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# **FMISA Quarterly Training**

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**Feb. 4, 2021**

# Agenda

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- Texas Council on Consumer Direction
- COVID-19 Updates
  - CDS Employer Orientations
  - Access to Personal Protective Equipment (PPE)
  - Links & Resources
- Contract Administration and Provider Monitoring
- Electronic Visit Verification (EVV)





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# Texas Council on Consumer Direction (TCCD)

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**Rachel Neely, *CDS Policy Lead***

# TCCD Upcoming Meeting

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- The next TCCD meeting is scheduled for Thursday, March 18, 2021.
- When the meeting agenda is available, it will be posted on the [HHSC website](#).



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# TCCD Member Applications Open

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- Applications are now open for TCCD positions, with terms expiring Dec. 31, 2023.
- Applications are due by 11:59pm on Sunday, February 14.



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# TCCD Member Applications Open

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## If you are interested in applying:

- Please review the [application letter](#) to find out who the council is seeking as representatives and if you qualify.
- After reviewing the application letter, and verifying you meet the qualifications for at least one category, [click on the application linked here](#) to apply to be on the council.



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# **FMSA Enrollment Training**

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**Courtney Pool, *CDS Operations Specialist***

# FMSA Enrollment Training

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- FMSA Enrollment Training will be held February 16-18, 2021 via webinar.
- Staff persons of current FMSAs may attend and **will not** be required to complete the knowledge exam.
- Email [CDS@hhsc.state.tx.us](mailto:CDS@hhsc.state.tx.us) by 5:00pm on Friday, February 5, with the name and email address of staff who would like to attend.



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# COVID-19 Updates

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**Rachel Neely, *CDS Policy Lead***

# CDS Employer Orientations

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- The suspension of face-to-face requirements for CDS employer orientations has been extended through Feb. 28, 2021
- Information Letter (IL) 2020-08 revised to reflect this extension
- Notice of this extension has also been posted on Medicaid/CHIP COVID-19 webpage and in TMHP notices



# COVID-19 Vaccine for CDS Employees

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- Some CDS employees are experiencing challenges accessing the COVID-19 vaccine.
- To help address this issue, HHSC has published [IL 2021-06](#), COVID-19 Vaccine Resource for CDS Employees.
- The IL provides an attached template that FMSAs can complete and provide to CDS employees to assist in verifying that they are home health care workers.



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# Access to Personal Protective Equipment (PPE)

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- CDS employers who need PPE for their employees should reach out to their managed care organization (MCO) for assistance.
- This includes individuals who use the CDS option in Medicaid fee-for-service (FFS) programs and have an MCO for their Medicaid acute care services.



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# Access to PPE

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- MCOs can request PPE from HHSC and the Texas Division of Emergency Management (TDEM) through the process described the Dec. 14, 2020 MCO notice.
- There are no costs to MCOs to receive PPE through this process.

**Note:** MCOs are not required to use this process if they have other mechanisms in place to acquire and distribute PPE to their members using the CDS option



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# COVID-19 Resources

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- [Medicaid and CHIP Services Information for Providers](#)
- [COVID Section on TMHP Website](#)
  
- Send questions to:  
[Medicaid\\_COVID\\_Questions@hhsc.state.tx.us](mailto:Medicaid_COVID_Questions@hhsc.state.tx.us)



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# CDS/EVV Updates

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**Rachel Neely, CDS Policy Lead**

# Transportation in CLASS & DBMD

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- Transporting an individual, meaning driving the individual from one location to another, is not a benefit of Community First Choice Personal Assistance Services/Habilitation (CFC PAS/HAB).
- If an individual needs CFC PAS/HAB staff to provide transportation, “transportation-habilitation” and “transportation-residential habilitation” must be identified on the Individual Plan of Care (IPC).





# Transportation in CLASS & DBMD

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- FMSAs, CDS employers, Case Management Agencies (CMAs), and Direct Service Agencies (DSAs) must follow rules in the Texas Administrative Code and program handbooks related to transportation.
- Please see [IL 2015-53](#), Providing Transportation in the CLASS and DBMD Waiver Programs, for more detailed instructions on separating transportation services from CFC PAS/HAB.



