



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

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 with EVV

CDS Employers must [accomplish the following](#) before using an EVV system:

- Step 1** Complete [Form 1722](#), Employer’s Selection for EVV Responsibilities with FMSA assistance. Return this to your FMSA once complete.
- Step 2** Complete all applicable [EVV training for CDS employers](#)
 - EVV system training as delivered by the EVV Vendor or PSO
 - EVV policy training through the [HHSC Learning Portal](#)
- Step 3** Train CDS employees on the clock in and clock out methods and document training via [Form 1732](#).



HHSC EVV CDS
Option

***NOTE** – The CDS employee will need access to log in to the EVV system. Although the FMSA completes this task, the CDS employer should ensure this access is available.

Using An EVV System

The following steps explain the steps of EVV and how the EVV system processes [EVV visit transactions](#):

- Step 4** Ensure CDS employee clock in at the beginning of service delivery and clocks out at the end of service delivery requiring EVV using an [approved clock in and clock out method](#). This directly affects the [EVV Usage Score](#) for a CDS employer so this is an important step.
- Step 5** CDS employers who chose Option 1 on Form 1722 (or an FMSA on behalf of those who chose Option 2 or 3), 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 depending on the option chosen on Form 1722.
 - If Option 1 or 2 was chosen, they will approve time worked using the EVV system.
 - If Option 3 was chosen, they will approve time worked using the method the FMSA and CDS employer have agreed to in a timely manner.

More Information The [EVV Policy Handbook, Section 16000](#) defines the EVV policy for the CDS Option.

What Services Require the use of EVV? The HHSC EVV Policy Handbook, [section 3000](#) identifies all services requiring EVV.

Stay Updated on Policy Changes and Upcoming Events All CDS employers must sign up for email updates via [GovDelivery](#). This only requires an email address.

Questions? The FMSA should be the first point of contact for most questions. The HHSC [Contact Information Guide for CDS Employers](#) provides further instructions as to where to direct more in-depth inquiries. The [EVV FAQ for CDS employers](#) may also answer some questions. The [EVV Consumer Directed Services Option page](#) provides more detail on procedures.

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



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