



2018 Electronic Visit Verification (EVV) Alerts

The following EVV alerts may include resources that are no longer available.

The date at the beginning of the title is the date the alert was published.

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2/2/18: EVV Unallowable Phone Identification and Recoupment Policy

The Texas Health and Human Services Commission or the applicable Managed Care Organization and provider agency must adhere to the following policy if an attendant delivering services is found to be calling in and out of the Electronic Visit Verification system from a telephone number originating from an unallowable phone type through the EVV Vendor Phone Sampling Report or other phone sampling reports. The policy is effective March 1, 2018.

Unallowable Phone Identification Written Notice:

- HHSC or the MCO must notify the provider agency in writing when they have identified a phone number originating from an unallowable device.
- The written notification to the provider must include, at a minimum, the following information:
 - Phone number identified
 - Phone type
 - Dates the phone number was used to clock in and/or out
 - Attendant associated with the EVV check in/out
 - Individual's first and last name
 - Individual's Medicaid number
 - Date HHSC or MCO identified the phone number associated with the device
 - List of supporting documentation the provider can submit to validate the identified unallowable phone number(s) is not a cellular or smart phone or a Voice over Internet Protocol (VoIP)
 - HHSC or MCO contact information the provider can call for assistance
 - HHSC or the MCO must provide the provider agency a copy of the EVV Vendor Phone Sampling Report or other phone sampling reports used to identify the unallowable phone type.

Provider Agency Required Action:

Provider agency must take **one** of the following actions within twenty (20) business days from the date of receipt of the written notice:

- Request and install a small alternative device (SAD); or
- Submit supporting documentation showing the identified unallowable phone number(s) is not a cellular or smart phone or a VoIP.

HHSC or the MCO will review all supporting documentation submitted within the required timeframe and provide written notice of a decision. If the supporting documentation submitted by the provider cannot verify the unallowable phone number as an allowable landline phone the visit(s) identified in the written notice are subject to recoupment. Supporting documentation may include, but is not limited to:

- Internet search sites such as White Pages
- Documentation from the phone company

If the provider agency did not receive the requested SAD within ten (10) business days the provider agency should immediately notify the payor identified on the written notice and HHSC EVV operations staff.

The provider agency will be in compliance with no further action necessary when:

- verification can be provided from the EVV vendor that a SAD has been requested within the twenty (20) business days; or
- the provider receives written notification from HHSC or MCO that the supporting documentation submitted verified the unallowable phone number as an allowable phone type.

Provider Agency Fails to take Action:

If the provider agency fails to request and install a SAD or submit supporting documentation to HHSC or the MCO within twenty (20) business days from the date of the written notice, HHSC or the MCO may take compliance or contract action against the provider agency including recoupment of the visit(s) identified in the written notice.

If an unallowable phone number had been previously identified and was later used for EVV visits after the provider received written notification, those visits may be subject to recoupment.

Helpful Information:

Allowable Phone Types:

Home telephone service where the phone cannot be disconnected and used at a different address/location. This includes phone service through the local:

- Wired phone connected to a phone jack in the wall
- Cable internet provider (e.g., Time Warner, Comcast, AT&T, etc.)

Unallowable Phone Types:

- Phone service provided over a cellular, satellite or other mobile network is **not** acceptable.
- Portable alternative phone services that use VoIP, including but not limited to MagicJack, Vonage, Skype or Google Voice.

How is an unallowable phone type identified?

The EVV vendor will sample all numbers used to verify EVV visit records on a monthly basis, starting March 1, 2018. The EVV Vendor will publish the results of their phone sampling for the previous month in the **Phone Sampling Report** located under Standard Reports. Providers can use this report to monitor phone types being used to verify service delivery. Please refer to your EVV vendor for information on this report.

What action should a provider agency take if they identify an unallowable phone type?

If the agency discovers an unallowable phone number was used to verify visits, the provider should order and install a SAD immediately.

Contact HHSC EVV Operations at electronic_visit_verification@hhsc.state.tx.us or the appropriate MCO for questions regarding this policy.

3/22/18: HHSC's MEDsys Contract Expires – Will Not Be Renewed

HHSC's contract with MEDsys expires Nov. 6, 2018 and is not renewing. MEDsys is operating under its second correction action plan related to data issues, which does not meet HHSC's goal ensuring the accuracy of EVV data.

