

# Electronic Visit Verification (EVV) Policy Training for Consumer Direct Service (CDS) Employers

Coverage provided by Wellpoint Insurance Company or Wellpoint Texas, Inc.



# Introduction to EVV

NOTE: The information in this training is subject to change as policies are revised and new policies are developed. Please check the HHSC EVV webpage and Wellpoint EVV webpage to monitor changes in EVV Policy.



# Introduction to EVV

## What is EVV?

EVV is the documentation and verification of service delivery through an EVV system.

## Why is EVV required?

The 21st Century Cures Act, a federal law passed in 2018, requires all state to use EVV for Medicaid personal care services (PCS), including services delivered through the Consumer Directed Services (CDS) option. HHSC and state law require the use of EVV for CDS services per the Texas Administrative Code (TAC).

## Bonus/Overtime Pay

EVV does not change, impact, or track bonuses in the CDS option and overtime in the CDS option.

## Fraud, Waste, and Abuse

If Wellpoint determines that a CDS employer is not compliant with EVV policy and procedures, it could result in a referral for a fraud, waste, and abuse investigation.

If you are made aware of, or suspect situations that may be considered Medicaid fraud, waste, or abuse, report it to the [HHSC Inspector General](#) online or by calling their toll-free fraud hotline at **800-436-6184**.



# Introduction to EVV (continued)

## What information does EVV confirm?

The EVV system captures and verifies the following information to confirm service delivery:

- The type of service provided
- The name of the recipient to whom the service is provided
- The date and times (clock in and clock out times) the service provider (CDS employee) began and ended the service delivery visit
- The location, including the address and geolocation, at which the service was provided
- The name of the person who provided the service
- Other information the commission determines is necessary to ensure the accurate payment of Medicaid claims



# Introduction to EVV (continued)

## EVV Key Terms and Definitions

Term	Definition
Member	A person eligible to receive Medicaid services requiring the use of EVV
CDS employee	A service provider providing services to the member
CDS employer	A member or legally authorized representative (LAR) who chooses to participate in the CDS option, responsible for hiring and retaining a service provider who delivers a service
Financial Management Service Agency (FMSA)	The entity that does the CDS employer's payroll functions; formerly called the Consumer Directed Service Agency (CDSA)
EVV system	An EVV vendor system or an EVV proprietary system used to electronically document and verify the data elements for a visit conducted to provide an EVV service
EVV vendor system	An EVV system provided by an EVV vendor that is part of the state EVV vendor pool. The EVV vendors are: DataLogic Software/Vesta system and First Data Government Solutions/AuthentiCare system.
EVV proprietary system	An HHSC-approved EVV system that is purchased or developed by the FMSA. The FMSA is the proprietary system operator (PSO)
Payer	An entity that pays a Medicaid claim, and includes HHSC and Managed Care Organizations (MCOs)
Visit maintenance	A process that allows edits to certain data element(s) in an EVV visit transaction within an EVV system



# Introduction to EVV (continued)

## What is Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities?

This form is used to provide information to the CDS employer on requirements for using an EVV system to electronically verify that the CDS employee delivers the required Medicaid services and documents the date and time service delivery begins and ends. EVV replaces paper timesheets for required personal care services.

- The FMSA and CDS employer must complete this form at the time of EVV implementation for a program or service delivered through the CDS option, upon enrollment in the CDS option and any time the CDS employer request a change in designation of EVV responsibilities.
- The FMSA explains the responsibilities of the CDS employer and FMSA for using the EVV system. The CDS employer will choose the appropriate option:
  - Who completes visit maintenance: the CDS employer or the FMSA.
  - Who approves the time worked by the employee:
    - o the CDS employer approves time worked in the EVV system; or
    - o the CDS employer elects to have the FMSA confirm the time worked in the EVV system based on approval by the CDS employer.
- The FMSA must process and select the appropriate option(s) in the EVV system within five business days of receiving a completed form, unless otherwise directed by HHSC.



# Programs and Services Required to use EVV



# Programs and Services Required to use EVV

*EVV Policy Handbook 3000*

## **What programs and services are required to use EVV?**

Texas HHSC determines when a CDS employer or FMSA must use EVV based on the type of services delivered. EVV is required for all programs, services, and service delivery options listed in the [Personal Care Services Required to Use EVV](#) document, regardless of who is delivering the service. Texas EVV requirements do not exempt live-in caregivers.

## **What are non-EVV services?**

A **non-EVV services** is an authorized services **not** required to use EVV. An example of a non-EVV service is **supported employment**. CDS employers must continue to follow their program requirements for documenting non-EVV services. Using the EVV system does not replace paper documentation for non-EVV services. The CDS employer will determine how the CDS employee will clock in and clock out of the EVV system when switching between EVV services and non-EVV services throughout the day. You will see some examples later in this course, on the page titled “Recording Non-EVV Time Examples”, in the Electronic Verification Methods Policy section.



# EVV Steps for CDS Employers



# EVV Steps for CDS Employers

The EVV process steps for CDS employers are shown here. Steps 1–3 must be completed before the CDS employee can begin clocking in and clocking out.

## Step 1

- Complete Form 1722 – Employer’s Selection for EVV Responsibilities with FMSA assistance.

## Step 2

- Complete all EVV trainings (refer to EVV Policy Handbook 4230):
  - EVV System
  - EVV Policy

## Step 3

- Train CDS employees on the clock in and clock out methods (refer to EVV Policy Handbook 4240 Training Requirements for Service Providers and CDS Employees)



# EVV Steps for CDS Employers (continued)

The EVV process steps for CDS employers are shown here. Steps 1-3 must be completed before the CDS employee can begin clocking in and clocking out.

## Step 4

The CDS employer must ensure the CDS employee uses an approved clock in and clock out method to:

- Clock in at the beginning of service delivery.
- Clock out at the end of service delivery.

## Step 5

Option 1 CDS employers, or an FMSA on behalf of Option 2 and Option 3 CDS employers, must complete visit maintenance t:

- Correct any exceptions or critical errors.
- Adjust bill hours, if needed.
- Add Reason Codes as required.
- Enter manual EVV visits, if necessary.

## Step 6

CDS employers must review and approve time worked after visit maintenance is complete:

- Option 1 and Option 2 CDS employers will approve time worked using the EVV system.
- Option 3 CDS employers will approve time worked using the method the FMSA and CDS employer have agreed to in a timely manner.



# EVV Responsibilities



# EVV Responsibilities

## FMSA Responsibilities:

*EVV Policy Handbook 2600 / 17010*

- Some of the responsibilities of the FMSA include, but are not limited to:
  - Selecting and onboarding with an EVV system
  - Assisting the CDS employer with completing and updating Form 1722, [Employer's Selection for Electronic Visit Verification Responsibilities Form](#), and entering selections into the EVV system
  - Providing EVV policy training to CDS employers, if needed
  - Completing visit maintenance, depending on the CDS employer's Form 1722 selection
  - Submitting EVV claims
  - Helping CDS employers with questions related to EVV policy and process
  - Confirming approved time worked in the EVV system to ensure the services and hours were authorized
- The FMSA must have your most current information when setting up a profile in the EVV system to pay a CDS employee. The following is some of what may be required: Member's phone number
  - Member's phone number
  - Member's address
  - Name of the designated representative (DR), if applicable
  - CDS employee's name
  - Name of the MCO the member selected (if applicable)



# EVV Responsibilities (continued)

## CDS Employer Responsibilities:

*EVV Policy Handbook 16000 / 16010 / 16040*

- Complete [Form 1722, Employer's Selection for EVV Responsibilities](#) and submit it to your FMSA.
- Complete EVV system and policy training.
- Determine the best clock in and clock out methods for your CDS employees and train them on the methods (you may receive assistance from the EVV vendor or your FMSA).
- Keep up-to-date training records of your employee's training using Form 1732, Management and Training of Service Provider, and send Form 1732 to your FMSA.
- Approve time worked by the CDS employee.
- Follow all EVV requirements.
- Use the EVV system selected by your FMSA.
- Complete visit maintenance (if you selected Option 1 on Form 1722 selection).
- **Important:** Make sure your employee is clocking in and clocking out.
- The CDS employer is to review and approve time worked by the CDS employee:
  - If the CDS employer selected **Option 1 and Option 2** on Form 1722, they will:
    - Review and approve time in the EVV system and submit the approval to the FMSA so the FMSA can compare time worked to the budget.
  - If the CDS employer selected **Option 3** on Form 1722, they will:
    - Review and approve time outside the EVV system. Please work with the FMSA to discuss this process.
- Submit the approval to the FMSA so the FMSA can compare time worked to the budget.



