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HHSC Electronic Visit Verification

Live Questions and Answers Webinar

Getting Started and EVV Training Requirements

July 22, 2019

Introduction

The Health and Human Services Commission (HHSC), Managed Care Organizations (MCOs), 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.



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EVV FAQs

- After the Q&A webinar, questions and answers from this session will be added to the [HHSC Electronic Visit Verification Frequently Asked Questions](#) on the EVV website.
- Questions and answers are organized by category.
- FAQs are updated regularly.



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Webinar Agenda

Today's webinar consists of the following EVV topics:

- Researching HHSC-approved EVV vendors
- Selecting your HHSC-approved EVV vendor
- Tips for training with your HHSC-approved EVV vendor
- EVV Provider Onboarding process
- EVV training requirements



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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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HHSC-Approved EVV Vendors

- TMHP has selected EVV vendors according to HHSC business and system rules, and the vendors are currently updating their systems according to HHSC requirements.
- Program providers and Financial Management Services Agencies (FMSAs) are required to utilize an HHSC-approved EVV system.
 - CDS employers will use the EVV system selected by the FMSA.
- Approved EVV vendors will be announced when system verification is complete.



Vendor Research

Before selecting an HHSC-approved EVV vendor and going through the Provider Onboarding process, consider:

- If the vendor's EVV system meet your agency's business needs
- How training will be delivered
- If the vendor's EVV system is user-friendly



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Provider EVV System Administrator

The Provider EVV System Administrator is a program provider/FMSA representative who will be granted initial access to an HHSC-approved EVV vendor system and is responsible for the following:

- Completing all required EVV vendor system trainings
- Completing the EVV Provider Onboarding process with the HHSC-approved EVV vendor
- Setting up user access profiles in the HHSC-approved EVV vendor system



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EVV Vendor Systems Training

EVV vendor system training must be completed prior to receiving the access to the EVV system.

All HHSC-approved EVV vendors are required to provide training and technical support on the use of their EVV systems.

The EVV Provider Onboarding process is the process of establishing access to an EVV system (operated by an HHSC-approved EVV vendor) for:

- Program providers
- FMSAs
- Attendants
- CDS employers



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Onboarding with EVV Vendor (1 of 3)

Note: The steps of the EVV Provider Onboarding process may vary based on the user type.

1. The program provider or FMSA will complete the HHSC-approved EVV Provider's Onboarding form located on the EVV vendor's website.
2. Once the form is completed the program provider must submit it to the selected EVV vendor by email, fax, or electronically.



Onboarding with EVV Vendor (2 of 3)

3. Within one business day of receipt, the EVV vendor will send an acknowledgment email to the signature authority and Provider EVV System Administrator listed on the form to acknowledge receipt of the EVV Provider Onboarding form.



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Onboarding with EVV Vendor (3 of 3)

4. The EVV vendor will review the EVV Provider Onboarding form to confirm all required fields are complete.
 - If the form is incomplete, the EVV vendor will request a revised EVV Provider Onboarding form.
5. The EVV vendor contacts the Provider EVV System Administrator within five business days of receiving the completed EVV Provider Onboarding form to begin the EVV Provider Onboarding process and schedule an appointment.



Completion of Onboarding

The EVV Provider Onboarding process is complete when the Provider EVV System Administrator:

- Completes all required EVV vendor system training;
- Obtains log-in credentials from the HHSC-approved EVV vendor; and
- Sets up at least one provider profile in the EVV vendor system.



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EVV Vendor System Training

- EVV vendor system training includes (at minimum):
 - System access and log-in
 - Data entry and updates
 - Visit capture and validation
 - Visit maintenance/updates to EVV visit transactions
 - Clock in/clock out methods
 - Alternative device ordering
 - Accessing and creating EVV non-standard reports
 - Technical Support
- Any additional users of the EVV vendor system will be required to complete the EVV vendor system trainings prior to gaining access.



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Tips for Training with the EVV Vendor

- Determine who will need training and schedule it.
- Ask questions during training.
- Know who to contact for system support.

All required EVV vendor system trainings must be completed prior to the EVV provider onboarding appointment with the EVV vendor.



HHSC EVV Training Policy

- Effective Sept. 1, 2019, the HHSC EVV Training Policy requires program providers to complete all required EVV training prior to using an HHSC-approved EVV system and annually thereafter.
- Program providers using EVV prior to Sept. 1, 2019, will be required to take the EVV Aggregator, EVV Portal and EVV Policy training on or before Dec. 31, 2019 and annually thereafter.
- If a current program provider changes EVV vendors, the EVV vendor training must occur prior to using the new HHSC-approved EVV system.