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# Transportation in CLASS & DBMD

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- As a reminder, transportation is not an EVV-required service.



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# Guidance to Ensure On-Time Payment to CDS Employees

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- On Jan. 11, 2021, HHSC published [Guidance to Ensure CDS Employees are Paid Timely for Services Delivered on and After Jan. 1](#)
- All visits for an EVV-required service provided on and after Jan. 1 must be documented in the EVV system.



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# Guidance to Ensure On-Time Payment to CDS Employees

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## FMSA Guidance

- FMSAs must ensure CDS employers and employees receive EVV credentials as soon as possible and assist with EVV onboarding process.
- FMSAs must:
  - Inform CDS employers of FMSA's process for manually entering time in the EVV system when an EVV method is not used.
  - Ensure all visits which were not captured using an electronic verification method are manually entered in the EVV system.



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# Guidance to Ensure On-Time Payment to CDS Employees

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## CDS Employer Guidance

- If the FMSA has not yet provided EVV credentials, the CDS employer must:
  - Ensure CDS employees document visits for EVV-required services on a timesheet as instructed by the FMSA.
  - Continue to verify/approve CDS employees' timesheets.
  - Follow the FMSA's process for submitting timesheets.



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# Guidance to Ensure On-Time Payment to CDS Employees

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## CDS Employer Guidance

- After receiving EVV credentials, the CDS employer must:
  - Complete training requirements as soon as possible.
  - Have CDS employees clock in and clock out of the EVV system for EVV-required services.
  - Begin performing EVV responsibilities, based on the option selected on Form 1722.



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# Guidance to Ensure On-Time Payment to CDS Employees

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## CDS Employer Guidance

- If CDS employees are having difficulty clocking in and out using EVV, they should use a timesheet as a backup.
- When using a timesheet as a backup, the CDS employer must:
  - Have CDS employees document visits for EVV-required services on a timesheet.
  - Continue to verify/approve timesheets and keep a copy.
  - Ensure the CDS employer or FMSEA manually enters the visits in the EVV system.



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# Contract Administration & Provider Monitoring

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# **FMSA Monitoring Unit: Common Findings & Best Practices Contract Compliance & Fiscal Reviews**

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**Faith Moore, *Financial Analyst***

# FMSA Monitoring Unit

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## FMSA Monitoring Unit Manager

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## Contract Specialists:

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# FMISA Monitoring Unit (cont.)

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## Financial Analyst:

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# Contract Compliance Reviews

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# Common Findings

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- Complaint log missing required elements such as:
  - Date of investigation, must be within thirty days of receipt of complaint
  - The findings of the investigation
  - Resolution of the complaint
- Employers hiring before background check and registry results are completed
- Form 1725, results of Background checks and registry checks must be provided to employer within 2 work days of request



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# Common Findings (cont.)

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- Forms not completed by the required time frame (best practice is to document reason for the delay)
- Forms 1725, 1729, 1734 – appropriate certification boxes are not checked to support FMSEA confirmed qualifications for employee were met or that employee meets eligibility.
- FMSEA are not ensuring employers are completing updated eligibility forms (1734, 1732, 1722)



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# Common Findings (cont.)

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- FMSA are not reviewing form 1734 to ensure that employee meets eligibility per program rules or are not notifying employer that the employee does not qualify when items are marked "yes".

**Note:** Leaving boxes unchecked to certify qualifications of employee will result in a recoupment of the FMSA fee up to six months of the review period



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# Common Findings

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## Budget Workbooks:

- Exhausting funds before ISP year ends which can lead to complaint investigations
- Only use the budget workbook applicable to the employer's authorized services which is provided at the following HHSC website:  
[www.HHSC.state.tx.us/business/communitycare/cds/CDSforms.html](http://www.HHSC.state.tx.us/business/communitycare/cds/CDSforms.html)
- FMSA not reviewing and calculating properly when it states "Invalid"