# EVV Responsibilities (continued)

## Designated Representative (DR) Responsibilities:

*EVV Policy Handbook 4230 / 17010*

- If a CDS employer (member or LAR) needs support or assistance to meet employer responsibilities, they may choose to appoint a DR.
- A CDS employer can appoint a DR to assist or to perform EVV responsibilities in the CDS Option. A DR must:
  - Be 18 years of age or older.
  - Be a volunteer.
  - Pass a criminal history background check if a non-relative; and
  - Be or become actively involved in the individual's life and be able to complete the self-assessment.
- The CDS employer will specify which EVV tasks the DR will assist with or assume. The CDS employer maintains responsibility for actions taken by the DR. Tasks might include approving time sheets or training CDS employees.



# EVV Responsibilities (continued)

## CDS Employee Responsibilities

*EVV Policy Handbook 4230 / 4240 / 16000 / 16010*

- Take the EVV clock in/clock out methods training.
- Clock in and clock out using one of the three approved EVV clock in and clock out methods:
  - Mobile method
  - Home phone landline
  - Alternative device
- Notify the CDS employer if the preferred clock in or clock out methods are not working.

Access the following Getting Started with EVV Guides to learn more about EVV responsibilities:

- For FMSAs (PDF) - [hhs.texas.gov/sites/default/files/documents/fmsa-handout-infographic.pdf](https://hhs.texas.gov/sites/default/files/documents/fmsa-handout-infographic.pdf)
- For CDS employers (PDF) - [hhs.texas.gov/sites/default/files/documents/cds-employer-handout-infographic.pdf](https://hhs.texas.gov/sites/default/files/documents/cds-employer-handout-infographic.pdf)
- For CDS employees (PDF) - [hhs.texas.gov/sites/default/files/documents/cds-employee-handout-infographic.pdf](https://hhs.texas.gov/sites/default/files/documents/cds-employee-handout-infographic.pdf)



# EVV Responsibilities (continued)

## **Failure to use EVV:**

*EVV Policy Handbook 1400*

- FMSAs and CDS employers must ensure an approved EVV system is used to document the delivery of EVV-required services.
- Failure to use an approved EVV system to document service delivery for required programs and services will result in denied or recouped EVV claims. The payers will not pay a claim for reimbursement unless the data from the EVV system corresponds with the claim line item and is consistent with an approved prior authorization.
- CDS employers who fail to use an EVV system may be subject to removal from the CDS option (as a last resort).
- If the service provider (CDS employee) fails to clock in and clock out of the EVV system, the FMSA or CDS employer must manually enter the visit into the EVV system. Manually entered visits will negatively impact EVV compliance.



# EVV Responsibilities (continued)

## **EVV System Information Updates:**

*EVV Policy Handbook 17020*

CDS employers are responsible for ensuring the most current information is in the EVV system and communicate to the FMSA if any of the following information changes:

- Payer
- FMSA
- Member's address
- Member's home phone landline number, if applicable
- Member's and CDS Employer's contact information
- CDS employees



# EVV Policies



# EVV Policies

EVV policies are in the [EVV Policy Handbook](#) on the HHSC EVV webpage.

## **EVV Training Policy:**

*EVV Policy Handbook 4200*

- The EVV Training Policy requires CDS employers to complete all required EVV training: Before using the EVV system, and yearly after that.
- CDS employers must keep up-to-date training records of their training completions and provide training records to their FMSA, HHSC, or their MCO, if requested.
- If the CDS employer has a designated representative (DR), the DR must complete the required EVV training based on the option selected by the CDS employer.
- **If the CDS employer does not take EVV system and EVV policy training or provide training to their CDS employee (as applicable), the following may result:**
  - CDS employee(s) may experience a delay in payment or inaccurate payments if the EVV system is not used correctly.
  - An FMSA may require the CDS employer to complete a corrective action plan (CAP).
- The CDS employer must take EVV system and EVV policy training to:
  - Gain a basic understanding of EVV requirements.
  - Train the CDS employee on the approved clock in and clock out methods.
- Refer to the [EVV Training Requirements Checklists](#) resource on the HHSC EVV webpage to view EVV training requirements, training options to meet the requirements, and training registration/contact information.



# EVV Policies (continued)

## EVV Training Policy:

### EVV System/Clock In and Clock Out Methods Training

The EVV vendor or PSO (your FMSA) will provide you with:

- Training on their EVV system, including how to order alternative devices, conduct visit maintenance, access reports, etc.
- Training on how to clock in and clock out with the:
  - Mobile method
  - Home phone landline
  - Alternative device

Once you have completed the EVV system training, you can then:

- Determine the best clock in/clock out methods for your CDS employee(s).
- Train your CDS employee(s) on the clock in/clock out methods.

**Note:** Wellpoint does not provide training on how to clock in and clock out using each method.

CDS employers must keep up-to-date training records of CDS employee training completions by using [Form 1732, Management and Training of Service Provider](#). This form should be provided to the FMSA if requested.

### EVV Policy Training

Payers (HHSC and MCOs) or FMSAs provide EVV policy training. This training is considered Wellpoint's EVV policy training. **Note:** EVV policy training may vary if your payer is another MCO or HHSC. Please check with each of your payers if you have questions about EVV policy training and requirements.



# EVV Policies (continued)

## **EVV Schedules Policy:**

A **schedule** is planned frequency and duration of an EVV service entered into the EVV system.

EVV policy does not require the entry of schedules into the EVV system. Service delivery can occur with or without a schedule.

For members in the CDS option, schedules are optional to enter in the EVV system. However, some Medicaid programs require the use of a schedule for service delivery. FMSAs and CDS employers must follow the member's program requirements to determine if schedules are required in the EVV system.

If the CDS employer wants to use schedules in the EVV system or the program requires a schedule, CDS employers must work with their FMSA to determine how schedules will be entered.

## **Entering Schedules into the EVV System**

*EVV Policy Handbook 4600*

- Only EVV users with appropriate security access can enter a schedule into the EVV system.
- A complete CDS employee profile must exist in the EVV system prior to entering a schedule.
- CDS employers cannot enter schedules into the EVV vendor systems. FMSAs must assist them if the program requires schedules.

## **Using schedules in EVV system**

- FMSAs must follow their program requirements to determine if they are required to enter a schedule in the EVV system.
- Failure to follow program requirements may result in EVV claims being recouped.
- EVV visit transactions matching schedules will auto-verify if there are no exceptions or critical errors.

## **No Schedule in the EVV System**

If an FMSA does not choose a schedule type in the EVV system, the default is no schedule.

CDS employees can still clock in and clock out of the EVV system if the FMSA does not choose a schedule type.

**Note:** The EVV vendor or PSO (your FMSA) will provide instructions on how the EVV system will verify EVV visits with or without schedules.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

The Clock In and Clock Out Methods Policy requires the CDS employee to use one of three approved clock in and clock out methods to clock in at the beginning of service delivery and clock out at the end of service delivery when providing services to a member in the home or the community.

**Note:** CDS employees don't have to clock in and clock out for each different EVV-required service being provided during a single visit.

## Clock In and Clock Out Methods

The EVV vendor offers the following three approved clock in and clock out methods at no cost to the member:

- Mobile method (a downloadable application for use on a smart phone or tablet)
- Home phone landline
- Alternative device

**Note:** If your FMSA is using an EVV proprietary system, ask the PSO (your FMSA) which clock in and clock out methods are available for your CDS employee to use. The PSO will not charge the member for a clock in or clock out method.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Mobile Method – Description

- The CDS employee may use a mobile method for clocking in and clocking out of the EVV system in the home or in the community.
- The EVV vendor or PSO (your FMSA) will supply a downloadable application for use on a smart phone or tablet with Internet connectivity.

