

Health and Human Services Commission Electronic Visit Verification Training Policy (Revised)

Policy

Effective August 1, 2020, the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) Training Policy requires program providers, financial management service agencies (FMSA) and Consumer Directed Services (CDS) employers to complete all required EVV training:

- Prior to using either an EVV vendor system or an EVV proprietary system and
- Yearly thereafter.

The EVV vendor or EVV proprietary system operator (PSO) will not grant access to the EVV system until the program provider, FMSA or CDS employer has completed EVV system training. An EVV PSO is a program provider or an FMSA who has selected to use their own EVV proprietary system.

The payers, HHSC or a managed care organization (MCO) may request proof of completed trainings. Do not submit proof of training completion to HHSC, an MCO or Texas Medicaid & Healthcare Partnership (TMHP) unless requested.

Proof of completed trainings must include the:

- Name of the training
- Name of the person completing the training
- Date of the training

Program providers currently using EVV can review the HHSC [Existing Provider EVV Training Requirements Checklist](#) for more information.

Program providers, FMSAs and CDS employers subject to the Federal 21st Century Cures Act EVV Expansion can review the HHSC [Cures Act EVV Required Training Checklist](#) for more information.

The EVV vendor, HHSC, MCOs and TMHP may offer EVV trainings in different delivery methods, such as but not limited to:

- Computer-based training (CBT)
- Instructor-led training (ILT)
- Webinars

Contact your EVV vendor, HHSC, MCO or TMHP for details on specific training delivery methods.

Training Requirements for Program Providers

Program provider staff must complete the required EVV training shown in the table below. EVV system users are staff who perform EVV system operations and visit

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maintenance in the EVV vendor system or EVV proprietary system. Billing staff are staff who submit Medicaid claims for an EVV-required service.

Program Providers:

EVV Training Requirement	Taken By	Provided By
EVV System Training	<ul style="list-style-type: none"> • EVV system users 	EVV vendor or EVV PSO
EVV Portal Training	<ul style="list-style-type: none"> • EVV system users • Billing staff 	TMHP
EVV Policy Training	<ul style="list-style-type: none"> • EVV system users • Billing staff 	Payer (HHSC or MCO)

Program providers must keep up-to-date training records for their staff.

Program providers or FMSAs who have received written approval from HHSC to use an EVV proprietary system must train all users on the proper use of the EVV proprietary system, to include clock in and clock out methods.

Training Requirements for FMSAs

FMSA staff must complete the required EVV training shown in the table below. EVV system users are staff who perform EVV system operations and visit maintenance in the EVV vendor system or EVV proprietary system. Billing staff are staff who submit Medicaid claims for an EVV-required service.

FMSAs:

EVV Training Requirement	Taken By	Provided By
EVV System Training	<ul style="list-style-type: none"> • FMSA EVV system users • CDS employers 	EVV vendor or EVV PSO
EVV Portal Training	<ul style="list-style-type: none"> • FMSA EVV system users • FMSA billing staff 	TMHP
EVV Policy Training	<ul style="list-style-type: none"> • FMSA EVV system users • FMSA billing staff • CDS employers 	Payer (HHSC or MCO)

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FMSAs must keep up-to-date training records for their staff. FMSAs must also keep up-to-date training records for their CDS employers.

Training Requirements for CDS Employers

CDS employers must complete the required EVV training shown in the table below.

CDS employers must train their CDS employees on the clock in and clock out methods with assistance from the EVV vendor or the EVV PSO.

CDS Employer Training based on delegation of visit maintenance on Form 1722 – CDS Employer’s Selection for Electronic Visit Verification Responsibilities.

If the CDS employer selected:

Form 1722 Options	EVV Training Requirement	Provided By
Option 1: The CDS employer agrees to perform all visit maintenance and approve their employee’s time worked in the EVV system.	<ul style="list-style-type: none"> • Full EVV System Training • Clock in and clock out methods 	EVV Vendor or EVV PSO
	<ul style="list-style-type: none"> • EVV Policy Training 	Payer (HHSC or MCO) or FMSA
Option 2: The CDS employer elects to have their FMSA complete all visit maintenance on their behalf; however, the CDS employer will approve their employee’s time worked in the EVV system.	<ul style="list-style-type: none"> • Full EVV System Training • Clock in and clock out methods 	EVV Vendor or EVV PSO
	<ul style="list-style-type: none"> • EVV Policy Training 	Payer (HHSC or MCO) or FMSA
Option 3: The CDS employer elects to have their FMSA complete all visit maintenance on their behalf and confirm the employee’s time worked in the EVV system based on approval documentation from the CDS employer.	<ul style="list-style-type: none"> • Overview of EVV System • Clock in and clock out methods 	EVV Vendor or EVV PSO
	<ul style="list-style-type: none"> • EVV Policy Training 	Payer (HHSC or MCO) or FMSA

If a CDS employer switches their option by completing a new Form 1722, they must take the proper training for that option, as detailed in the table above, before being granted access to the EVV system by their FMSA or EVV PSO.

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The CDS employer must keep up-to-date training records of their training completions and provide training records to their FMSA, HHSC or their MCO if requested.

Training Requirements for Service Attendants and CDS Employees

Service Attendants and CDS Employees must complete the required EVV training shown in the table below.

The EVV vendor or EVV PSO will provide materials and resources.

Service Attendants and CDS Employees:

EVV Training Requirement	Provided By
Clock In and Clock Out Methods	Program Provider or CDS Employer

The CDS employer must keep up-to-date training records of service attendant and CDS employee training completions by using Form 1732. Form 1732 should be provided to the FMSA.

EVV Training Registration

To register for EVV training:

- EVV System: Visit your EVV vendor website or contact your EVV PSO.
- EVV Policy: Visit the HHSC or MCO EVV website.
 - Access the [HHSC Learning Portal](#) then create an account.
- EVV Portal Training: contact TMHP
 - Access the [TMHP Learning Management System \(LMS\)](#) and create an account.

For questions related to training, contact:

Topic	Contact
EVV Policy Training	<ul style="list-style-type: none"> • HHSC EVV Operations at Electronic_visit_verification@hhsc.state.tx.us • Your MCO
EVV Portal	<ul style="list-style-type: none"> • TMHP at EVV@tmhp.com
EVV Vendor or EVV PSO System	<ul style="list-style-type: none"> • Your EVV vendor or EVV PSO