To lessen the impact from this change to providers:

- HHSC is working in collaboration with MEDsys to transition all providers in phases to DataLogic (i.e. Vesta) before the MEDsys contract expires.
- Providers should continue to use their EVV system until the transition is complete.

MEDsys data and system improvements efforts will remain underway during this time.

HHSC will be providing additional communication after completing discussions with MEDsys, DataLogic, MCOs and HHSC leadership.

Please email HHSC EVV at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this notice.

4/25/18: Providers Using EVV Vendor MEDsys Must Initiate Transition to DataLogic by July 31, 2018

HHSC is working in collaboration with MCOs, MEDsys and DataLogic to transition all providers in phases before the MEDsys contract expires on Nov. 6, 2018. The contract **will not be extended** or renewed.

To remain compliant with EVV requirements, all Providers currently using the MEDsys VinCENT EVV system **must complete** transition to the HHSC-approved EVV vendor DataLogic Vesta EVV system by September 30, 2018 but **must start** the transition process before July 31, 2018 to allow time for completion by the required date.

ACTION REQUIRED:

1. Initiate the transition process with DataLogic. Providers currently using MEDsys must complete the [Vesta EVV Agency Information Form](#).
2. Submit the form by July 31, 2018 by [email](mailto:info@vestaevv.com) at info@vestaevv.com or fax to 956.412.1464.
3. DataLogic will contact the Provider agency representative to begin transition activities.

Additional transition information will be coming soon related to:

- Vesta training sessions
- Visit maintenance
- Streamlined transition processes
- MEDsys data transfer to DataLogic

Contact HHSC EVV at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this notice.

Provider agencies that are not required to use EVV (i.e., Private Duty Nursing services) are not required to sign up with DataLogic at this time.

4/25/18: EVV Providers Transitioning to DataLogic - Information Sessions Slated for April

DataLogic will begin Vesta Tour of Texas information sessions for Providers who are transitioning from MEDsys starting April 25, 2018. Topics include:

- Vesta EVV Basics
- Electronic SAD (eSAD) Process
- Mobile GPS Pilot
- MCO Service Authorization Pilot

[Click here for dates, locations, times and registration.](#)

Please contact DataLogic at training@vestaevv.com for questions regarding DataLogic Vesta Tour of Texas and other Vesta training opportunities.

Please contact HHSC EVV at Electronic_Visit_Verification@hhsc.state.tx.us for other questions related to Provider transition.

5/1/18: Order Small Alternative Devices Electronically Beginning May 1, 2018

HHSC is streamlining the SAD request process. Provider agencies will now be able to order SADs electronically through the DataLogic Vesta EVV vendor system, eliminating the requirement to complete a SAD Agreement form and the requirement for individual and member signatures to order a SAD.

The new eSAD process is effective May 1, 2018 and will allow provider agencies to:

- Order a new or replacement SAD
- Order additional zip tie(s)
- Track SAD and zip tie order(s)
- Manage, assign and un-assign SADs
- Manage shipping addresses

This new electronic ordering process will help reduce the number of rejected SAD requests due to missing or incorrect information. The EVV system will also auto-populate the following information from the client record on the eSAD order request:

- Client Name
- Medicaid ID
- DOB
- Client address
- Payor
- Program

Please contact DataLogic Vesta at info@vestaevv.com for questions regarding the eSAD ordering process.

Please contact HHSC EVV Operations at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this notice.

5/10/18: News for Providers Transitioning to DataLogic Vesta

In an effort to streamline requirements for providers transitioning to DataLogic (Vesta), HHSC provides the following information:

Providers Required to Transition

- Financial management services agencies and private duty nursing providers do not need to transition at this time.

Client and Employee IDs

- Providers can keep using their MEDsys Client EVV IDs and Employee EVV IDs as long as the ID is unique.

Replacement of Small Alternative Devices (SADs)

- DataLogic has pre-ordered SADs and may deliver in bulk based on provider request during provider transition period.
- Providers will order additional SADs using the new online eSAD process, which replaces paper and eliminates individual signatures.

EVV GPS Mobile Pilot

- Providers may immediately participate in the GPS Mobile Application Pilot where attendants call in and call out using their smart phone.
- Use of the GPS app eliminates the need for a landline or SAD.

