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Electronic Visit Verification (EVV) Updates

**Intellectual and Developmental Disability System
Redesign Advisory Committee (IDD SRAC) Meeting**

James Brady, EVV Contract Oversight & Finance Manager

Agenda



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- EVV Claims Matching Bypass Update
- EVV Compliance Reviews Grace Periods
- Geo-Perimeter Expansion Update
- EVV Resources



EVV Claims Matching Bypass Update

EVV Claims Matching Update

- EVV claims with dates of service of April 1, 2024, and after must match EVV visit transactions to be paid.
- EVV claims submitted for dates of service during the bypass do not have to match accepted EVV visit transactions.
- Enter manual visits if needed, for dates of service during the bypass; failure to use EVV may result in recoupments.

EVV Claims Matching Bypass

- **Personal Care Services:**
Dates of service Oct. 1, 2023 – March 31, 2024
- **Home Health Care Services:**
Dates of service Jan. 1, 2024 – March 31, 2024



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EVV Claims Matching Process

Data elements matched during the EVV claims matching process:

EVV Claim Line Item	Accepted EVV Visit Transaction
Medicaid ID	Medicaid ID
Date of Service	EVV Visit Date
National Provider Identifier (NPI) or Atypical Provider Identifier (API) and/or *EVV Service Provider ID	NPI or API and/or *EVV Service Provider ID
Healthcare Common Procedure Coding System (HCPCS) Code	HCPCS Code
HCPCS Modifiers	HCPCS Modifiers
Billed Units	Billable Units (if applicable)

**Applies to Home and Community-Based Services (HCS) and Texas Home Living (TxHmL) only; if the EVV Service Provider ID is required on the EVV claim*



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EVV Claim Match Result Codes



- Claim match result codes in the EVV Portal indicate if an EVV claim matched or did not match an accepted EVV visit transaction.
- If any of the data elements do not match, the payer will deny the claim.
- EVV claims with a date of service of April 1, 2024, and after must receive an EVV01 to be paid.

Claim Match Result Code	Description
EVV01	Successful Match
EVV02-EVV06	Mismatch
EVV07 and EVV08	Indicates the claims matching process was bypassed due to a disaster or other temporary circumstances

HHSC Training Resources to Help Avoid EVV Claim Mismatches



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- When submitting EVV claims for HCS and/or TxHmL services:
 - ▶ [HCS and TxHmL Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#)
 - ▶ [HCS and TxHmL Best Practices to Avoid EVV Claim Mismatches \(Video\)](#)
- When submitting EVV claims for other EVV-required services (not HCS and TxHmL):
 - ▶ [Best Practices to Avoid EVV Claim Mismatches \(PDF\)](#)
 - ▶ [Best Practices to Avoid EVV Claim Mismatches \(Video\)](#)



EVV Compliance Reviews Grace Periods

Update on EVV Compliance Reviews Grace Periods



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Personal Care Services:

- July 1, 2023 – May 31, 2024

Home Health Care Services:

- Jan. 1 – Dec. 31, 2024

During the grace period, payers will conduct EVV Usage reviews and EVV Landline Phone Verification reviews but will not take enforcement actions if requirements are not met.

A hand holding a blue marker, writing the word "COMPLIANCE" in large, blue, capital letters on a whiteboard. A horizontal blue line is drawn below the word.

COMPLIANCE

The grace period applies to:

- EVV Usage Reviews
- EVV Landline Phone Verification Reviews

Reminder: [HHSC discontinued free text reviews effective Aug. 1, 2023.](#)

Definition: EVV Usage Compliance Requirement

- The EVV system must be used.
- Minimum EVV Usage Score: 80%
- Payers conduct EVV Usage Reviews to ensure the minimum EVV Usage Score is met for each state fiscal year quarter.
- Reports used:
 - ▶ EVV Usage Report
 - ▶ CDS Employer EVV Usage Report



[11000, Usage](#)



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Definition: EVV Landline Phone Verification Compliance Requirement

- Phones used to clock in or clock out through the landline method must be a landline telephone, and not a cellular phone or device.
- Payers conduct EVV Landline Phone Verification Reviews to ensure a valid phone type is used.
- Report used: EVV Landline Phone Verification Report



[7030 Home Phone Landline](#)



During the Compliance Reviews Grace Periods



- Use the EVV system as required
- Monitor compliance reports
 - ▶ EVV Usage Report
 - ▶ EVV Landline Phone Verification Report
- Complete all visit maintenance before billing
- Train or re-train service providers on clock in and clock out methods
- Ask questions



