions pane.
2. Click send.



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EVV Participants

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

1. Contracted provider
 - Provider agency
 - Financial Management Services Agency (FMSA)
2. Member/Consumer Directed Services (CDS) employer
 - A member is a person receiving a program and service required to use EVV from HHSC or an 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 (Cont'd)

3. EVV vendor(s)

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

4. Payers

- A payer is HHSC or an MCO whose contracted provider or FMSA is required to use EVV.



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EVV Participants (Cont'd.)

5. EVV Aggregator

- A centralized database that collects, validates, and stores EVV visit data submitted from the EVV system(s)
- Operated by the Texas Medicaid Claims Administrator (TMHP)
- EVV Portal – An online system that allows users to perform searches and view reports associated with the EVV visit information in the EVV Aggregator
- EVV reports – Information stored in the EVV aggregator will be accessible in standard and ad hoc reports through the EVV Portal.



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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.
- Requirements.



Contracted Provider Responsibilities

The contracted provider is responsible for the following:

- 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 Role

A member is a person receiving an EVV required program and service under the HHSC or an MCO.

The role of a member is to:

- Allow the attendant to use one of the acceptable methods to clock in to the EVV system when service delivery begins and clock out of the EVV system when service delivery ends.



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Member Responsibilities

The member is responsible for the following:

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



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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.
- Requirements.



CDS Employer Responsibilities

The CDS employer is responsible for the following:

- Ensuring the attendant uses the EVV system to clock in when service delivery begins and clock out when service delivery ends
- 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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EVV Vendor Role

The EVV vendor is approved and contracted by HHSC to provide the software system used to collect and transmit EVV visit data to the EVV Aggregator.

The EVV vendor:

- Ensures the HHSC-approved EVV system operates at all times.
- Captures EVV visit data and provides the ability to correct visit data.
- Provides technical support for the EVV system.
- Transmits confirmed EVV visit data to the EVV Aggregator.



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EVV Vendor Responsibilities

The EVV vendor:

- Trains contracted providers, FMSAs, CDS employers, MCO staff, and HHSC staff.
- Provides all software tools required to use their EVV system.
- Provides alternative devices.



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Payer Role

A payer is HHSC or an MCO whose contracted provider or FMSA is required to use EVV.

The payer:

- Provides EVV policies, processes, and procedures training.
- Answers EVV questions related to EVV policies, processes, and procedures.
- Pays or denies EVV claims.
- Monitors EVV compliance.



Payer Responsibilities

The payer:

- Trains contracted providers, FMSAs, and CDS employers on EVV requirements.
- Provides written material on EVV related policies, processes, and procedures.
- Conducts EVV compliance oversight.
- Communicates results of EVV claims matching to providers.
 - Providers contracted with HHSC will receive an explanation of benefits (EOB).
 - Providers contracted with an MCO will receive an explanation of payment (EOP).



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EVV Aggregator Roles

The EVV Aggregator is a centralized database that collects, validates, and stores EVV visit data submitted from the EVV system(s).

The EVV Aggregator:

- Validates contracted provider and member eligibility information.
- Accepts or rejects confirmed EVV visit transactions and transmits to vendors.



EVV Aggregator Responsibilities- EVV Portal

The EVV Portal is an online system that allows users to perform searches and view reports associated with the EVV visit information stored in the EVV Aggregator. Users can search for:

- Accepted and rejected visits (including audit log of changes).
- Claim to visit match results.

The EVV Portal allows users to:

- Pull provider lists.
- Pull EVV reports.



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Tip #1

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 #2

Members

Understand your EVV rights and responsibilities.

Ask your contracted provider your questions about EVV.



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Tip #3

Selecting an EVV Vendor

- Review the approved EVV vendors' systems to determine if it meets your agency's business needs, including any third-party requirements.
- Determine the staff who will need training on the vendor system and schedule time for this training.
- Understand the EVV vendor's onboarding process.
- Ask questions if you do not understand how to use the EVV system.
- Know who to contact if you have questions.



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Tip #4

Working with your EVV Payer

- Understand your payer's policies, processes and procedures for EVV compliance.
- Understand your payer's policies, processes and procedures for claims adjudication.
- Review your payer's website regularly for EVV-related materials.
- Sign up for alerts (if available) to receive EVV-related notifications.
- Attend payer provided trainings.
- Know who to contact if you have questions.



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Tip #5

Using the EVV Portal

- Attend provided training sessions on using the EVV Portal.
- Obtain login credentials from TMHP.
- Review the [TMHP website](#) for EVV-related materials including online training.
- Know who to contact if you have questions.



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FAQs – Roles and Responsibilities 1 of 4



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 4



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](#).

FAQs – Roles and Responsibilities 3 of 4



Question: Who is responsible for providing training on the EVV system?

Answer: The EVV vendor is responsible for training provider agency staff, FMSAs, and CDS employers on their EVV system, including how to use devices.

Question: Who is responsible for providing training on the EVV Portal?

Answer: TMHP is responsible for training provider agencies and FMSAs on the use of the EVV Portal. **CDS employers will not use the EVV Portal.**

FAQs – Roles and Responsibilities 4 of 4



Question: How can I find information on payer's EVV requirements?

Answer:

1. Visit your payer's website for EVV-related material.
2. Review your payer's provider handbooks and manuals.
3. Contact your payer to ask questions.
 - EVV contact information is listed on the HHSC EVV website at: EVV At-a-Glance > ["Who do I Contact if I Have Questions?"](#)



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Questions?



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Thank you

Email EVV questions to:

Electronic_Visit_Verification@hhsc.state.tx.us