Webinar Agenda

Today’s webinar consists of the following EVV topics:

• EVV Portal Enhancements
• EVV Training Resources
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:
  • Type your question in the Questions pane.
  • Click send.
EVV Portal Enhancements
EVV Portal Enhancements

• Texas Medicaid & Healthcare Partnership (TMHP) and the Health and Human Services Commission (HHSC) updated the EVV Portal based on stakeholder feedback.

• Updates to the EVV Portal search tabs are available today, November 22, 2019.

• Examples of the enhancements include:
  • Search tab name changes
  • Search criteria field changes
  • New search results columns
EVV Portal Enhancements (cont.)

• These changes will improve search capabilities and allow users to find EVV visit transactions and claims data more quickly and more efficiently.

• On the revised search tabs, the Export Data to Excel function will reflect all the changes to the EVV Portal search results columns.
“Accepted Visit Search” Tab
The Aggregator Received Date column has been added to the “Accepted Visit Search” tab results.

Results exported to Excel will also display the new Aggregator Received Date column and data.
Accepted Visit Search Results

• The Aggregator Received Date field displays the date and time the EVV visit transaction is received by the EVV Aggregator.

<table>
<thead>
<tr>
<th>Billable Units</th>
<th>HCPCS Code</th>
<th>Modifier(s)</th>
<th>Aggregator Received Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.00</td>
<td>T1019</td>
<td>UA</td>
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</tbody>
</table>
“Visit History Search” Tab
The “History/Rejected Visit Search” tab was renamed “Visit History Search.” This tab will continue to show all accepted and rejected visits.

A checkbox was added: Check to Show Latest Visit Status Only.
• The Check to Show Latest Visit Status Only checkbox is optional.

• Select this checkbox to show only the latest EVV Aggregator Accepted or Rejected status for the EVV visit transaction in the search results.

• If the checkbox is not checked, all historical EVV visit transactions beginning September 1, 2019, and later that match the search criteria will appear in the search results.
Visit Status Example

- A Rejected Visit Status is selected.
- The Check to Show Latest Visit Status Only box is checked.

![Visit Search Criteria]

Visit ID or Visit Date Range is required for the search

- Visit ID
- Visit Date Range
  - Begin Date: 11/01/2019
  - End Date: 11/21/2019
- Visit Indicator
- Visit Status: Rejected
- Check to Show Latest Visit Status Only
Visit Status Example (cont.)

- Only the latest EVV visit transactions with a Rejected status for the visit date appear. The rejected visit status indicates that visit maintenance must be completed.
- The rejected visits that need to be updated with visit maintenance and retransmitted can be easily identified.
“Visit History Search” Tab: New Results Columns

- The following columns were added to the search results on the “Visit History Search” tab:
  - HCPCS (Healthcare Common Procedure Coding System)
  - Modifier(s)
  - Aggregator Received Date
“Visit History Search” Tab: Column Order Changes

- Column order prior to 11/22/2019

- Column order after 11/22/2019
Visit History Search Results

The results are now sorted by visit date, with the most recently received visit at the top, based on the Aggregator Received Date.

Results exported to Excel will display this updated column order.
“EVV Claim Search” Tab
“EVV Claim Search” Tab

• The “EVV Claim to Visit Search” tab was renamed “EVV Claim Search.”

• All EVV claim match result codes (EVV01-EVV07) will now display when searching for a range of dates of services.

• EVV Portal users have the option to select specific claim match result codes to view in the search results.
EVV claims with EVV claim match result codes of EVV02-EVV06 will not have a Visit ID in the search results because the EVV Aggregator was unable to match them to an EVV visit transaction.

EVV claims with a claim match result code of EVV07 are not required to have a matching EVV visit transaction. However, if there was a matching EVV visit transaction, the Visit ID would appear in the search results.
“EVV Claim Search” Tab

Search Criteria Updates

- The following search criteria fields were added:
  - Claim Date of Service Range
  - EVV Match Code (multiple match codes can be selected)
  - HCPCS Code
  - Modifiers
“EVV Claim Search” Tab
Search Criteria Updates

• The following search criteria fields were removed because the EVV claim data now appears on this tab, not the EVV visit data:
  • Visit ID
  • Visit Begin Date and Visit End Date
  • Taxpayer Identification Number (TIN)
  • Vendor Name
“EVV Claim Search” Tab: New Search Result Columns

- The following columns were added to the search results:
  - HCPCS
  - Modifier(s)
  - NPI/API
"EVV Claim Search": Results – Column Order Changes

- Column order prior to 11/22/2019

- Column order after 11/22/2019
EVV Claim Search Results

- The results exported to Excel will also display this updated column order.
- The following notes were added in the upper left corner:
  - Claim Identifier is for MCO claims. ICN is for Fee-for-Service Claims.
  - Visit ID will display for match code only.

Note: The Claim Identifier displayed is the one assigned when the claim is submitted to TMHP. It’s the TMHP claim identifier, not the MCO claim identifier.
EVV Training Resources
EVV Training Resources

• Visit the recently-updated Training section on the HHSC EVV website to access EVV training resources.

• Click “Learn more about all EVV training materials and resources” at the bottom of the Training section to access the full training menu.
EVV Training Resources (cont.)

• The training menu displays both required EVV training and additional EVV training resources.

• Links to the HHSC EVV Training Policy and the EVV Training Checklist are located at the top of the screen.

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Required EVV Training

Program providers must complete all required EVV training for programs and services currently required to use EVV per HHSC policy. The EVV Training Checklist (PDF) provides detailed information on EVV training requirements and options for completing them.

- EVV Roadshow Instructor-Led Training
- Computer-Based Training
- HHSC-Approved EVV Vendor Training
- EVV Tool Kit
- Frequently Asked Questions
- Glossary of Terms
- How to Access the EVV Portal
- Standard Reports Summary
- Webinars
Other EVV Training Options

• TMHP EVV training, including infographics, computer-based training (CBT), quick reference guides (QRGs), and job aids are available on the TMHP LMS at learn.tmhp.com.

• Managed care program providers should contact your MCO for additional EVV training.
Questions
Thank you

Email EVV questions to: Electronic_Visit_Verification@hhsc.state.tx.us
Email EVV Claims Submission and EVV Portal questions to: EVV@tmhp.com