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HHSC EVV Training Policy (cont.)

- Program providers and FMSAs must take the following training:
 - HHSC-approved EVV vendor training conducted by the EVV vendor
 - TMHP EVV Aggregator and EVV Portal training conducted by TMHP
 - EVV Policy training conducted by your payer (HHSC or your MCO)



EVV Training Topics

Trainer	Training Topics Include, But are Not Limited to:
<ul style="list-style-type: none"> • HHSC • MCOs 	EVV Policy <ul style="list-style-type: none"> • EVV Policy Requirements • EVV Reason Codes • EVV Compliance Oversight
TMHP	EVV Vendor Selection EVV Claims TMHP Systems <ul style="list-style-type: none"> • EVV Aggregator • EVV Portal
EVV Vendor(s)	EVV Vendor System* <ul style="list-style-type: none"> • EVV Clock In/Clock Out Methods • EVV Visit Maintenance • EVV Vendor Standard Reports <p>*Access to an HHSC-approved EVV vendor system will not be granted until the EVV vendor system training has been completed.</p>



EVV Training Formats

EVV training is provided in a variety of formats; including, but not limited to:

- Computer-based training (CBT)
- Instructor-led training (ILT)
- Webinars
- Job aids and infographics

CBT modules are taken online at the convenience of the user and can be taken as many times as needed.



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EVV Training Registration

Trainer	Training Topics	Training Location	Registration
HHSC	EVV Policy	HHS Learning Portal	To register for training, users must create an account on the HHS Learning Portal .
TMHP	<ul style="list-style-type: none"> • EVV Aggregator • EVV Portal • EVV Vendor Selection • EVV Claims 	TMHP Learning Management System (LMS)	Access the LMS Job Aid for instructions on accessing training in the TMHP LMS.
MCO	EVV Policy	Contact your MCO for EVV Policy training opportunities.	Contact your MCO.



Instructor-led Training

- HHSC and TMHP will be conducting instructor-led trainings (ILTs) across the state starting on Aug. 1, 2019 through Nov. 1, 2019.
 - EVV vendor(s) will also be present during the trainings.
 - The schedule of the trainings is referred to as the EVV Roadshow.
- EVV Roadshow training registration is available on the HHS Learning Portal: <https://learningportal.dfps.state.tx.us/>
- Contact your MCO for questions regarding EVV Policy training.
- Dates and locations are posted on the EVV website as well as the HHS Learning Portal registration site.



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EVV Roadshow Schedule

The instructor-led trainings will be held in the following cities:

- Austin
- The Woodlands
- Lubbock
- Irving
- Harlingen
- El Paso
- Abilene
- Brownsville



How to Prepare for EVV

- Review the HHSC Tool Kit modules and previous webinars located on the EVV website.
- Register for instructor-led trainings early as they are on a first-come, first-serve basis and will be closed once at capacity.
- **Note:** You **must** register for instructor-led trainings before attending.
- Research the HHSC-approved EVV vendors and choose the vendor that best suits your needs.
- Ask questions.



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Tip #1

Research EVV system options.

- Research HHSC-approved EVV vendor options.
 - Ask questions that will help you determine which HHSC-approved EVV vendor system best meets your business needs.
 - Consider who will be using the EVV vendor system.
 - Ask how the HHSC-approved EVV vendor will interface with third-party vendors, if applicable to your agency.

Tip #2

Be prepared to sign-up for EVV Portal access.

- Review the [*Texas Medicaid & Healthcare Partnership \(TMHP\) Portal Security Provider Training Manual*](#).
- Have the following information prepared:
 - User name (different from your Electronic Data Interchange [EDI] Submitter ID)
 - First and last name
 - Business telephone
 - Email address
 - Password (8-20 characters with no spaces or special characters)



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FAQs

FAQ 1

Question: Where do I find information on HHSC-approved EVV vendors?

Answer:

1. HHSC-approved EVV vendors will be announced once they have met all required business and system rules, and verification is complete.
2. Sign up for [GovDelivery](#) to receive email alerts about EVV.



FAQ 2

Question: Who do I contact if I have questions about training or onboarding with an EVV vendor system?

Answer:

Contact the selected EVV vendor.



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What's Next?

Aug. 1, 2019 Web Alert:

- Module 14: EVV Compliance Oversight Policies

Aug. 15, 2019 Web Alert:

- Module 15: Best Practices
 - How to Avoid Claims Denial
 - Refresher on Claims Submission

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

- Topic: Preparing for Sept. 1 - Summary of EVV Changes
 - [Register for the webinar.](#)
 - [Email](#) questions ahead of time and include in the subject line "webinar question."



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Questions



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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**