



COMMISSIONER
Jon Weizenbaum

Memorandum

To: Community Services Regional Directors
Community Services Program Managers

From: Dana Williamson
Manager
Long Term Services and Supports Policy

Subject: Health and Human Services Commission Electronic Visit Verification
Initiative – Statewide Expansion

Issuance Date: January 13, 2015 LTSS 15-01-001

Effective Date: March 1, 2015

This memorandum applies to the Community Care for Aged and Disabled (CCAD) and Medically Dependent Children Program (MDCP).

Individuals requesting or receiving attendant services from a Home and Community Support Services Agency (HCSSA) are required to participate in Electronic Visit Verification (EVV) by allowing the attendant to use their home landline to report the start of work and the end of work. If an individual does not have a home landline, or if the individual will not allow the attendant to use the home landline, the individual must agree to an alternate device installation in the home. Failure to cooperate with EVV requirements can result in suspension or termination of services.

The Texas Health and Human Services Commission (HHSC) is implementing an EVV initiative that will replace the DADS system and expand EVV requirements statewide. EVV is currently mandatory for DADS attendant-like services provided in regions 2, 3, 4,5,6,7, and 9. Home and Community-based Services, Texas Home Living, and Deaf Blind Multiple Disabilities providers have been exempt from the requirement to use EVV and this exemption will continue with the statewide transition. Effective March 1, 2015, all DADS fee-for-service programs, except those mentioned above, in all regions will be required to implement the HHSC EVV Initiative.

The Rights and Responsibilities forms for all programs providing personal attendant services (PAS) or attendant-like services are being revised to include information on EVV. In Regions 1, 8, 10, and 11, the new rights and responsibilities form must be presented to all new applicants at the initial contact and to all individuals currently receiving PAS or attendant-like services at the next monitoring contact. If the monitoring contact is by telephone, the form must be mailed to the individual.

It is the case manager's responsibility to review the new information on the rights and responsibilities form and adequately explain the EVV requirements to the applicant or individual receiving services. It is important to communicate that an individual's failure to cooperate with

EVV requirements can result in the suspension or termination of services.

The case manager must explain the following points:

- EVV is a telephone and computer-based system that electronically verifies service visits occur and documents the precise time service provision begins and ends. The purpose of EVV is to verify that individuals are receiving the services authorized for their support and for which the state is being billed.
- EVV will not change the services the individual receives.
- EVV is mandatory for all HCSS's and individuals receiving services from an attendant, unless the individual receives services through the CDS option.
- The attendant will need the individual's permission to use the home landline toll-free number at the start and at the end of work. Under no circumstances should the individual call the toll-free number on behalf of the attendant. If the individual is asked to do this, they should report it to the provider agency.
- If the individual does not have a home landline or does not want the attendant to use his telephone, an alternative device can be placed in the home, which is used only to verify the attendant's start and end of work. This device must remain in the home at all times. If the individual notices the removal of the device, they should report it to the provider agency.
- If the individual notices any other possible EVV violation such as an instance in which the attendant leaves the home without providing services after calling the toll-free number upon arrival, they should report it to the provider agency.
- If the individual has additional questions, the case manager refers him to the selected HCSSA or Financial Management Services Agency (FMSA) for additional information on how EVV works.

For individuals using the CDS option, the case manager must explain that the individual receiving services or a designated representative (DR) is the employer of record and can choose to use the EVV system or use paper time sheets. The three choices are:

- Full Participation-Phone and Computer: The CDS employee(s) use the telephone portion of EVV, and the employer of record uses the computer portion of the system to perform visit maintenance.
- Partial Participation-Phone Only: This option allows the employer of record to participate in EVV, but provides some help from the FMSA with visit maintenance. The CDS employee calls in when he or she starts work and calls out when they end work. The employer uses a paper time sheet to document service delivery. The FMSA performs visit maintenance to make sure the EVV system matches the paper time sheets approved by the CDS employer.
- No EVV Participation: If the employer of record does not have access to a computer, assistive devices or other supports, or feels he cannot fully participate in EVV, he may choose to use a paper time sheet to document service delivery.

The FMSA will require the employer of record to complete a Form 1722, Employer's Selection for Electronic Verification, to indicate his choice.

Questions regarding this memo may be directed to Policy Development and Oversight mailbox at: pdo@dads.state.tx.us