EVV Authorization Pilot

- Providers may immediately participate in the EVV Authorization Pilot where MCOs electronically submit service authorizations to DataLogic to be uploaded in the Vesta EVV system.
- Providers will continue to receive paper authorizations from MCOs for comparison to the electronic authorization, and can accept changes online.

Visit Maintenance Reduction Pilot

- Providers may participate, or continue to participate, in the Visit Maintenance Reduction Pilot to increase auto-verification of visits.

EVV Visit Transaction Rejections

- The EVV Failed to Export report shows visits that were not exported to the payer due to incorrect or missing data elements. The report also notifies providers when the payer has rejected visits due to data errors.
- With this report, the provider can easily identify and correct fatal EVV visit errors for successful transmission to the payer.

HHSC will post additional provider transition information on the HHSC EVV website over the next several weeks.

Please contact DataLogic Vesta at info@vestaevv.com for questions regarding transition topics.

Please contact HHSC EVV Operations at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this notice.

5/21/18: Small Alternative Device Zip Tie Policy Change

To streamline the Small Alternative Device installation process, the Texas Health and Human Services Commission has approved providers placing SADs in the home without an HHSC approved Electronic Visit Verification Vendor zip tie.

Effective June 1, 2018, each provider agency must continue to place or install the SAD in the individual or member's home but may choose whether or not to utilize the HHSC approved EVV Vendor zip tie.

Provider agencies must work with the individual or member to determine the best method for placing the SAD in the home. If an individual or member disagrees with the agency policy on installing a SAD with or without a zip tie, the provider agency must document the issue in the individual or member's case file, and use the individual or member's preferred method.

The SAD must be in the home at all times. If the SAD does not remain in the home at all times, visits may be subject to recoupment and a Medicaid Fraud referral may be made to the Office of Inspector General.

Please contact HHSC EVV Operations at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this email.

5/21/18: Temporary Reduction in Minimum EVV Compliance Score Requirement

HHSC will temporarily change the minimum EVV Compliance Plan Score to 75-percent to support providers transitioning from the MEDsys EVV system to the DataLogic Vesta EVV system.

While all providers must continue to use the EVV system throughout the transition period, this reduction allows more time for provider agency staff to become proficient in the Vesta EVV system.

Effective June 1, 2018, all provider visits between March 1, 2018 and Nov. 30, 2018 must meet the minimum EVV Compliance Plan Score of 75-percent. The 90-percent minimum EVV Compliance Plan score will resume beginning with visits on Dec. 1, 2018.

Please contact HHSC EVV Operations at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this alert.

5/24/18: MEDsys Providers Must Initiate Transition to DataLogic by July 31, 2018

HHSC is working in collaboration with MCOs, MEDsys and DataLogic to transition all providers before the MEDsys contract ends on Nov. 6, 2018.

All providers currently using the MEDsys VinCENT EVV system **must complete** transition to the DataLogic Vesta EVV system on or before Sept. 30, 2018. The 120-day vendor transfer policy has been waived.

Providers who do not transition to the Vesta EVV system on or before Sept. 30, 2018 may be unable to record visits for transmission to payers. Claims submitted without EVV visits may be denied, recouped or both. Providers should promptly begin the transition process by completing the actions below.

ACTION REQUIRED:

- 1.** Initiate the transition process with DataLogic. Providers currently using MEDsys must complete the [Vesta EVV Agency Information form](#).
- 2.** Submit the form on or before July 31, 2018 to the email or fax number detailed in the form.
- 3.** DataLogic will contact the provider agency representative to begin the transition.

The MEDsys-issued small alternative devices cannot be transferred for use in the DataLogic system. Providers must indicate the number of SADs needed for delivery from DataLogic during the transition initiation process. Providers may choose to participate in the GPS Mobile Application pilot as an alternative to replacing all SADs.

Additional transition information and Vesta training opportunities are located on the [Vesta website](#).

Contact HHSC EVV at Electronic_Visit_Verification@hhsc.state.tx.us for questions regarding this notice.

5/30/18: Data Collection Information for Providers Transitioning to DataLogic Vesta EVV System

Provider agencies transitioning from the MEDsys EVV system to the DataLogic Vesta EVV system will be required to make adjustments in the data collection process used by employees when logging visits in the home.

