



COMMISSIONER
Jon Weizenbaum

Memorandum

To: Community Services Regional Directors
Community Services Program Managers

From: Lisa Akers-Owen
Manager
Community Services Policy and Curriculum Development

Subject: Electronic Visit Verification Requirements

Issuance Date: August 15, 2013 CSPO 13-08-003

Effective Date: September 3, 2013

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

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

Mandatory areas for EVV may be found at <http://www.dads.state.tx.us/evv/>. As additional regions roll out EVV, these policies will apply to the HCSSAs and individuals receiving services in those regions.

The Rights and Responsibilities forms for all programs providing attendant services are being revised to include information on EVV. In the mandatory areas, the new rights and responsibilities form must be presented to all new applicants at the initial contact and to all individuals currently receiving PAS services at the next monitoring contact. If the monitoring contact is by telephone, the form must be mailed to the individual. In areas where EVV is not yet implemented, the case manager explains that this section of the form is not applicable at this time.

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. The case manager must explain the following points:

- EVV will not change the services the individual receives.
- The attendant will need the individual's permission to use the telephone to call a toll-free number at the start and at the end of work.
- EVV helps DADS make sure the individual is receiving authorized services.
- In the regions where EVV has been implemented, EVV is mandatory for all HCSSAs and individuals receiving services from an attendant, unless the individual receives services through the Consumer Directed Services (CDS) option. Failure to cooperate will result in the suspension or termination of services.
- If the individual does not have a telephone or does not want the attendant to use his telephone, a fixed verification device can be placed in the home, which is used only to verify the attendant's start and end of work.
- 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 explains that the individual receiving services or a designated representative (DR) is the employer of record and can choose if he wants to use the EVV system or use paper time sheets. The three choices are:

- Phone and Computer (Full Participation): The CDS employees use the telephone portion of EVV, and the employer of record uses the computer portion of the system to perform visit maintenance.
- Phone Only (Partial Participation): 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 sheet.
- 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 have the employer of record complete a Form 1722, Employer's Selection for Electronic Visit Verification (EVV), to indicate his choice.

If you have any questions regarding this memorandum, your regional representative may contact Duanne Whitehead at 512-438-4913.