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# Common Findings

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## **Budget Workbooks (cont.):**

- Not providing the employer with written approval for each initial/annual/change before implementation of services
- Not updating the Budget Workbook when there is a change in SUTA rate as it occurs
- Not documenting that a copy of the budget workbook was sent to the employer
- Reference:
  - §41.509 (b)(3) Budget Approval
  - §41.511(c)(3) Budget Revisions and Approval
  - §41.501(b)(3) Budget Development



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# Best Practice

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- Ensuring all forms are legible and includes the form name and form number when making copies
- Using the most current version of all forms obtained from the HHSC website
- Ensure all required fields on a form is complete, all appropriate boxes are checked, required signatures are obtained and dates are completed properly as required by form instructions
- Return incomplete forms to employers for proper completion, especially forms to certify employee meets qualifications



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# Best Practice

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- Document efforts made to meet a time frame and reasons for delays when unable to meet a required time frame
- Use Form 2067 to communicate efforts made or delays.
  - If email is used, file a copy of the email exchange in employer files
- Date stamp all documents received to support timeliness
- A document must already exist and provided to monitoring staff upon request without altering, creating it or backdating any forms



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# Best Practice

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- Do not leave fields on your forms blank as monitoring staff review timeliness for each employee based on Dates of Hire and First Date of Work
- Claim only the amount that was paid for a criminal history report
  - Overcharging will result in a recoupment
- Corrective Action Plans require a description of activities that will be performed to prevent the non-compliance from re-occurring
  - Restating HHSC policy or TAC rules will not meet this requirement
- Repetitive deficiencies will lead to further action or sanction if your CAP does not correct non-compliance



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# Document

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# Fiscal/Tax Reviews

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# Best Practice

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## Billing Payroll to HHSC

- FMSAs require detailed documentation to support all items billed to HHSC
- Billing support must therefore be readily identifiable with the related billing
- This is accomplished by including the service dates in each billing for payroll, taxes and expense items



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# Best Practice (cont.)

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## Billing Payroll to HHSC

- Bill dates of service (begin and end date), date taxes were paid and date purchases made as service dates make billing support readily identifiable with billing
- Billing for payroll or taxes not yet paid can lead to a recoupment.



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# Billing FUTA Taxes to HHSC

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**The FUTA tax rate for Texas employers is .6%**

- We have observed agencies paying FUTA at .6% and billing HHSC FUTA tax at .8%
- The difference of .2% is an over-billing to HHSC and will affect:
  - Your Fiscal Review score
  - Your Recoupment



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# Billing HCS and TxHmL

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- HCS and TxHmL are billed in the CARE application
- Many agencies are billing these services at the RAD rate (e.g.: \$22.01/hour for transportation, CDS Pas Hab and others)
- CDS is a reimbursement program.
  - Agencies must bill at the actual rate paid for payroll and the actual amount paid in taxes.
- Any difference between the amount billed and the amount paid will be recouped.
  - If there is a pattern of over billing the review can be expanded from the sample population to the entire population.



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# Recoupments Older Than 12 months

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- Contractors must ensure claims for services are submitted within 12 months after the last day of the month in which the service was provided
- Our Fiscal Monitoring's often result in some recoupments for claims beyond 12 months
  - If this is a recoupment only, the revision to the original billing transaction will post
  - If this a recoupment and re-billing, the re-billing will not post.
- Provider Claims Services assists with claims older than 12 months



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# Registration as Agent for Employers – Federal Form 2678 Appointment of Agent

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- Within 30 calendar days after the employer enrolls in the CDS option, FMSEA applies for and receives agent authorization from the IRS using Form 2678 for each employer it represents
- FMSEA retains a copy of the executed IRS Form 2678 for each employer on file
- The completed form 2678 allows your agency to file federal taxes on behalf of your employers.



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# Employer Registration – C-42 Written Authorization

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- For each employer served by the agency, the FMSA prepares and submits the signed C-42 to TWC to register as reporting agent for filing and depositing of State unemployment taxes
- For new employers enrolled in CDS, this process is to be completed within 30 Calendar days of the date the FMSA completed the employer orientation.