Call In or Out Toll Free Numbers

The toll free numbers used by provider agencies to call in or out of the MEDsys VinCENT EVV system are not available for transition to the Vesta EVV system.

However, from within the Vesta EVV system, agencies and employees will be able to generate and print a weekly Employee Visit Plan to assist with the transition process. This plan provides the employee's schedule for the week and lists the toll free phone number and other important information necessary to call in and out of the Vesta EVV system.

To see an example of the Employee Visit Plan, visit the [Vesta EVV site](#)

SADs Replacement Orders

DataLogic has pre-ordered enough small alternative devices for all of the transitioning providers and will deliver the devices in bulk based on the number requested by each provider.

After the initial SAD delivery, providers will order additional SADs using the Vesta EVV eSAD process, replacing paper and eliminating the need for individual or member signatures.

For questions regarding the Employee Visit Plan and the SAD replacement orders contact DataLogic Customer Support at 844-880-2400 or by [email](#).

For questions regarding this message, please contact [HHSC EVV Operations](#).

6/11/18: Update: Temporary Reduction in Minimum EVV Compliance Score Requirement Visit Dates Have Changed

Effective June 1, 2018, HHSC will temporarily change the EVV Compliance Plan score for all provider visits between Jan. 1, 2018 and Dec. 31, 2018. All provider visits must meet the minimum EVV Compliance Plan Score of 75-percent. The 90-percent minimum EVV Compliance Plan score will resume beginning with visits on Jan. 1, 2019.

This temporary reduction applies to current DataLogic providers as well as transitioning MEDsys providers to support providers transitioning from the MEDsys EVV system to the DataLogic Vesta EVV system.

While all providers must continue to use the EVV system throughout the transition period, this reduction allows more time for provider agency staff to become proficient in the Vesta EVV system.

Please contact [HHSC EVV Operations](#) for questions regarding this alert.

6/13/18: Agencies Transitioning from MEDsys to DataLogic Vesta - Return MEDsys-Issued SADs

As you begin placing the DataLogic-issued small alternative devices in the homes, please gather all MEDsys-issued SADs to be returned to MEDsys.

1. Remove the SAD by cutting and discarding the zip tie.
2. Send an [email](#) with the total number of devices you will be returning.
3. MEDsys will send prepaid postage and packaging materials for an easy return.
4. You will need to send all SADs back to MEDsys even if they are broken.

For questions and concerns regarding the SADs, please contact MEDsys customer support at 877-644-4427 or by [email](#).

For questions regarding this message, please contact [HHSC EVV Operations](#).

6/22/18: Visit Maintenance Reduction Solutions

Effective July 1, 2018, the Visit Maintenance Reduction Pilot will transition from a pilot to standard options within the EVV Vendor System.

After successful provider feedback regarding the Visit Maintenance Reduction Pilot, Texas Health and Human Services Commission (HHSC) and the managed care organizations (MCOs) will implement Visit Maintenance Reduction Solutions as part of the EVV Vendor System and make the options available to all provider agencies statewide. [Review the full policy here](#).

For questions regarding the training and system setup, contact DataLogic (Vesta) at info@vestaevv.com.

For questions regarding this communication, contact HHSC EVV Operations at Electronic_Visit_Verification@hhsc.state.tx.us or the appropriate MCO.

6/29/18: IMPORTANT Revision to MEDsys-Issued Small Alternative Devices Return Policy

Do not return the MEDsys issued Small Alternative Devices to MEDsys until after you officially transition to DataLogic Vesta and have begun using the Vesta system or no later than Nov. 6, 2018.

If SADs are returned prior to officially transitioning to DataLogic and using the Vesta EVV system, you will have to manually enter the visits into the MEDsys EVV system until you go live with DataLogic Vesta.

MEDsys SAD Return Process:

1. Remove the SAD by cutting and discarding the zip tie.
2. Send an [email](#) to MEDsys with the total number of SADs that will be returned.
3. MEDsys will send prepaid postage and packaging material for an easy return.
4. Send all SADs, including broken SADs to MEDsys, no later than Nov. 6, 2018.

For questions and concerns regarding the SADs, please contact MEDsys customer support at 877-644-4427 or by [email](#).

