



# Electronic Visit Verification

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## What is Electronic Visit Verification?

Electronic Visit Verification (EVV) is a computer-based system that verifies the occurrence of authorized personal attendant service visits by electronically documenting the precise time a service delivery visit begins and ends. The EVV program replaces paper-based attendant timesheets.

Texas requires EVV for certain Medicaid funded home and community-based services provided through the Health and Human Services Commission (HHSC) and managed care organizations (MCOs).

## What Programs and Services Are Required to Use EVV?

### Programs and Services Currently Required to Use EVV

HHSC already requires EVV for about 90 percent of Medicaid personal care services. For this list, refer to page 3 of the [Programs, Services and Service Delivery Options Required to Use EVV](#).

### The 21st Century Cures Act EVV Requirement

The 21st Century Cures Act Section 12006 (Cures Act) is a federal law requiring the use of EVV for all Medicaid personal care services. Texas must implement EVV for personal care services by Jan. 1, 2021.

To confirm if a Medicaid personal care service is subject to the Cures Act EVV requirement, refer to pages 1-2 of the [Programs, Services and Service Delivery Options Required to Use EVV](#).

More information about the Cures Act EVV requirement is available on the [HHSC EVV Cures Act webpage](#).

## **Consumer Directed Services and Service Responsibility Options**

Services being delivered through the consumer directed services and service responsibility options are not currently required to use EVV. However, the Cures Act will require EVV for personal care services delivered through these options.

## **What Information Does EVV Verify?**

[Texas Government Code Section 531.024172](#) requires the EVV system verify six different categories of information:

1. Type of service provided;
2. Person receiving the service;
3. Date and time service delivery begins and ends;
4. Location of service delivery;
5. Person providing the service; and
6. Other information HHSC determines necessary to ensure accurate adjudication of Medicaid claims, such as program provider information.

## **How Does EVV Work?**

When an attendant provides services to a member in the home or community, the attendant must use one of three HHSC-approved EVV time recording methods to clock in to the EVV system when service delivery begins and clock out of the EVV system when service delivery ends. The three approved EVV time recording methods are:

1. Mobile Method
2. Member's Home Phone Landline
3. Alternative Device

### **Mobile Method**

An attendant can use the mobile method, such as a smart phone application, in the home and community to clock in when service delivery begins and clock out when service delivery ends. The mobile method:

- Only records the location when the attendant clocks in and clocks out.
- Cannot track a location before, during, and after the visit.
- Captures the delivery of non-EVV required services, such as transportation.
- Requires minimal data usage on the mobile device.

## **Member's Home Phone Landline**

A member may choose to allow an attendant to use their home phone landline to dial a toll-free number, issued by the EVV vendor to clock in when service delivery begins and clock out when service delivery ends.

## **Alternative Device**

An alternative device is a device provided by the EVV vendor that displays a numeric code the attendant uses to document the time service delivery begins and a second numeric code to document the time service delivery ends. After service delivery, the attendant dials a toll-free number, issued by the EVV vendor and enters each numeric code.

## **How Do I Get Started with EVV?**

Texas Medicaid program providers and financial management services agencies (FMSAs) required to use EVV can begin by researching and selecting an EVV system. There are two EVV system options.

### **Option 1: EVV Vendor System**

Program providers and FMSAs can choose to use an EVV vendor system from the state EVV vendor pool managed by the Texas Medicaid & Healthcare Partnership (TMHP).

- EVV vendor systems are available at no cost to program providers and FMSAs.
- More information about EVV vendors and their systems is available on the [TMHP EVV Vendors webpage](#).
- To select an EVV vendor system and begin the onboarding process, complete and submit the EVV Provider Onboarding Form directly to the vendor. Onboarding forms are available on each EVV vendor's website.

## Option 2: EVV Proprietary System

Program providers and FMSAs can choose to seek HHSC approval to use their own EVV proprietary system.

An EVV proprietary system is an HHSC-approved EVV system that a program provider or FMSA may opt to use, instead of an EVV vendor system from the state vendor pool that:

- Is purchased or developed by a program provider or FMSA;
- Is used to exchange EVV information with the EVV Aggregator;
- Complies with Section 531.024172 of the Texas Government Code; and
- Complies with all HHSC EVV standards, rules and reporting requirements.

More information about EVV proprietary systems is available on the [TMHP EVV Proprietary Systems webpage](#).

To select an EVV proprietary system and begin the onboarding process, complete and submit the EVV Proprietary System Request Form to TMHP. The form is available on TMHP's EVV Proprietary Systems webpage.

## Is Training Available?

EVV training is provided by HHSC, TMHP, and EVV vendors, and MCOs in a variety of formats including:

- Instructor-led training
- Computer-based training
- Webinars
- Other materials such as job aids and frequently asked questions.

Program providers and FMSAs must complete the following training requirements:

- EVV vendor training (prior to gaining access to the EVV vendor system)
- EVV policy training (annually)
- EVV Portal training (annually)

For more information about training, refer to the [EVV Training Requirements Checklists](#) or visit the [HHSC EVV website](#).

## **Get EVV Email Updates**

[Sign up to receive important up-to-date EVV information](#), such as policy updates and upcoming training opportunities.

## **Who Do I Contact if I Have Questions?**

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