**Important:** The mobile method is the only clock in and clock out method when an EVV service begins or ends in the community. Contact your program representative to determine if your CDS employee may deliver EVV services while the member is out of state.

### Mobile Method – Devices

The CDS employee may use:

- Their own personal smart phone or tablet
- A smart phone or tablet issued by the FMSA
- A smart phone or tablet owned by the CDS employer, if permission is granted

### Service Delivery Location

The EVV allowed geo-perimeter is 250 to 1320 feet (1/4 mile) of the member's home. When using the EVV vendor, if a CDS employee clocks in or clocks out within 1,320 feet of the member's home, the default service delivery location is the member home. CDS employees clocking in or clocking out beyond this distance must select a service delivery location. Although the minimum allowable distance is 250 feet, proprietary system vendors may select any distance between this distance and the maximum of 1,320 feet. If your FMSA is a PSO, talk with them for details on the allowable geo-perimeter. Service Delivery Location options include:

- Member Home \*
- Family Home
- Neighbors Home
- Community
- Other



\* If the CDS employee clocks in at the home, delivers services in the community and then clocks out at the home, the service delivery location would be member home.

# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Mobile Method – Overview

- The mobile method (downloadable application):
  - Uses a secure login function for each user
  - Records the specific location at the exact time of clocking in and clocking out
  - Does not track location before clocking in, during service delivery or after clocking out
  - Does not use mobile device plan minutes and only uses minimal data
  - Does not store Protected Health Information (PHI) on the mobile device
  - Can be used when an internet connection or a cellular network is not available

CDS employees:

- Must follow instructions from their program provider, FMSA or CDS employer to download and activate the mobile application
- Must obtain their own unique login credentials from their program provider, FMSA or CDS employer
- Must only access the mobile application using their own login credentials
- Must not share mobile application login credentials
- May share the same mobile device for clocking in and clocking out of the EVV system for the same member using their own mobile application login credentials

### Mobile Method – Example



CDS employee Lisa Gibson uses the mobile application on her Android smart phone to clock in to the EVV system when service delivery begins and clock out when service delivery ends.

# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Home Phone Landline – Description

If the member agrees, the CDS employee may use the member's home phone landline to call a toll-free number to clock in and out.

A landline phone must be used. Phone types that cannot be used for this method include:

- Cellular phones
- Cellular-enabled devices such as tablets and smart watches

**Note:** If the CDS employee wants to use a cell phone or tablet to clock in and/or clock out, they must use the mobile method as the clock in and/or clock out method.

### Home Phone Landline – Overview

The FMSA must enter the member's primary home phone landline number in the EVV system under the member's profile before the CDS employee can use this method to clock in and clock out.

- The FMSA must ensure the landline phone number listed in the member's profile is current.
- If the landline phone number used for clocking in and clocking out doesn't match the member's profile, visit maintenance must be performed in the EVV system.
- FMSAs can enter one or more alternate landline phone numbers if the member frequently receives services in a secondary location.

### Home Phone Landline – Example



CDS employee Maria Hernandez uses the member's home phone landline to call the toll-free phone number provided by the EVV vendor or PSO to clock in when service delivery begins and clock out when service delivery ends at the member's home. Since the home phone number is in the member's profile, the EVV system recognizes this as a valid clock in.

# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Alternative Device – Description

An alternative device is an HHSC-approved electronic device that produces codes or information that identify the precise date and time service delivery begins and ends. The CDS employee must document the codes, then call a toll-free number within seven days from the date of the visit to record the clock in and clock out. The codes expire after seven days.

The alternative device must always remain in the member's home, even during an evacuation. If the alternative device does not remain in the home, the payer may make a Medicaid fraud referral to the HHS Office of the Inspector General.

Any phone type may be used when calling the toll-free number and enter the alternative device codes. However, the CDS employee should never use or request to use the member's mobile phone unless the member is a CDS employer and the CDS employer has given the CDS employee authorization to use the CDS employer's mobile phone.

### Installing an Alternative Device in the Member's Home

A program provider, CDS employer or service provider must explain to the member the purpose of the alternative device and how it works. With the member's permission, the CDS employer or employee must place the device in the member's home and should ask the member where they would like the it placed. The device should be in a location where the CDS employee can always reach it.

The device must not:

- Be mounted in a location that may be dangerous to a member.
- Cause damage to the member's home.

Examples of where the CDS employer may place or attach the device in the home include:

- Kitchen counter
- Coffee table
- Lockbox located in the garage or on the patio



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Alternative Device – Example

CDS employee Jason Smith uses the alternative device, located in the garage at the member's home, to clock in when service delivery begins and clock out when service delivery ends at the member's home. Codes display on the device, and he writes them down on paper. After the visit, Jason uses his own cell phone to call a toll-free number to call in the codes that were displayed on the alternative device.

### Ordering an Alternative Device from an EVV Vendor

HHSC limits the number of free alternative devices each FMSA may order from the state provided EVV system vendor for assignment to members. Your FMSA can share more information on whether they are allotted any alternative devices from this pool.

Regardless of the above allotment of alternative devices, FMSAs who use the state-provided EVV system may only order an alternative device when the member meets certain criteria. The criteria apply whether an FMSA is using one of the free alternative devices or purchasing an alternative device from the state-provided EVV system vendor. CDS employers may be eligible for a state-funded alternative device if all the following conditions are met:

- CDS employee does not have a smartphone or tablet;
- CDS employer does not have a landline or does not allow the CDS employee to use their landline; and
- CDS employer does not allow the CDS employee to use their smart phone or tablet.

**Note:** if the CDS employer purchased or pays for a landline, smartphone, or tablet with CDS funds from their Employer Support Services budget, they may not refuse to allow the CDS employee to use the smartphone or tablet.

Once the FMSA has determined the CDS employer meets the criteria, they must submit a request to the EVV vendor within five business days. The EVV vendor then has five business days to process and ship the alternative device to the requestor upon receipt of a complete order. Depending on the shipping method, it may take additional days to deliver the order.

If a clock in and clock out method is not available for the CDS employee to use prior to the delivery of an alternative device, the CDS employee must manually document the visit and submit service delivery documentation to the FMSA according to program policy. The FMSA, or CDS employer must manually enter visit data in the EVV system within the visit maintenance time frame.

**Note:** If your FMSA is using an EVV proprietary system, ask your FMSA if they provide an alternative device and if so, ask them how to order it.



# EVV Policies (continued)

## **Clock In and Clock Out Methods Policy**

### **Malfunctioning Alternative Device**

The CDS employee must notify the CDS employer immediately if the alternative device malfunctions or fails to generate codes.

When the CDS employee reports that the device has malfunctioned:

- The CDS employee must manually document the visit.
- The CDS employer or FMSA must contact the EVV vendor or PSO to report the malfunctioning device and order a replacement alternative device.

If the alternative device is lost or damaged due to deliberate action or negligence of the member, CDS employee, the FMSA may be charged for a replacement. If the alternative device is damaged or lost by a member, the program provider, FMSA or CDS employer must request a meeting as required by program policy to discuss the use of the alternative device with the member. The program provider or FMSA must document in the member's case file each time the alternative device is damaged or lost.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Visit Data is Captured During Clock In and Clock Out

*EVV Policy Handbook 7000*

When the CDS employee clocks in and clocks out using an approved method, the EVV system captures the following **visit data**:

- The type of service provided (Service Authorization Data)
- The name of the recipient to whom the service is provided (Member Data)
- The date and times the provider began and ended the service delivery visit
- The location, including the address and geolocation, where the service is provided
- The name of the person who provided the service (Service Provider Data)



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Failure to Clock In and Clock Out – Manually Entered Visits

*EVV Policy Handbook 7010*

If the CDS employee fails to, or is unable to, clock in or clock out using one of the approved methods, the FMSA or CDS employer must manually enter visit data in the EVV system (CDS employer only if Option 1 selected on [Form 1722, CDS Employer's Selection of Electronic Visit Verification Responsibilities](#)) within the visit maintenance time frame.