For questions regarding this message, please contact [HHSC EVV Operations](#).

7/10/18: EVV Electronic Authorization Pilot

HHSC is currently conducting an EVV electronic authorization pilot and would like to invite additional providers to participate. Providers can join or opt out of the pilot at any time. The goal of this pilot is to:

- Reduce the number of data elements the provider is required to enter into the EVV system
- Determine if the electronic authorization process can replace the manual entry of EVV authorizations
- Monitor the timeliness and accuracy of EVV authorizations received from managed care organizations and the Health and Human Services Commission
- Validate the electronic authorization process and determine what enhancements are necessary prior to full statewide implementation
- Reduce the administrative burden placed on provider agencies

As a participant in the electronic authorization pilot, you will:

- Continue to manually enter the authorization data received from the MCO or HHSC
- Receive an alert in Vesta if the manual entry of the authorization data or data element does not match the electronic authorization data received from the MCO or HHSC
- Conduct a side-by-side comparison of the manually entered data and the electronic authorization data
- Decide whether to accept or reject the changes received electronically

Provider agencies interested in participating in the pilot should contact [DataLogic](#) for assistance.

For questions regarding this email, please contact [HHSC EVV Operations](#).

7/20/18: MEDsys Providers – Key Dates, Transition Instructions and Frequently Asked Questions

All providers currently using the MEDsys VinCENT EVV system who have not initiated the transition to the DataLogic Vesta EVV system must do so by completing the [Vesta EVV Agency Information form \(PDF\)](#) on or before July 31, 2018. Providers must submit the form by [email](#) at info@vestaevv.com or by FAX to 956-412-1464.

KEY TRANSITION DATES:

July 31, 2018

- Provider must initiate the transition process with DataLogic.
- Providers currently using MEDsys must complete the [Vesta EVV Agency Information form \(PDF\)](#).

September 30, 2018

- Providers must have completed transition and begun to use DataLogic Vesta for EVV.
- Providers must begin logging visits in the Vesta EVV system by September 30, 2018, but will still be able to perform visit maintenance on data in the MEDsys EVV system for 60 days.
- Providers who do not transition to the Vesta EVV system on or before September 30, 2018 will be unable to record visits for transmission to payers. Those who submit claims without EVV visits will have claims denied or recouped by payers.

October 28, 2018

- Provider's last day to access visit data in the MEDsys EVV system after their transition to DataLogic will be October 28, 2018. After this date, MEDsys will transfer all remaining provider data to DataLogic. HHSC will not renew or extend the MEDsys contract past November 6, 2018 therefore HHSC cannot issue extensions for provider transitions.

For information about third party vendor integration and training on the DataLogic Vesta EVV system, [click here](#).

For additional information and answers to frequently asked questions regarding the provider transition process, [click here](#).

8/2/18: EVV Revises Unallowable Phone Identification and Recoupment Policy

Effective Aug. 1, 2018, the Texas Health and Human Services Commission or the applicable Managed Care Organization and provider agency must adhere to the following revised policy. Revisions to the policy include:

- Non-fixed Voice over Internet Protocol (VoIP) are now allowable phone types
- A list of identified phone carriers that provide only wireless services
- A new resolution action of participating in the GPS Mobile Application Pilot when an unallowable phone type is identified

To read the full revised policy [click here](#).

For questions regarding this alert, please contact [HHSC EVV Operations](#).

8/10/18: Transitioning Providers: EVV Claims May Be Denied or Recouped

To successfully complete transition of data from MEDsys to the DataLogic Vesta EVV system, you were required to initiate transition by July 31, 2018.

Providers who do not transition to the Vesta EVV system on or before Sept. 30, 2018 may be unable to record EVV visits for transmission to payers. Providers who submit claims without EVV visits may have claims denied or recouped by payers.

Please follow the steps listed below to initiate the vendor transition as soon as possible to remain in compliance with EVV requirements:

1. Initiate the transition process with DataLogic by completing the [Vesta EVV Agency Information form](#).
2. Submit the form to DataLogic today by [email](#) or fax to 956-412- 1464.
3. DataLogic will contact the provider agency representative to begin transition activities and initiate data transfer from MEDsys.