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# Employer Registration – C-42 Written Authorization (cont.)

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- TWC has expressed concern agencies complete form C42 for all employers served.
  - Failure to complete is non compliant with TWC requirements, and, results in a negative score for individuals who started service during the monitoring period.
- For a transfer-in employer, this process is to be completed within 30 Calendar days of the begin date on the service authorization



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# Employer Registration – C-42 Written Authorization (cont.)

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- When completed, print a copy and keep in the employer file.
  - We will look for this when we review



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# Federal and State Taxes – Employer Transfer-Out Tax Forms

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- FMSA must revoke its IRS agent status within 30 Calendar days of the employer's transfer out of CDS or to another agency by completion and submission of IRS Form 2678 Employer/Payer Appointment of Agent to the Internal Revenue Service.
- FMSA must revoke its TWC agent status within 30 Calendar days of the employer's transfer out of CDS or to another agency by completion and submission of TWC Form C-43 Revocation of Written Authorization to the Texas Workforce Commission.



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# Unable to Register with TWC or IRS

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- If you are unable to successfully register with TWC:
  - Contact TWC for assistance and document each step you take to attempt to register.
- If you are unable to successfully register with the IRS:
  - Contact the IRS for assistance and document each step to take to attempt to register.



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# Use Effective SUTA Tax Rate for the Annual Budget

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- FMSA receives an annual update from the Texas Workforce Commission, usually in January, of the effective SUTA Tax Rate for an employer for the next calendar year.
- When FMSA finalizes an employer's budget, the Tax Rate Summary can be accessed on the TWC website to obtain effective SUTA tax rate for the applicable budget year.
- During our reviews, we noted FMSA's entered a SUTA rate of 2.7% on the Taxable Wage and Compensation Cost TAB of the CDS Budget instead of the effective tax rate.



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# Use Effective SUTA Tax Rate for the Annual Budget (cont.)

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- Use of effective tax rate will allow the amount paid to TWC for the budget year to be aligned with the amount budgeted for SUTA taxes.
- If an FMSA receives an updated effective tax rate from TWC during an employer's budget year, FMSA may assess whether a revised budget is needed to reflect the rate change.



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# Documenting Federal Tax Reporting and Payment

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- Agencies frequently submit forms 940 and 941 timely but fail to keep a signed and dated copy of the forms.
- We suggest you take a copy of the signed and dated forms for your records.
- Similarly, we suggest you keep a copy of the completed EFT transaction to show payment of the taxes.
- Alternatively, the IRS also makes available a report of tax reporting and payments by EIN (for most agencies, this is the “special EIN” used in aggregate reporting.)



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# QUESTIONS?

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# **HHSC Electronic Visit Verification**

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**Financial Management Services Agency**

**EVV Quarterly Webinar Presentation**

**February 4, 2021**

# Introduction

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**This presentation is for financial management services agencies (FMSAs) who are required to use Health and Human Services Commission Electronic Visit Verification (EVV) and are contracted with:**

- HHSC and enrolled with Texas Medicaid Healthcare Partnership (TMHP), or
- Managed Care Organizations (MCOs)



# EVV Overview (1 of 4)

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EVV is a computer-based system that electronically verifies that service visits occur and electronically documents the following information:

- The type of service provided
- The recipient to whom the service is provided
- The date and times the service attendant/CDS employee began and ended the service delivery visit



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# EVV Overview (2 of 4)

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- The location, including the address, at which the service was provided
- The name of the individual who provided the service
- Other information the commission determines is necessary to ensure the accurate adjudication of Medicaid claims



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# EVV Overview (3 of 4)

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- The 21st Century Cures Act requires EVV for the Consumer Directed Services (CDS) option and the Service Responsibility Option (SRO).
- The [21st Century Cures Act, Section 12006 \(Cures Act\)\(link is external\)](#) is a federal law requiring Electronic Visit Verification for all Medicaid personal care services.