**Manually entered visits will negatively impact the CDS employer's EVV Usage Score, which is used to measure EVV compliance.** This is why it's important for CDS employees to use one of the HHSC-approved methods to clock in and clock out methods.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Failure to Clock In and Clock Out – Steps To Take

If the CDS employee fails to clock in or clock out of the EVV system for any reason, FMSAs or CDS employers must complete the following steps:

- Verify the CDS employee delivered services according to program policy and requirements.
- Receive and retain service delivery documentation from the CDS employee. Service delivery documentation should include:
  - FMSA and CDS employer name
  - Member first and last name
  - Member Medicaid ID
  - Services delivered
  - Date of the visit
  - Actual time in and time out
  - CDS employee first and last name
  - Location of the visit in the home or in the community
- Enter visit data manually into the EVV system (FMSA task for Option 2 and Option 3 CDS employers).
- Complete visit maintenance using the most appropriate EVV Reason Code(s), EVV Reason Code Description(s) and free text, if applicable (FMSA task for Option 2 and Option 3 CDS employers).
- Ensure the visit is accepted at the EVV Portal (FMSAs complete this step).



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Using Multiple Clock In and Clock Out Methods

*EVV Policy Handbook 7050*

CDS employees may:

- Use one method to clock in and clock out one day and a different method to clock in and clock out the next day.
- Use one method to clock in and clock out for a single visit or use multiple clock in and clock out methods for a single visit.

Using **one method** to clock in and clock out happens when the CDS employee:

- Only clocks in and clocks out using the mobile method.
- Only clocks in and clocks out using a home phone landline.
- Only clocks in and clocks out using an alternative device.

Using **multiple methods** to clock in and clock out happens when the CDS employee:

- Clocks in using a home phone landline and clocks out using the mobile method.
- Clocks in using the mobile method and clocks out using the home phone landline.



# EVV claim informational codes

## Clock In and Clock Out Methods Policy

### EVV Services Delivered Outside the Member's Home

*EVV Policy Handbook 7060*

A CDS employee must record the visit when they begin or end an EVV service outside the member's home by either:

- Using the mobile method; or
- Manually documenting the visit.

The mobile method is the only clock in and clock out method when an EVV service begins or ends in the community. If a CDS employee is unable to use the mobile method when an EVV service begins or ends in the community, they must document visit data in accordance with EVV policy Handbook 1400 (Failure to Use an EVV System).

CDS employers may contact their EVV vendor or PSO (your FMSA) for more information and training on documenting visits in the community.

### Definition of Non-EVV Service

*EVV Policy Handbook 15000*

A **non-EVV service** is an authorized service that is not required to use EVV.

The Non-EVV Services Policy explains the options available for CDS employers to document a non-EVV service that occurs during an EVV visit.

CDS employers must continue to follow program documentation requirements for non-EVV services. Using the EVV system does not replace paper documentation for non-EVV services.

The FMSA or CDS employer will determine how the CDS employee will clock in and clock out of the EVV system when delivering non-EVV services and EVV services throughout the day.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Documenting Non-EVV Service that Occurs During an EVV Visit

The CDS employer may select one of the following options for their CDS employee to document a non-EVV service that occurs during an EVV visit:

- Option 1: Clock into the EVV system and clock out of the EVV system before the non-EVV service begins and clock back into the EVV system after the non-EVV service has ended.
- Option 2: Remain clocked into the EVV system while delivering the non-EVV service and document the amount of time spent on the non-EVV service.
  - **Note:** Follow the EVV vendor or PSO (your FMSA) instructions on how to subtract the non-EVV service time at the end of the visit and use an appropriate EVV Reason Code Number and EVV Reason Code Description, as necessary.

CDS employers and FMSAs can review the reported non-EVV service time by accessing the Non-EVV Relevant Time Report in the EVV system. The report will show the total hours worked for non-EVV services.



# EVV Policies (continued)

## Clock In and Clock Out Methods Policy

### Recording Non-EVV Time - Examples

CDS employee Maria Hernandez is working from 8 AM to 2 PM. She spends five hours on EVV required services from 8 AM to Noon and 1 PM to 2 PM. She spends one hour on non-EVV services from Noon to 1 PM. Maria has two options for clocking in and out.

- **Option 1:** Maria can clock out of the EVV system before the non-EVV service begins and clock back into the EVV system after the non-EVV service has ended. Maria will:
  - Clock in to the EVV system at 8 AM and clock out at Noon.
  - Begin the non-EVV service.
  - Clock back in to the EVV system at 1 PM and clock out at 2 PM.
  - Document the non-EVV service in accordance with program policy.
- **Option 2:** Maria can remain clocked into the EVV system while delivering the non-EVV service and document the amount of time spent on the non-EVV service. Maria will:
  - Clock in to the EVV system at 8 AM and clock out at 2 PM.
  - Record the non-EVV service time in accordance with program policy and report the time to the CDS employer.
  - The CDS employer or FMSA will use the EVV system to indicate one hour of time spent.

**Note:** CDS employers must contact their EVV vendor or PSO to determine how to document non-EVV services for members with pre-scheduled visits.



# EVV Policies (continued)

## Review and Approve Time Worked Policy

*EVV Policy Handbook 17030*

As mentioned earlier in this course, one of your EVV responsibilities as a CDS employer is to review and approve time worked by the CDS employee.

- Option 1 selected on Form 1722, CDS employers must:
  - Review and approve time in the EVV system and verify the EVV system captured data correctly.
  - Submit the approval to the FMSA so they can compare time worked to the budget. After visit maintenance is complete and the EVV visit transaction accurately reflects time worked, CDS employers must approve time worked.
- Option 2 selected on Form 1722, CDS employers must:
  - Review and approve time in the EVV system.
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget.
- Option 3 selected on Form 1722, CDS employers must:
  - Review and approve time outside of the EVV system. Please work with your FMSA to discuss this process.
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget.

Failure to approve CDS employee time worked in a timely manner may result in:

- CDS employees experiencing a delay in payment or inaccurate payments.
- CDS employers taking additional required training.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

In this section, you will learn:

- The definition of visit maintenance
- When visit maintenance must be completed
- The visit maintenance timeframe
- How to do submit a Visit Maintenance Unlock Request if beyond the visit maintenance timeframe

This information is available in [Section 9000 Visit Maintenance](#) and [Section 10000 EVV Reason Code](#) in the EVV Policy Handbook.

## Visit Maintenance Definition

*EVV Policy Handbook 9000*

**Visit maintenance** is the process used by the FMSA or CDS employer to correct the identification data and visit data in the EVV system to accurately reflect the delivery of a service.

Visit maintenance is like correcting a paper timesheet. Instead of making the correction on the paper timesheet, the FMSA or CDS employer will make the correction in the EVV system. Refer to Section 4400 Data Collection in the EVV Policy Handbook for more information about identification and visit data.

**For example:** Visit maintenance must be completed when the CDS employee forgets to clock in or clock out using the mobile method, home phone landline, or alternative device.

**It is the CDS employer's choice** to decide who completes visit maintenance in the EVV system and it is documented on Form [1722 Employer's Selection for Electronic Visit Verification Responsibilities](#).

- If option 1 is selected, CDS employers are responsible for completing visit maintenance.
- If options 2 or 3 are selected, FMSAs are responsible for completing visit maintenance.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Training on How to Complete Visit Maintenance

CDS employers who perform visit maintenance receive training (initially before using the EVV system and annually) from the EVV vendor or PSO (FMSA) on how to complete EVV visit maintenance in the EVV system. Wellpoint does not provide this training.