Your agency must begin logging EVV visits using the DataLogic Vesta EVV system by Sept. 30, 2018. The last day to retrieve visit reports or perform any visit maintenance within the MEDsys EVV system will be Oct. 28, 2018.

Once your agency has submitted the [Vesta EVV Agency Information form](#), your agency can begin training on the DataLogic EVV system. For more information on

DataLogic Vesta training opportunities, visit the training schedule on the [Vesta website](#).

You may contact DataLogic Vesta at info@vestaevv.com.

8/17/18: Notice of Billing Policy Changes to Providers Required to Use EVV

Based on recommendations from the Health and Human Services Commission Office of Inspector General in the May 2018 Electronic Visit Verification Inspection Report, HHSC will be implementing billing policy changes starting in state fiscal year 2020.

Effective, **Sept. 1, 2019** provider agencies who are required to use EVV must adhere to the following billing policies:

- Only submit claims with a single date-of-service per detail
- Only submit claims with a matching EVV transaction

To see all of the billing policy changes effective Sept. 1, 2019 [click here](#).

For questions regarding this notice, please contact [HHSC EVV Operations](#).

8/21/18: Electronic Visit Verification Providers Transitioning to DataLogic

By **Sept. 30, 2018**, all providers transitioning to DataLogic Vesta EVV from MEDsys VinCENT must have completed their transition.

A provider's official transition date is the date the provider agency will begin using the Vesta EVV system. If you do not have an official transition date, please contact DataLogic immediately at info@vestaevv.com.

Providers who do not select an official transition date by **Aug. 31, 2018**, will have a transition date assigned.

All requests to modify a transition date must be sent to DataLogic in writing at least five business days in advance of the previously agreed upon date of transition. Changes to transition dates will not be honored if advance notice is received in less than five business days. Requests to delay a transition past Sept. 30, 2018, will not be accepted.

Attendants may not continue to call in and out using the MEDsys VinCENT system once a provider has transitioned to DataLogic and is using the DataLogic Vesta system. Providers must manually enter visits into the DataLogic Vesta System if an attendant continues to use the MEDsys VinCENT system to call in and out after the provider has transitioned.

Providers must use Reason Code 305: Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered, for these visits. Providers must add “MEDsys Transition” and the actual service delivery begin and end times in the Free Text comments field. This is a preferred reason code.

The last day to retrieve visit reports or perform any visit maintenance within the MEDsys EVV system will be **Oct. 28, 2018**. HHSC will not renew or extend the MEDsys contract past Nov. 6, 2018. HHSC will not provide extensions for provider transitions.

For questions regarding this alert, please contact [HHSC EVV Operations](#).

9/18/18: Reminder to EVV Providers Transitioning to DataLogic

All providers transitioning to DataLogic Vesta EVV from MEDsys VinCENT must complete their transition by **Sept. 30, 2018**. If you do not have a transition date, please contact DataLogic immediately at info@vestaevv.com.

Requests to delay a transition past Sept. 30, 2018, will not be accepted.

Attendants may **not** continue to call in and out using the MEDsys VinCENT system once a provider has transitioned to the DataLogic Vesta system.

If an attendant continues to use the MEDsys VinCENT system to call in and out after the provider has transitioned, the provider must manually enter these visits into the DataLogic Vesta system. Providers must use the preferred Reason Code 305: Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered, for these visits. Providers must add “MEDsys Transition” and the actual service delivery begin and end times in the Free Text comments field.

The last day to access the MEDsys VinCENT system for **any reason** (review data, generate reports, do visit maintenance, etc.) is **Oct. 28, 2018**.

For questions regarding this alert, please contact [HHSC EVV Operations](#).

10/2/18: Reminder to EVV Providers Transitioning to DataLogic

Providers’ transitions to DataLogic Vesta EVV from MEDsys VinCENT should have completed by Sept. 30, 2018. If you have not transitioned and do not have a transition date, please contact DataLogic **immediately** at info@vestaevv.com.

If an attendant uses the MEDsys VinCENT system to call in and out of after the provider has transitioned, the provider must manually enter these visits into the DataLogic Vesta System. Providers must use the preferred Reason Code 305:

Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered, for these visits. Providers must add “MEDsys Transition” and the actual service delivery begin and end times in the Free Text comments field.

