



## Temporary Electronic Visit Verification Policies for Severe Winter Weather

In response to the severe winter weather between February 12, 2021 and February 19, 2021, Health and Human Services Commission (HHSC) is issuing the following guidance and flexibilities for electronic visit verification (EVV).

This guidance is for program providers, financial management services agencies (FMSAs) and consumer directed services (CDS) employers required to use EVV.

### Use of the EVV System

All service delivery for an EVV-required service must be documented in the EVV system. If an electronic verification method (home phone landline, mobile, or alternative device) was not available due to the winter weather, service attendants and CDS employees must make best efforts to document service delivery visits on paper or through other methods.

For visits which were not recorded using an electronic verification method, program providers, CDS employers and FMSAs must:

- In accordance with [Electronic Visit Verification 180 Day & 90 Day Visit Maintenance Temporary Policy](#), create manual visits in the EVV system based on the manual service delivery information, and ensure the visit is accepted into the EVV Aggregator/Portal within 180 calendar days from the date of the visit.
- Keep all supporting service delivery documentation available. For example, paper timesheets, notes, or other information used to verify services were delivered.

### EVV Reason Code

Use the following EVV reason code when performing visit maintenance on visits affected by the winter weather (including creating manual visits):

- Reason Code: Disaster  
Number: 130  
Description: C – Ice/snow storm

When using reason code 130 C – Ice/snow storm, any missing actual clock in or clock out time not electronically captured by the EVV system must be documented in the free text.

Program providers, FMSAs and CDS employers may, but are not required to, use additional reason codes to document additional specific information related to the exception.

## **EVV Visit Maintenance Completion Timeframe**

HHSC recently announced [a temporary visit maintenance extension](#). Visits which occurred during the winter weather are covered by this extension. Program providers, FMSAs and CDS employers have 180 days from the date of the visit to complete visit maintenance.

## **EVV Claims Matching**

EVV claims matching will not be performed for EVV claims received by the Texas Medicaid and Healthcare Partnership (TMHP) after March 9, 2021, 9:00 p.m. Central Time, with dates of service between February 10, 2021 and February 24, 2021.

- Claims which meet the criteria will display “EVV08 - Natural Disaster” in the Claims Match Result field within the EVV Portal.
  - ▶ When receiving “EVV08 - Natural Disaster,” program providers and FMSAs can refer to the Informational Match Result field within the EVV Portal to see the result of the claims matching process. Read the [June 29, 2020 TMHP EVV Portal Improvements and Training Updates Available article](#) for more information.
- Claims will be forwarded to the appropriate payer with match code EVV08 and will not be denied for an EVV mismatch.
- Program providers and FMSAs must:
  - ▶ Bill in accordance with the member’s authorization.
  - ▶ Only bill for actual hours worked.
  - ▶ Ensure all required visit maintenance is completed within 180 calendar days from the date of the visit.
  - ▶ Ensure EVV visit transactions which support the claim are accepted into the EVV Aggregator/Portal within 180 calendar days from the date of the visit.

Claims are subject to retrospective review by the payer. Program providers must have an accepted EVV visit transaction that supports the billed claim in the EVV Aggregator/Portal within 180 calendar days from the date of the visit, or claims may be recouped. Program providers and FMSAs can use the EVV Claims Match Reconciliation Report in the EVV Portal to monitor claims that still require matching EVV visits.

## **Billing Prior to Completing Visit Maintenance**

For dates of service between February 10, 2021 and February 24, 2021, program providers and FMSAs may submit a claim for an EVV-required service prior to completing all required visit maintenance.

## **CDS Payroll**

FMSAs should work with their CDS employers to ensure timely payment to CDS employees. FMSAs must accept paper timesheets instead of EVV visit records for payroll periods impacted by the winter weather.

**FMSAs must:**

- Inform CDS employers of the process for submitting paper timesheets to the FMSA.
- Inform CDS employers of the FMSAs' process for manually entering time into the EVV system when an electronic verification method is not used. As indicated above, the FMSA or CDS employer must create visits in the EVV system based on the manual service delivery information and ensure the visit is accepted into the EVV Aggregator/Portal within 180 calendar days from the date of the visit.
- Work with CDS employers to reconcile paper timesheets with EVV within 180 days.

If the CDS employee was unable to use the EVV system due to the winter weather, **CDS employers** should:

- Have CDS employees document their visits for EVV-required services on a paper timesheet.
- Continue to verify and approve CDS employee timesheets and keep a copy of the documentation.
- Work with their FMSA to reconcile paper timesheets with EVV within 180 days.

For additional information, refer to [Cures Act EVV: Guidance to Ensure On-Time Payment to CDS Employees for Services Done on and After Jan. 1.](#)

Email questions to [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us).