### Required Visit Maintenance

#### *EVV Policy Handbook 9010*

The CDS employer must complete visit maintenance when the:

- EVV system cannot “auto-verify” (automatically confirm an EVV visit based on existing identification and visit data in the EVV system).
- EVV system identifies exceptions and critical errors.
- EVV Aggregator (centralized database that collects, validates, and stores statewide EVV visit data transmitted by an EVV system) rejects the EVV visit transaction due to incorrect or missing data.
- FMSA or CDS employer reduces bill hours after the EVV system auto-verifies the EVV visit transaction.
- EVV system is unavailable.
- CDS employee fails to use the EVV system.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Auto Verification

When a CDS employee clocks in or clocks out during service delivery, the EVV system will:

- Capture the visit data.
- Verify the clock in and clock out method.
- Compare critical data elements, including schedule data (if applicable) in the EVV system.

If all visit and identification data in the EVV system match, the system will auto-verify the visit, meaning the EVV system found no exceptions\*. The system cannot auto-verify an EVV visit transaction and will notify the FMSA or CDS employer of an exception if either of the following is true:

- The EVV visit transaction is missing a clock in or a clock out and requires manually entered visit data.
- The data captured at the time of clock in, or clock out does not match the critical data elements in the EVV system.

\* An exception is an error that needs to be addressed.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Clearing Exceptions

#### *EVV Policy Handbook 9020*

Exceptions are identified by an EVV system and prevent an EVV visit transaction from being auto-verified or sent to the EVV Aggregator. The EVV system may generate one or more exceptions (errors) when it cannot auto-verify the data captured at the time of clock in or clock out.

To clear an exception, the FMSA or CDS employer must complete visit maintenance in the EVV system by:

- Updating the identification or visit data for a member, if applicable.
- Selecting the most appropriate EVV Reason Code(s), if required.
- Confirming the visit.

Selecting the most appropriate EVV Reason Code(s) explains the reason for completing visit maintenance. The process involves:

- Selecting an EVV Reason Code Number.
- Selecting an EVV Reason Code Description.
- Entering required free text, if applicable.

The following are some examples that describe when the EVV system will not auto-verify an EVV visit:

- Clock in or clock out time does not match a schedule entered in the EVV system.
- Clock in time or clock out time is missing.
- An EVV visit is manually entered into the EVV system.
- CDS employee attempts to clock in or clock out using a landline phone number not registered in the member's profile.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### EVV Reason Code Policy

#### *EVV Policy Handbook 10000*

Reason Codes are used to indicate why the CDS employer is completing visit maintenance. A Reason Code consists of two elements:

- **Reason Code Number** - Overall issue for the need to complete visit maintenance.
- **Reason Code Description** - Provides more detail about why the CDS employer completed visit maintenance.

CDS employers must select the most appropriate Reason Code Number(s), Reason Code Description(s) and must enter any required free text when completing visit maintenance in the EVV system.

See the [EVV Reason Codes Effective Oct. 1, 2023, and After \(PDF\)](#) located on the EVV webpage for Reason Code Numbers, Reason Code Descriptions, and free text requirements for each. CDS employers can use multiple Reason Code Numbers and Reason Code Descriptions to provide details when completing visit maintenance on a single visit if they choose or if it is required by program policy.

Exceptions that could cause visit maintenance include, but are not limited to:

- Service provider (CDS employee) forgot to clock in or clock out
- Visit did not begin or end as scheduled due to an emergency
- The clock in and clock out method was not accessible when services began
- EVV system unavailable

If the system is unavailable, the CDS employee must document service delivery information and submit to the FMSA or CDS employer. FMSAs and CDS employers must keep all service delivery documentation and enter EVV visits into the EVV system once operational.

Refer to 1400 Failure to Use an EVV System for more information regarding service delivery documentation.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### EVV Reason Code Free Text Requirements

#### *EVV Policy Handbook 10000*

CDS employers that selected Option 1 on Form 1722 must enter any required free text in the EVV system when completing visit maintenance. Make sure to check your program requirements for the free text field.

**Free text** is additional information the CDS employer enters to further describe the need for visit maintenance.

CDS employers completing visit maintenance in the EVV system must enter additional information in the free text field when using the following Reason Code Numbers:

- 210I-Emergency
- 600-Other

EVV staff may review the free text entered in these Reason Codes during EVV compliance reviews. HHSC and Wellpoint does not require free text when other Reason Code Numbers and Descriptions are used. Program providers, FMSAs and CDS employers may enter free text for the other Reason Code Numbers and Descriptions if they choose.

### Reason Code/Free Text Example

When the CDS employee Maria Hernandez arrived, she found the member had fallen and needed immediate assistance. Due to the unexpected situation, she forgot to clock in. In the EVV system, you would:

- Enter the actual clock in time in the Bill Time In field in the EVV system (called the Visit Start Time field in HHAeXchange; it may be called something else, depending on the EVV system you're using).

- Select Reason Code 210, Reason Code Description I – Emergency



- Enter free text to explain the nature of the emergency with the member. e.g., “Member had fallen and required immediate assistance.”

# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Timeframe to Complete Visit Maintenance/Enter Manual Visits

CDS employers have 95 calendar days from the date of the visit to complete visit maintenance. This is known as the visit maintenance time frame. HHSC may extend the visit maintenance time frame as needed.

After the visit maintenance time frame has expired, the EVV system locks the EVV visit transaction and the CDS employer may only complete visit maintenance if the payer approves a Visit Maintenance Unlock Request.

CDS employers must also enter manual visits within the visit maintenance time frame.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Visit Maintenance Unlock Request Policy

An EVV Visit Maintenance Unlock Request (VMUR) allows a CDS employer the opportunity to correct data element(s) on an existing EVV visit transaction(s) after the visit maintenance time frame has expired. The CDS employer can only select the following items from the 'Incorrect Data Element' column of their Visit Maintenance Unlock Request to be unlocked for correction:

- Employee ID
- Member Medicaid ID
- Bill Time In
- Bill Time Out
- Bill Hours
- HCPCS Code / Modifier
- Payer
- Reason Code
- Service Code
- Service Group
- Units
- Visit Location

If the request is submitted by the CDS employer, the CDS employer must notify their FMSA in writing (e.g., email).



Approvals and denials of Visit Maintenance Unlock Requests are at the payer's discretion and are determined based on EVV policy or EVV system error. If the request is submitted by the CDS employer and the payer has approved or denied the request, the payer must also notify the FMSA in writing (e.g. email).

# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Visit Maintenance Unlock Request Policy (continued)

Payers will only approve requests to manually enter and export an EVV visit after the visit maintenance time frame if:

- The CDS employer, or the FMSA on behalf of the CDS employer, was unable to manually enter and export an EVV visit during the visit maintenance time frame because of a payer, EVV vendor system, or EVV proprietary system error, and the error was not resolved within the visit maintenance time frame.
- HHSC determines an exception is required for circumstances such as a natural disaster.

When submitting a Visit Maintenance Unlock Request to create a manual visit due to a payer or EVV system error, the CDS employer must provide evidence demonstrating:

- They informed the payer of the error within the visit maintenance time frame.
- They made a good faith effort to comply with the visit maintenance time frame.
- The error was not resolved during the visit maintenance time frame.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Visit Maintenance Unlock Request Process

Refer to the [Visit Maintenance Unlock Request Job Aid for CDS Employers \(PDF\)](#) on the HHSC EVV webpage for a quick reference guide that includes this process and examples of common Visit Maintenance Unlock Requests.

- Access the EVV Visit Maintenance Unlock Request for CDS Employers (Excel) on your Wellpoint's EVV webpage.
  - [provider.wellpoint.com/texas-provider/resources/electronic-visit-verification](http://provider.wellpoint.com/texas-provider/resources/electronic-visit-verification)
- Open the EVV Visit Maintenance Unlock Request for CDS Employers (Excel).
- The Visit Maintenance Unlock Request (Excel) includes two tabs:
  - Instructions tab - Please read the instructions before completing the CDS Employer VMUR tab.
  - CDS Employer VMUR tab – Use this tab to complete the Visit Maintenance Unlock Request.
- On the CDS Employer VMUR tab, enter the information needed for the Visit Maintenance Unlock Request. Do not modify the spreadsheet tab names or contents within the spreadsheet.
  - Navigation tips: The Payer, EVV Vendor System, and Incorrect Data Element Information fields display a drop-down arrow on the right side of the fields when clicked; click the drop-down arrow and select your choice from the list. Otherwise, type in the data needed. You can use your mouse to click from one field to the next; or use the Tab key on the keyboard.