Oct. 28, 2018 is the last day to access the MEDsys VinCENT system for **any reason**. For questions regarding this alert, please contact [HHSC EVV Operations](#).

10/17/18: Reminder to EVV Providers Transitioning to DataLogic

All provider transitions to DataLogic Vesta EVV from MEDsys VinCENT should be complete. If you are still using VinCENT for EVV, please contact DataLogic **immediately** at info@vestaevv.com.

If an attendant uses the MEDsys VinCENT system to call in and out, the provider must manually enter these visits into the DataLogic Vesta System. For the visit, providers must use preferred Reason Code 305: Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered. Providers must add “MEDsys Transition” and the actual service delivery begin and end times in the Free Text comments field.

Oct. 28, 2018 is the last day to access the MEDsys VinCENT system for **any reason**. For questions regarding this alert, please contact [HHSC EVV Operations](#).

10/24/18: Final Reminder to EVV Providers Transitioning to DataLogic

All provider transitions to DataLogic Vesta EVV from MEDsys VinCENT should be complete. If you are still using VinCENT for EVV, please contact DataLogic **immediately** at info@vestaevv.com.

If an attendant uses the MEDsys VinCENT system to call in and out, the provider must manually enter these visits into the DataLogic Vesta System. For the visit, providers must use preferred Reason Code 305: Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value – Verified Services Were Delivered. Providers must add “MEDsys Transition” and the actual service delivery begin and end times in the Free Text comments field.

Oct. 28, 2018 is the last day to access the MEDsys VinCENT system for **any reason**. For questions regarding this alert, please contact [HHSC EVV Operations](#).

11/5/18: Access to MEDsys Data for Transitioned Providers

By Dec. 17, 2018, providers who transitioned from MEDsys to DataLogic, HHSC, and MCO staff will have read-only access to MEDsys data in the DataLogic Vesta system. Read-only access allows viewers to review the MEDsys EVV data and consists of the following:

- HHS EVV Standard Reports available as a CSV or PDF:
 - EVV Visit Log
 - Units of Service Summary
 - Attendant or Nurse Providing Services
 - Provider Agency/FMSA List
 - Contract List
 - EVV Compliance Plan Summary
 - EVV Compliance Plan Daily
 - EVV Compliance Snapshot Report
 - Reason Code Free Text
 - Reason Code Use
- Unsent EVV Visit Report
 - The Unsent EVV Visit Report helps identify MEDsys historical data not exported to your payer.

Unavailable HHSC EVV Standard reports. Providers should reach out to their payer if information is needed on these two reports:

- Alternative Device Order Status Report
- CDS Employee List

DataLogic will begin hosting training webinars on how to access read-only documents beginning Nov. 15, 2018. Please contact DataLogic with questions regarding read-only access to your MEDsys EVV data and [register for training here](#).

HHSC and MCOs are working to determine a timeframe in which providers may make changes to their MEDsys data. Additional information will be forthcoming.

Please Contact your HHSC contract manager for questions regarding HHSC contract monitoring and your payer regarding EVV policies, processes and any additional questions.

11/7/18: Provider Proprietary EVV System Survey

Background

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. In 2015, EVV was implemented for certain Medicaid-funded home and community-based services provided through the Health and Human Services Commission (HHSC) and Managed Care Health Plans.

In December of 2016, the federal 21st Century Cures Act expanded programs and services required to use EVV beginning January 1, 2020. To find the list of programs and services impacted by the Cures Act, visit the [HHSC EVV 21st Century Cures Act Webpage](#).

HHSC and the Texas Medicaid & Healthcare Partnership (TMHP) work with state-approved vendors to provide EVV systems to provider agencies. [Texas Administrative Code §354.1177](#) also allows provider agencies to use a qualifying proprietary EVV system under certain conditions.

Survey Information

In preparation for implementation of the Cures Act and restructuring of the current EVV program, HHSC and TMHP are administering a survey to determine if new and existing provider agencies are interested in using a qualifying proprietary EVV system. For more information, instructions and the survey, visit [TMHP & HHSC EVV Proprietary System Provider Agency Survey](#). **Note:** the survey will be available until 5 p.m. (Central time) on Nov. 21, 2018.

For questions regarding this survey, please email [TMHP](#).

For questions regarding this alert, please contact [HHSC EVV Operations](#).