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# EVV Overview (4 of 4)

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- Live-In Caregivers
  - Texas EVV requirements do not exempt live-in caregivers.
  - Texas HHSC determines when EVV is required based on the services an individual receives, regardless of who delivers the service.
- See the [HHSC EVV Cures Act Webpage](#)



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# Where to Find EVV Updates

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- All EVV updates can be found on the EVV website listed under the News & Alerts section.

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification>

- Sign up for [GovDelivery.com](https://govdelivery.com) email notices to receive EVV alerts, such as information letters and training notices.



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# Information Letter 20-47 Clarification of (EVV) Requirements

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- HHSC is requiring that all types of Medicaid personal care services provided through the CDS option be documented using EVV beginning Jan. 1, 2021.
- The purpose of this letter is to clarify EVV requirements for FMSAs regarding:
  - EVV visit maintenance.
  - Billing for EVV-required services.
  - Selecting an EVV vendor and completing required training.



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# Recent Updates Posted (1 of 8)

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**January 25, 2021:** Guidance Related to DataLogic/Vesta EVV System Outage in Dec. 2020

- HHSC has issued [Guidance Related to the DataLogic/Vesta Electronic Visit Verification System Outage from Dec. 5, 2020 to Dec. 10, 2020 \(PDF\)](#)
- The guidance includes information about:
  - Visit entry and reason codes
  - Claims
  - Recoupments
  - EVV compliance oversight
  - The guidance is also available on the [HHS EVV webpage](#).



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# Recent Updates Posted (2 of 8)

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## January 25, 2021: New EVV TAC Rules

- HHSC has adopted new EVV rules in [Texas Administrative Code, Title 1, Chapter 354, Subchapter O](#).
  - The new rules are effective Dec. 23, 2020.
- The following previous EVV TAC rules have been repealed:
  - [§68.101](#), [§68.102](#), [§68.103](#), [§354.1177](#)
- The new rules implement federal and state requirements for the Texas EVV system and remove rules that are no longer necessary from TAC under the Department of Aging and Disability Services.



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# Recent Updates Posted (3 of 8)

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## **Jan. 21, 2021-GovDelivery Notice:** EVV Portal and Training Updates for January

- On Jan. 14, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal by updating the EVV Reason Code Usage and Free Text Report and updated the related training materials.
- Read the TMHP article [EVV Portal Improvements and Training Updates](#) for details.



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# Recent Updates Posted (4 of 8)

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**Jan. 11, 2021**: Cures Act EVV: Guidance to Ensure On-Time Payment to CDS Employees for Services Done on and After Jan. 1, 2021.

- HHSC has issued [Guidance to Ensure CDS Employees are Paid Timely for Services Delivered on and After Jan. 1 \(PDF\)](#).
- This document provides information for CDS employers and FMSAs to ensure on-time payments to CDS employees for delivering EVV-required services on and after Jan. 1, 2021.
- All visits for an EVV-required service provided on and after Jan. 1, 2021 must be documented in the EVV system.



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# Recent Updates Posted (5 of 8)

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**Dec. 30, 2020**: EVV Policy Update - 90 Day Visit Maintenance Temporary Policy

- HHSC posted the [Electronic Visit Verification Temporary 90 Day Visit Maintenance Policy \(PDF\)](#) effective on Jan. 1, 2021.

**Dec. 23, 2020**: Updates on DataLogic Vesta EVV System Outage

- DataLogic, TMHP, and HHSC are developing technical assistance and guidance to help reduce administrative burden to Vesta users for EVV visits that occurred during the Vesta EVV system outage between Dec. 5- 10.



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# Recent Updates Posted (6 of 8)

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**Dec. 18, 2020**: Cures Act EVV: Preparing for Jan. 1, 2021 Implementation

- To avoid impacts to EVV claims payment, FMSAs must:
  - Onboard with an EVV system, complete system setup and training.
  - Refer to the [TMHP EVV Vendors](#) webpage for more information about EVV vendors and their contact information.
- Document all visits for EVV-required services in the EVV system.