Geo-Perimeter Expansion Update

Geo-Perimeter Expansion When Using the Mobile Method to Clock In and Out



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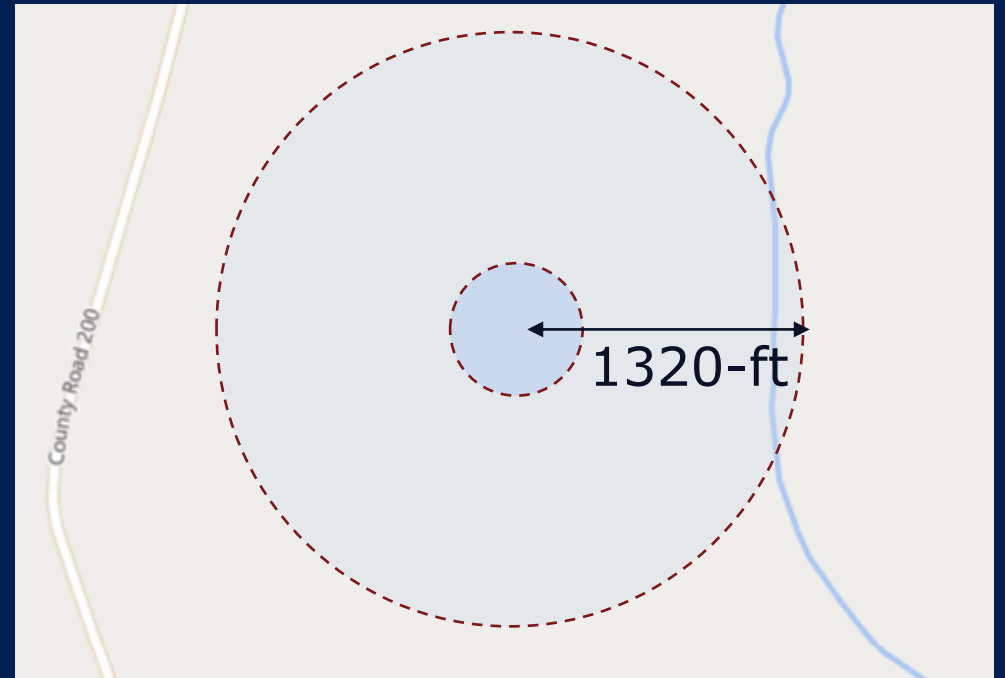
- Effective April 1, 2024, HHSC increased the allowable geo-perimeter from 250 feet to 1320 feet (1/4 mile) of the member's service delivery location, to reduce administrative burden by limiting the need to manually update and verify visits that are out-of-range.
- The geo-perimeter is the distance from the member's home address to the service provider or CDS employee's location, when clocking in or out of the EVV mobile app.
- [Increase in Geo-Perimeter for Mobile Method Effective April 1, 2024 \(PDF\)](#)

Geo-Perimeter Expansion in EVV Systems



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- HHAeXchange expanded to the full allowable range.
- Proprietary System Operators (PSOs) may choose any maximum distance within 250 to 1320 feet and the effective date for the change.
- PSOs should work with their proprietary system vendor to implement changes.



The new EVV allowed geo-perimeter is within 250-1320 feet (1/4 mile) of the member's home.



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EVV Resources

HHSC EVV Policy Training Resources

Access the [EVV Policy Training Page on the HHS Learning Portal](#) and enroll in a course to complete training and receive your certificate of completion:

EVV Policy Training – Webinar Recordings

- Video format; includes webinar handouts and Q&As

EVV Policy Training for Program Providers and FMSAs

- Interactive computer-based training (CBT) modules
- Includes optional Reason Code Practice module

EVV Policy Training for CDS Employers

- Computer-based training (CBT) course; one for each option selected on Form 1722; available in Spanish



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TMHP EVV Portal Training Resources



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Access the [TMHP Learning Management System \(LMS\)](#):

TMHP Electronic Visit Verification (EVV) CBT

- Computer-based training course that allows you to complete the EVV Portal training requirement

EVV Portal Job Aids

- Step-by-step instructions that explain how to:
 - Access the EVV Portal
 - Generate reports in the EVV Portal
 - Use the search tabs in the EVV Portal
 - Submit an EVV Proprietary System Request Form

HHAeXchange Portal Training Resources



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[Texas EVV Vendor Information Center](#): Training and FAQs tab

[Consumer Directed Services Information Hub](#): Training for CDS employers, CDS employees, and service providers (also in Spanish)

[HHAeXchange Learning Management System \(LMS\)](#): Interactive demonstrations of the HHAeXchange Portal

[Texas Provider Portal Knowledge Base](#): System user guides

[Register for Provider Town Hall Webinars](#): April 25 and May 30 at 1:00 p.m.

EVV Contact Information

HHSC EVV mailbox: EVV@hhs.texas.gov

TMHP EVV mailbox: EVV@TMHP.com

HHAXchange:

- Email: TXsupport@hhaexchange.com
- Submit a request directly to the Client Support Team through the [Client Support Portal](#) and track the status of your request in real time. Instructions on how to register and submit requests: [Client Support Portal Job Aid \(PDF\)](#)
- Phone: 1-833-430-1307



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EVV Resources Summary



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HHSC: [HHSC EVV webpage](#)

- [Sign up to receive EVV email updates](#)
- [Contact Guide for Program Providers and FMSAs \(PDF\)](#)
- [Contact Guide for CDS Employers \(PDF\)](#)
- [FAQs about the EVV HHCS Implementation](#)
- [HHSC EVV Policy Handbook](#)
- [Alternative Device Policies effective Oct. 1, 2023 \(PDF\)](#)
- [Reason Codes, Bill Time In and Bill Time Out, and Bill Hours Policies effective Oct. 1, 2023 \(PDF\)](#)
- [EVV Reason Codes Effective Oct. 1, 2023 \(PDF\)](#)

TMHP: [TMHP EVV webpage](#)

HHAeXchange: [Texas EVV Vendor Information Center](#)



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Thank You

EVV@hhs.texas.gov