#### **Important!! Request emails must:**

- Include a contact name, email address and phone number.
- Be sent securely. Request emails not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the payer will deny the request.
- Not be encrypted. This will cause immediate denial since Wellpoint cannot read this type of email.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Payer Processing of Visit Maintenance Unlock Requests

Payers must process Visit Maintenance Unlock Requests within **10** business days of receiving a secure and complete request.

- **Exception:** If the request was submitted as supporting documentation of a claims appeal, payers must process it within **30** business days of receiving a secure and complete request.

Payers may request more information from the CDS employer when processing the request. If so, CDS employers must submit the additional information back to the payer within **10** business days.

- **Exception:** Within **15** days if the request for more information is part of a claims appeal.

### Payer Denial of Visit Maintenance Unlock Requests

If the payer **denies** the request, the payer must notify the CDS employer through email with the reason for the denial. The email will include information explaining how to:

- Submit a new Visit Maintenance Unlock Request.
- Request a claims appeal, if applicable.
- Submit a formal complaint against the payer.

**IMPORTANT:** The payer may automatically deny a Visit Maintenance Unlock Request if the request:

- Was not sent through a secure method.
- Is incomplete or missing required information.
- Could not be unencrypted.
- Was submitted using an outdated or modified version of the Visit Maintenance Unlock Request.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Payer Approval of Visit Maintenance Unlock Requests

If the payer **approves** the Visit Maintenance Unlock Request, the payer will send it to the EVV vendor or PSO.

- Only approved data elements listed on the Visit Maintenance Unlock Request will be unlocked for editing.
- The EVV vendor or PSO must only allow changes to the fields approved by the payer.

The payer must approve the Visit Maintenance Unlock Request when:

- The payer previously provided incorrect or incomplete information on the prior authorization for a member and the updated authorization will require updates to EVV visit transactions outside of the EVV visit maintenance time frame.
- The payer submits a retroactive authorization for a member that will require the FMSA or CDS employer to resubmit an EVV visit transaction or EVV claim outside of the EVV visit maintenance time frame.
- HHSC directs the payer within the initial request time frame specified in the policy.

### EVV Vendor / PSO Processing of Visit Maintenance Unlock Requests

Once the EVV vendor or PSO receives the approved Visit Maintenance Unlock Request from the payer, the EVV vendor or PSO must validate the information submitted.

The EVV vendor has 10 business days from receipt of the approved Visit Maintenance Unlock Request to complete visit maintenance or schedule a meeting with CDS employer to complete visit maintenance.

If the information submitted by the CDS employer is incorrect, invalid, or missing data elements, the EVV vendor / PSO will not unlock EVV visit transaction(s) for visit maintenance. Once the information is corrected, the CDS employer must submit a new Visit Maintenance Unlock Request to the payer.



# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

### Visit Maintenance Completion

The FMSA and CDS employer must ensure all required data elements are correct and visit maintenance is complete before the FMSA submits an EVV claim to the appropriate claims management system.

If the CDS employer needs to complete visit maintenance on an accepted EVV visit transaction that has already been billed, the FMSA must complete certain steps. Refer to Section 9070 Visit Maintenance and Billing EVV Claims in the EVV Policy Handbook for more information.

### Last Visit Maintenance Date Policy

If visit maintenance is completed, the EVV system will record the date the visit maintenance was done.

The EVV system will update the Last Visit Maintenance Date when certain fields are updated. Refer to 9080 Last Visit Maintenance Date in the EVV Policy Handbook for more information.

**Remember:** If the last visit maintenance date is *after* the EVV claim receipt date, then the EVV claim is subject to recoupment (the payment for that visit could be taken back by the payer). To avoid recoupment, FMSAs must submit an adjusted EVV claim if visit maintenance is completed after the initial EVV claim submission.

For more instructions, refer to the EVV webpage for the [Visit Maintenance Unlock Request Job Aid for CDS employers](#).



# EVV Policies (continued)

## EVV System Standards Reports Policy

The following EVV system standard reports are available to CDS employers, FMSAs, MCOs, and state staff in EVV systems:

- EVV Alternative Device Order Status Report
- EVV Service Provider History Report
- EVV CDS Employer Usage Report
- EVV CDS Service Delivery Log
- EVV Service Provider Clock In and Clock Out Report
- EVV Landline Phone Verification Report
- EVV Reason Code Usage and Free Text Report
- EVV Service Delivery Exception Report
- EVV Units of Service Summary Report
- Non-EVV Relevant Time Report



# EVV Policies (continued)

## EVV System Standards Reports Policy

### Report Descriptions

- **EVV Alternative Device Order Status Report:** Used to verify and track the status of alternative device orders.
- **EVV Service Provider History Report:** Verifies which CDS employees provided services to a member for a requested date range.
- **EVV CDS Employer Usage Report:**
  - Displays the EVV Usage Score for the preceding quarter(s), for each Medicaid member that selects the CDS option with HHSC or an MCO
  - Used by payers to determine the EVV Usage Score and conduct EVV Usage Reviews
  - Allows CDS employers to monitor the EVV Usage compliance requirement
- **EVV CDS Service Delivery Log:**
  - Displays EVV visit data for CDS employers for a requested date range
  - Data is based only on completed and verified visits from the EVV system
    - **Note:** Review this report in the EVV system to make sure the employee's time worked is correct. This is like making sure a paper time sheet shows the correct hours worked.



# EVV Policies (continued)

## EVV System Standards Reports Policy

### Report Descriptions (continued)

- **EVV Service Provider Clock In and Clock Out Report:** Displays the CDS employee's:
  - Use of EVV clock in and clock out methods.
  - Number of total visits worked within a specific date range.
  - Percentage of total visits worked for each clock in and clock out method within a specific date range.
- **EVV Landline Phone Verification Report:**
  - Displays the phone number used for clocking in and clocking out of the EVV system and the phone type (e.g., landline, mobile, etc.).
  - Used to conduct EVV compliance landline phone verification reviews to ensure the phone number used for clocking in and clocking out is a landline number and not an unallowable phone type.
- **EVV Reason Code Usage and Free Text Report:** Displays the EVV Reason Code Number, Reason Code Description and any free text entered on accepted EVV visit transactions during a specified month.
- **EVV Service Delivery Exception Report:**
  - Shows the number of visits that varied from the schedule or authorization, as well as the number of visits that were not approved, for a requested date range.
  - This data must include services regardless of service delivery locations including home or community location, and 'GPS' coordinates when the mobile method is used to clock in and clock out.
- **EVV Units of Service Summary Report:**
  - Displays daily, weekly and monthly totals of hours of services delivered for a Medicaid ID.
  - Identifies breaks in service for a Medicaid ID.
- **Non-EVV Relevant Time Report:** Displays the CDS employee's time spent on non-EVV services during each visit for a requested date range (if the CDS employee didn't clock in and out for non-EVV time).



# EVV Policies (continued)

## EVV Compliance Requirements

CDS employers must have access to system standard reports in the EVV system and monitor compliance reports monthly, at a minimum. CDS employers must meet compliance requirements for:

### EVV Usage

- CDS employers must meet the minimum EVV Usage Score.
- The requirements are in the EVV Policy Handbook in [Section 12000, EVV Usage Policy](#).

### EVV Landline Phone Verification

- CDS employers must ensure CDS employees use a valid phone type if choosing the home phone landline method to clock in and clock out.
- The requirements are in the EVV Policy Handbook in [Section 7030 Home Phone Landline](#).

### EVV Usage

#### *EVV Policy Handbook 12010*

The EVV Usage compliance requirement measures whether or not the CDS employee is using one of the approved clock in and clock out methods when providing services that require EVV and considers visit transactions accepted by the EVV Aggregator.

How is the EVV Usage compliance requirement measured? In the EVV Usage Score. It is a number, in percent format, rounded to the nearest percentage point, per selected quarter or month (e.g., 85%).

