

## Clarification update: EVV policy reminder for severe weather

Texas | Medicaid • Medicare-Medicaid Plan

*This message is from the Texas Health and Human Services Commission (HHSC).*

In response to the recent severe weather, HHSC is issuing the following guidance for EVV program care providers, financial management services agencies (FMSAs,) and Consumer Directed Services (CDS) employers.

All service delivery for an electronic visit verification (EVV) required service must be documented in the EVV system. If an EVV clock-in and clock-out method (home phone landline, mobile, or alternative device) was not available due to the severe weather, service providers and CDS employees must make best efforts to document service delivery visits according to program policies.

For visits which were not recorded using an EVV clock-in and clock-out method, program providers, CDS employers, and FMSAs must:

- Create manual visits in the EVV system based on the program requirements and ensure that the visit is accepted into the EVV aggregator/portal within 95 calendar days from the date of the visit.
- Keep all supporting service delivery documentation available as required by program policy.

As a reminder, claims matching for all EVV required services began April 1, 2024. If a claim is submitted for an EVV required service, a valid EVV visit must be on file.

### EVV reason code

See the following EVV reason code example when performing visit maintenance on visits affected by the hurricane (including creating manual visits):

- Reason code: Disaster
- Number: 130
- Description: B — Hurricane

### Clarification update

#### EVV compliance impacts

Anytime a manual visit is entered into the EVV system, it will affect your EVV usage score. Per the HHSC [Electronic Visit Verification Policy Handbook \(texas.gov\)](#), payers must perform due diligence before taking any enforcement action. As a reminder, program providers, CDS employers, and FMSAs

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are currently in a grace period for EVV usage and landline reviews through December 31, 2024. During the grace period, enforcement actions will not be taken, but program providers, CDS employers, and FMSAs must record EVV visits as required and should work toward meeting and maintaining the 80% EVV usage score requirement by Dec. 31, 2024.

for questions, send an email to [txevvsupport@wellpoint.com](mailto:txevvsupport@wellpoint.com).