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# Recent Updates Posted (7 of 8)

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**December 11, 2020**: EVV Portal and Training Updates for December

- On Dec. 10, TMHP made improvements to the EVV Portal and updated the related training materials. [Read the TMHP article EVV Portal Improvements and Training Updates.](#)



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# Recent Updates Posted (8 of 8)

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**Dec. 3, 2020**: EVV Policy Updates Effective Dec. 1

- [EVV Reason Code Policy \(PDF\)](#)
  - Describes the requirements for using reason codes when completing visit maintenance in the EVV system.
- [EVV Reports Policy \(PDF\)](#)
  - EVV Claim Match Reconciliation Report added in the EVV Portal and the following additional standard reports in the EVV system:
    - EVV Attendant History Report
    - EVV Clock In/Clock Out Usage Report
    - EVV Reason Code Usage and Free Text Report
    - EVV Units of Service Summary Report



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# EVV Training

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**There are three trainings FMSAs are required to take:**

- **EVV System:** Visit your EVV vendor website or contact your proprietary system operator (PSO).
- **EVV Policy:** Visit the HHSC or MCO EVV website.
  - Access the [HHSC Learning Portal](#) then create an account.
- **EVV Portal Training:** Contact TMHP.
  - Access the TMHP Learning Management System (LMS) and create an account.



# Training Options

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**If FMSAs and CDS employers can't attend the live webinars they can complete:**

- EVV policy training requirements in the [HHS Learning Portal](#) by taking the EVV Policy Training – Webinar Recordings course or a computer-based training.
- You must log in and create an account to enroll in the course.

**Note:** The CDS Employers CBT can be taken on a smart-phone, tablet, computer, and is available in PDF format. It will be in Spanish by early March.



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# Training Options (cont.)

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- For FMSAs the EVV Portal training is available in the TMHP Learning Management System: [TMHP Electronic Visit Verification \(EVV\) CBT\(link is external\)](#).
  - You must log in or create an account to enroll in the training.

**Note:** Please see the [EVV Cures Act EVV Training Requirements Checklist](#). The checklist provides training requirements, training options to complete the requirements, and registration information.



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# Training Updates (1 of 3)

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- FMSAs, responsible for training CDS employers on EVV policy, may refer CDS employers to existing policy training on the [HHS Learning Portal](#).
- All Fall EVV Policy Training Webinar recordings are now posted on the [HHS Learning Portal](#).
  - Initial EVV Policy Training Webinar Recording for FMSAs
  - Initial EVV Policy Training Webinar Recording for CDS Employers

**Note:** The webinar Q&As from each training are located at the bottom of the training page under “EVV Policy Training-Additional Resources”.



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# Training Updates (2 of 3)

Topic specific resources are now available under the EVV Policy Training Webinar Recording for CDS Employers.

**Note:** These short PowerPoint presentations are only resources. These are not considered trainings.



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## Additional EVV Policy Training Resources for CDS Employers

### EVV Policy Information for CDS Employers by Topic

-  [Basics of EVV and Next Steps for CDS Employers](#)
-  [Electronic Verification Methods for CDS Employers](#)
-  [EVV Reason Codes, Reason Code Scenarios, and Required Free Text Information for CDS Employers](#)
-  [Visit Maintenance for CDS Employers](#)
-  [Non-EVV Services Information for CDS Employers](#)
-  [EVV Reports for CDS Employers](#)
-  [EVV Compliance for CDS Employers](#)

### Questions & Answers (Q&As) from EVV Policy Training Webinars for CDS Employers

-  [Q&As from the Initial EVV Policy Training for CDS Employers \(Oct. 16, 2020\)](#)
-  [Q&As from the Initial EVV Policy Training for CDS Employers \(Dec. 11, 2020\)](#)

# Training Updates (3 of 3)

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- The [HHSC EVV Training webpage](#) under the training tab on the EVV website lists information on:
  - All training available
    - Policy, Portal, EVV vendor systems
  - HHS Learning Portal Guide.
  - Best practices.
  - Glossary of EVV terms.
  - How to access the EVV Portal job aid.
  - 2019 live question and answer webinar series.



