



Electronic Visit Verification (EVV) Introduction for Consumer Directed Services (CDS) Employees

EVV Basics

EVV is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits. As required by [federal](#) and [state](#) law, a CDS employee must use the EVV [vendor system](#) or an HHSC-approved EVV [proprietary system](#) to electronically document the delivery of an EVV service.

Getting Started

The following must be accomplished before a CDS employee uses an EVV system:

Step 1

CDS employees complete training on clock in and clock out methods provided by the CDS employer using materials provided by the EVV vendor or Proprietary System Operator (PSO).

Step 2

The CDS employee may begin to use the EVV system once the financial management services agency (FMSA) has completed the entry of all identification data.

Using an EVV System

The following explains the use of an EVV system as a CDS employee:

Note 1

CDS employees must use an approved clock in and clock out method to begin and end service delivery when providing EVV services to a member in the home or the community.

Note 2

The approved methods to clock in and clock out are:

[Mobile](#) – CDS employees use an application provided by the EVV vendor or PSO to clock in and clock out. Through this application, CDS employees 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).

[Home Phone Landline](#) – CDS employees may use the member’s landline (if the member agrees) for clocking in and clocking out of the EVV system. They do this by calling the EVV vendor’s or PSO toll-free number.

[Alternative device](#) – An alternative device is an electronic device that allows a CDS employee to clock in and clock out of the EVV system from the member’s home.

[Multiple clock in and clock out methods](#) – CDS employees may use multiple clock in and clock out methods. For example: A CDS employee clocks in using a home phone landline and clocks out using the mobile method.

Caution 1

In the event the EVV system is unavailable, the CDS employee must document service delivery information and submit the documentation to the program provider, FMSA or CDS employer for manual entry of an EVV visit.

Caution 2

CDS employees may experience a delay in payment or inaccurate payments if the EVV system is not used correctly.

Questions? The [EVV Consumer Directed Services Option web page](#) provides EVV-related information and resources for the CDS Option, which includes [frequently asked EVV questions for CDS employers \(PDF\)](#); some of these topics may be helpful for CDS employees.

Questions about this Guide For questions specific to this guide, please send an email to evv@hhs.texas.gov.



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