### EVV Landline Phone Verification

The EVV landline phone verification compliance requirement means that phones used to clock in or clock out through the landline method must be a landline telephone, and not a cellular phone or device, such as a tablet or smart watch.

**Note:** If the CDS employee wants to use a cell phone or tablet, they must use the mobile method (not the home phone landline method).



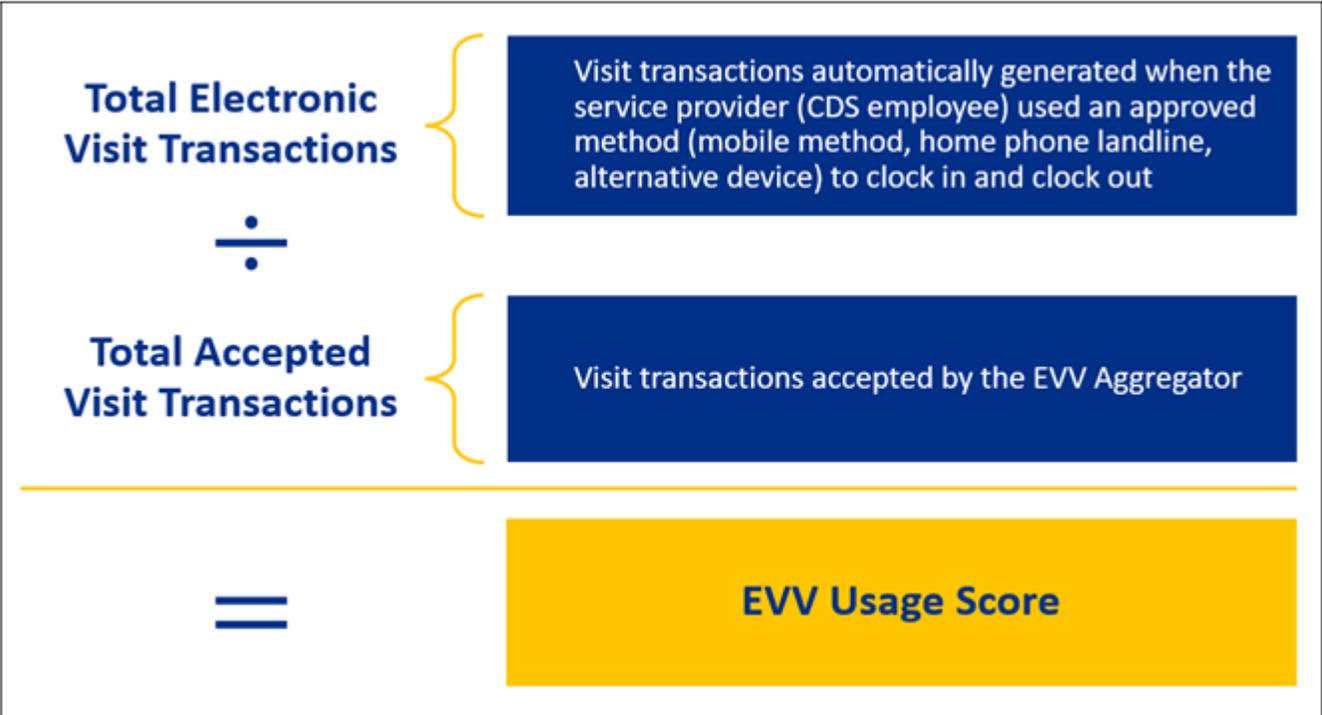
# EVV Policies (continued)

## EVV Compliance Requirements

### EVV Usage Score Calculation for CDS Employers

The EVV Usage Score for CDS employers equals the Manual EVV Visit Transaction Score. This score is calculated by dividing the total number of electronic (non-manual) visit transactions by the total number of accepted visit transactions.

CDS employers are monitored at the Member level; each Member who has selected the CDS option will receive an EVV Usage Score. During periods of transition, there may be grace periods for EVV compliance, for which HHSC will notify applicable users. However, unless otherwise noted by HHSC, **the minimum EVV Usage Score for compliance is 80%.**



# EVV Policies (continued)

## EVV Compliance Reviews

In this section, you will learn about EVV compliance reviews conducted by payers to ensure CDS employers are meeting the EVV compliance requirements. Payers conduct:

- EVV Usage Reviews
- EVV Landline Phone Verification Reviews

## EVV Usage Reviews

Payers will review the EVV Usage Score quarterly to ensure the minimum EVV Usage Score is met.

EVV Usage Reviews are conducted after the visit maintenance timeframe has expired based on the last date of the quarter to determine compliance.

Reminder: CDS employers are monitored at the Member level; so, each Member who has selected the CDS option will receive an EVV Usage Score.

## Report Used to Conduct EVV Usage Reviews

Payers will use the EVV CDS Employer Usage Report to determine the EVV Usage Score and conduct EVV Usage Reviews. Payers and FMSAs can access this report in the EVV Portal. CDS employers can access this report in the EVV system.

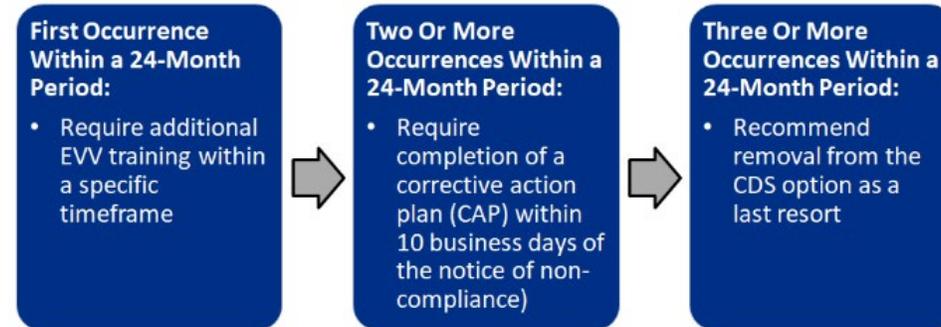


# EVV Policies (continued)

## EVV Compliance Reviews

### EVV Usage Score – Enforcement Actions for CDS Employers

Failure to meet and maintain the minimum **EVV Usage Score** in a state fiscal year quarter may result in the payer sending a non-compliance notice to enforce one or more of the following progressive enforcement actions:



Before taking enforcement action, payers must do their due diligence and ensure failure to meet and maintain the compliance score was not due to:

- FMSA administrative errors
- A system outage, defect or issue related to the EVV Aggregator, EVV Portal, an EVV Vendor System or an EVV Proprietary System
- Natural disasters



# EVV Policies (continued)

## EVV Compliance Reviews

### EVV Landline Phone Verification Reviews

Payers will review the phone number used for clocking in and clocking out of the EVV system to ensure the phone number is from an allowable phone type.

**For example:** Is the phone used to clock in and clock out through the landline method a landline telephone?

### Report Used to Conduct EVV Landline Phone Verification Reviews

The payers will use the **EVV Landline Phone Verification Report** (located in the EVV system) to conduct EVV Landline Phone Verification Reviews.

Shown here is an example of the EVV Landline Phone Verification Report. In the Listed Phone Type column, there are some instances of “mobile,” indicating an unallowable landline phone type was used.

**EVV Landline Phone Verification Report**  
Service Delivery Date Range: 1/1/2021 - 11/30/2021  
Payer: All  
Provider : 999999999 Provider Name, Inc.  
CDS Employer : All  
Member: All  
TIN : All  
Unallowable Devices Only: No  
Multiple Phone Numbers: No

Member Id	Member First Name	Member Last Name	Phone Number	Listed Phone Type	Listed Carrier	Month	NPI/API	Provider Name	Payer
000000000	AVA	SMITH	(444) 444-4444	Landline	Windstream Communications	Jan-21	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Apr-21	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	May-21	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Jun-21	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Jul-21	999999999	PROVIDER NAME, INC.	HHSC

Unallowable landline phone type shows as “Mobile”



# EVV Policies (continued)

## EVV Compliance Reviews

### Review Schedule

Payers may conduct EVV Landline Phone Verification Reviews at their discretion any time after the date of the visit if the phone number used to clock in and clock out has already been captured in the EVV system.