11/15/18: Communication from Unaffiliated Third Party Regarding EVV

HHSC is now aware that private consulting business "TMHP Outsource Billing" sent an email to provider agencies regarding Electronic Visit Verification payer recoupments. This communication is **not** from the Texas Medicaid and Healthcare Partnership, Texas' Medicaid claims administrator and TMHP has no additional information regarding the services provided by the consulting business.

If you have information or need to know more about this third party, contact Electronic_Visit_Verification@hhsc.state.tx.us.

11/27/18: This Information is for Awareness Only - There is No Impact to the Current EVV Program or Providers at this Time

HHSC is committed to the successful expansion of Electronic Visit Verification (EVV) to include the additional programs required by the 21st Century Cures Act.

As part of preparing for this expansion, HHSC and TMHP are evaluating potentially increasing the EVV vendor pool to provide new and current providers a choice in selecting an EVV vendor when the additional programs are added.

If new EVV vendors are selected, it is anticipated that their services will be available Fall 2019. HHSC and TMHP will provide updates as new information is available. Providers with questions can contact TMHP at EVV@tmhp.com.

12/7/18: EVV Rights and Responsibilities Notification

Effective Nov. 1, 2018 HHSC and MCOs staff are required to notify Medicaid service recipients, who receive EVV related services, of their [EVV rights and responsibilities](#). Notification takes place during their initial and annual meetings.

Members must review and sign the required form during their visit. A copy of the required form and signature must be kept in in the Medicaid recipient's file.

- New members with no previous EVV-related services review and sign the required form during their initial visit.
- Current members review and sign the required form during their annual visit.

Each payer will notify Medicaid recipients of their [EVV rights and responsibilities](#) for the following programs and services:

- **Primary home care, family care and community attendant services (personal assistance services):**
 - HHSC case workers must use [Form 2307 Rights and Responsibilities](#) to receive required documentation and signatures.
- **Community living assistance and support services required to use EVV (in-home respite, and Community First Choice - PAS and habilitation):**
 - HHSC CLASS case managers must use [Form 3621 Individual Plan of Care](#) to receive required documentation and signatures.
- **STAR Health (personal care services, CFC PAS/HAB), STAR Kids (PCS, CFC - PAS/HAB, in-home respite and flexible family support), and STAR+PLUS (PAS, PCS, CFC - PAS/HAB, in-home respite and protective supervision) MCOs:**

- MCO service coordinators must use [Form 1718, Electronic Visit Verification \(EVV\) Rights and Responsibilities Managed Care Organization](#) to receive required documentation and signatures.

For questions regarding this alert, please contact [HHSC EVV Operations](#). For questions about the process, please contact your payer.

12/7/18: Change to Access of Historical EVV Records Stored by Sandata

The process to access historical EVV records stored by Sandata is changing.

Effective March 1, 2019 all requests to access Sandata historical EVV records must be emailed to Electronic_Visit_Verification@hsc.state.tx.us. Please include "Sandata Request" in the subject line.

For questions regarding this alert, please contact [HHSC EVV Operations](#).

12/20/18: No Review of Vesta EVV Client Visit Log by HHSC

HHSC contract managers who perform a monitoring visit or investigation won't review the Client Visit Log as evidence of claim submission in the Vesta EVV system. Contract managers only review the standard reports, including the EVV Visit Log located under the standard reports tab, and don't have access to the Client Visit Log in the Vesta system.

Please ensure your agency can pull the EVV Visit Log for each member in the EVV system. If you cannot pull the EVV Visit Log, [notify DataLogic immediately](#).

The EVV Visit Log may not populate data if the following data is missing or incorrect:

- Missing HCPCS or invalid HCPCS billing code combos
- Missing or invalid contract number
- Missing or invalid* tax identification number
- Missing or invalid* national provider identification number
- Missing or invalid* Texas provider identification (United Healthcare only)
- Missing or invalid* Medicaid ID
- Incorrect payer assigned to the person

*Invalid = incorrect number of characters

If an HHSC contract manager or your agency cannot pull the EVV Visit Log for members selected for review, or if all required data elements, including “Pay Hours” on the EVV Visit Log, do not match the claims submitted for reimbursement, those visits and hours may be subject to recoupment.

For questions about this alert, contact [HHSC EVV Operations](#).