### FMSA Actions When an Unallowable Phone Type is Identified

When an unallowable phone type is identified, **FMSAs** must notify the CDS employer that the phone number is an unallowable landline phone type and:

- Work with the CDS employer to verify and document that the phone type is an allowable phone type; or
- Remove the unallowable landline phone type from the EVV system as the member's home phone landline and work with the CDS employer to ensure a valid landline number or another approved clock in and clock out method is used.

### CDS Employer Actions When an Unallowable Phone Type is Identified

When an unallowable phone type is identified, **CDS employers** must take **one** of the following actions:

- Provide documentation to the FMSA demonstrating the current home phone landline number is an allowable phone type;
- Provide a valid home phone landline number to the FMSA; or
- Choose another approved clock in and clock out method for the service provider to use and inform the FMSA of the new method.

### EVV Landline Phone Verification Reviews: CDS Employer Enforcement Actions

When the CDS employer fails to meet required actions within 10 business day of being notified by the FMSA:

- The FMSA can remove the unallowable landline phone type from the EVV system as the member's home phone landline, and
- The FMSA can follow TAC 40, Part 1, Chapter 41, Subchapter B, Rule §41.221 relating to failure to submit complete service delivery documentation or meeting CDS employer responsibilities and place the CDS employer on a corrective action plan (CAP).



# EVV Policies (continued)

## EVV Compliance Reviews

### How to Prevent Findings of Non-Compliance

CDS employers must ensure CDS employees use EVV to clock in and clock out when delivering EVV-required services.

#### Using EVV methods to clock in and clock out:

- Captures visit data electronically in the EVV system.
- Helps ensure the minimum EVV Usage Score is met.
- Helps prevent enforcement actions.
- Reduces the need for visit maintenance.

**Note:** If a clock in or clock out method is not available for the service provider to use prior to the delivery of an alternative device, the FMSA or CDS employer must create a visit in the EVV system (manually enter the visit) within the visit maintenance timeframe.

## Monitoring EVV Compliance

**CDS employers** must monitor compliance reports monthly, at a minimum, in the EVV system and perform the following:

- Use the EVV system as required.
- Complete all required visit maintenance.
- Train or re-train CDS employees on clock in and clock out methods.
- Ask questions.



# Process for Submitting Complaints



# Process for Submitting Complaints

## Process for Submitting Complaints

### *EVV Policy Handbook 17070*

CDS employers who have complaints about an FMSA may contact:

- [TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com) for general complaints about EVV requirements.
- HHSC Office of the Ombudsman for escalation of a complaint.
- To submit a complaint about an FMSA that is not related to EVV, email [CAPM\\_Referrals@hhsc.state.tx.us](mailto:CAPM_Referrals@hhsc.state.tx.us) or [CCDS@hhsc.state.tx.us](mailto:CCDS@hhsc.state.tx.us) for general CDS program requirement complaints.



# EVV Resources for CDS Employers



# EVV Resources for CDS Employers

## HHSC EVV Webpage

The [HHSC EVV webpage](#) is a valuable resource for CDS employers. Information is categorized into topics. For example, here is an example of some of the resources:

- [EVV Compliance Job Aid for CDS Employers](#), helps CDS employers can stay in compliance with EVV
- [Visit Maintenance Unlock Request Job Aid for CDS Employers](#)
- [One-page guides specific for your role](#) for those new to EVV
- [EVV Training Requirements Checklist](#) identifies what training CDS employers must complete
- A News section is located at the bottom of the webpage. All GovDelivery postings (EVV email updates) are listed here in chronological order.

Access the [EVV Consumer Directed Services Option webpage](#) from our webpage to view specific information and resources just for you!

## Wellpoint EVV Webpage

The Wellpoint EVV webpage is a valuable resource for CDS employers. Information is categorized into topics.

[provider.wellpoint.com/texas-provider/resources/electronic-visit-verification](https://provider.wellpoint.com/texas-provider/resources/electronic-visit-verification)

## Sign Up for EVV Email Updates

Sign up for [GovDelivery](#) with HHSC to receive EVV email updates, such as:

- Policy updates (new and revised)
- Training opportunities and registration
- Important EVV information and guidance for CDS employers



# EVV Resources for CDS Employers

## CDS Employer Contact Information Guide

If you have an EVV-related question and are not sure who to contact or how to contact them, access the [EVV Contact Information Guide for CDS Employers](#) on the HHSC EVV webpage. It provides a list of topics and points of contact for EVV-related questions and issues.

- [hhs.texas.gov/sites/default/files/documents/cds-evv-contact-information-guide.pdf](https://hhs.texas.gov/sites/default/files/documents/cds-evv-contact-information-guide.pdf)

## EVV Policy Training on the HHS Learning Portal

Self-paced EVV policy training for CDS employers is available in the following formats on the [EVV Training Page of the HS Learning Portal](#):

- Webinar recording videos
- Computer-based training (CBT)

You can access training on the HHS Learning Portal anytime from a computer, smart phone, or tablet.

## EVV Policy Training via webinar with Wellpoint

Wellpoint provides a live webinar training session once a month. To register to attend a live webinar training session with Wellpoint you must email your request to [TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com) with the date you wish to attend.

The schedule is located on Wellpoint's EVV website:

[provider.wellpoint.com/docs/gpp/TX\\_WLP\\_CAID\\_EVVPolicyTrainingScheduleCDSEmployers.pdf?v=202402052235](https://provider.wellpoint.com/docs/gpp/TX_WLP_CAID_EVVPolicyTrainingScheduleCDSEmployers.pdf?v=202402052235)



# Conclusion



# Conclusion

## Review Steps for CDS Employers

In this course, you learned about the EVV process steps for CDS employers. Remember, Steps 1-3 must be completed before the CDS employee can begin clocking in and clocking out.

**Step 1** Complete Form 1722, Employer's Selection for EVV Responsibilities with FMSA assistance.

**Step 2** Complete all required EVV trainings (Refer to 4230 EVV Training Requirements for CDS Employers):

- EVV System
- EVV Policy

**Step 3** Train CDS employees on the clock in and clock out methods. (Refer to 4240 Training Requirements for Service Providers and CDS Employees)

**Step 4** The CDS employer must ensure the CDS employee uses an approved clock in and clock out method to:

- Clock in at the beginning of service delivery.
- Clock out at the end of service delivery.

**Step 5** Option 1 CDS employers, or an FMSA on behalf of Option 2 and Option 3 CDS employers, must complete visit maintenance to:

- Correct any exceptions or critical errors.
- Adjust bill hours, if needed.
- Add Reason Codes as required.
- Enter manual EVV visits, if necessary.

**Step 6** CDS employers must review and approve time worked after visit maintenance is complete.

- Option 1 and Option 2 CDS employers will approve time worked using the EVV system.
- Option 3 CDS employers will approve time worked using the method the FMSA and CDS employer have agreed to in a timely manner.



# Conclusion

## Review Learning Objectives

In this course, you learned about EVV policies in the EVV Policy Handbook, including:

- EVV and why it's required
- Programs and services required to use EVV in the CDS delivery option
- EVV steps for CDS employers
- EVV responsibilities for FMSAs, CDS employers, DRs, and CDS employees
- EVV schedules
- EVV clock in and clock out methods
- Reviewing and approving EVV time worked
- EVV visit maintenance and the Visit Maintenance Unlock Request process for CDS employers
- EVV compliance requirements and compliance reviews
- The process for submitting complaints
- EVV resources for CDS employers



How does a CDS  
Employer obtain a  
certificate for  
completing the EVV  
Policy Training?



# How does a CDS Employer obtain a certificate for completing the EVV Policy Training?

If the CDS Employer registers and attends one of the Wellpoint monthly webinar sessions, an email will be sent to the CDS Employer confirming their attendance and completion of the training for CDS Employers. Note: you must be on the webinar for the entire duration of the training to receive credit.

For questions about EVV, send an email to Wellpoint's EVV email address:

[TXEVVSupport@wellpoint.com](mailto:TXEVVSupport@wellpoint.com)