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# Form 1722

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The FMSA should receive the [Form 1722, Employer's Selection for EVV Responsibilities](#) back from the CDS employer.

- If the CDS employer does not return the Form 1722:
  - Try to contact the CDS employer requesting the Form 1722.
  - If the FMSA is unable to contact the CDS employer, they should document their attempts to contact the CDS employer and follow program policy for non-compliance.



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# Form 1722 (cont.)

Lists three options for completing visit maintenance and approving time worked.

- The **CDS employer will choose one** of the three options.
- No matter which option is selected, the CDS employee is required to use EVV to clock in when services begin and clock out when services end.



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Consumer Directed Services  
**Employer's Selection for Electronic Visit Verification Responsibilities**

The 21st Century Cures Act is a federal law that requires states to implement Electronic Visit Verification (EVV) for all Medicaid personal care services requiring an in-home visit by a service provider, including services delivered through the Consumer Directed Services (CDS) option.

EVV is an electronic documentation system used to verify that services have been provided. The EVV system electronically documents the following information for each service visit:

- the type of service provided;
- name of the person receiving the service;
- name of the service provider (CDS employee);
- the location, including the address, where the service is provided;
- date and time the service delivery begins (clock in time);
- date and time the service delivery ends (clock out time); and
- other information HHSC determines is necessary to ensure the accurate adjudication of Medicaid claims.

When a CDS employee provides a service requiring EVV to a person, the employee must clock in to the EVV system when services begin and clock out of the EVV system when services end, using an approved electronic verification method. An electronic verification method is the method the employee will use to clock in and clock out of the EVV system. Approved methods include a mobile application, landline phone and alternative device.

The CDS employer is responsible for training the employee on clocking in and clocking out of the EVV system and must ensure the CDS employee uses the EVV system to record service visits.

Visit maintenance is the process for making corrections to clock in and clock out information in the EVV system to accurately reflect the delivery of services. For example, the CDS employer, or their Financial Management Services Agency (FMSA), must perform visit maintenance if an employee clocks in through the EVV system at the beginning of a shift but forgets to clock out at the end of the shift. In this case, the CDS employer or FMSA will add the clock out time and adjust the time worked in the EVV system. All required visit maintenance must be completed before the FMSA submits an EVV claim for payment.

		For FMSA Use Only	
1. Name of Person Receiving Services:		3. Identification Number:	
2. CDS Employer's Name (if different from the person receiving services):		4. Relation to Person Receiving Services:	

The CDS employer acknowledges:

My FMSA has explained my responsibilities for using EVV.

I understand that I must complete the following required EVV trainings prior to using the EVV system:

- EVV system training conducted by the EVV vendor or my FMSA; and
- EVV policy training conducted by my FMSA, the Texas Health and Human Services Commission (HHSC) or my managed care organization (MCO), if I have one.

I understand that I will not receive access to the EVV system until I have taken the EVV system training.

I understand that I must use the EVV system listed below, chosen by my FMSA.

EVV Vendor Name: \_\_\_\_\_

EVV System Name: \_\_\_\_\_

EVV System Contact Information: \_\_\_\_\_

# Form 1722 - Option 1

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**Option 1:** The CDS employer chooses to:

- Complete all visit maintenance in the EVV system and approve their CDS employee's time worked in the EVV system.

Option 1: I will enter my approval of the time my CDS employee worked in the EVV system and I will perform visit maintenance in the EVV system.

**Note:** If visit maintenance is not completed in a timely manner, the FMSA should document their attempts to work with the CDS employer and follow program policy for non-compliance.



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# Form 1722 - Option 2

**Option 2:** The CDS employer chooses to:

- Have their FMSA complete all visit maintenance on their behalf; however, the CDS employer will go into the EVV system to approve their employee's time worked.

Option 2: I will enter my approval of the time my CDS employee worked in the EVV system. I delegate the performance of visit maintenance to the FMSA. After the FMSA completes visit maintenance, I will enter my approval in the EVV system of any changes to time worked made by the FMSA, if necessary, as part of visit maintenance.

**Note:** If the CDS employer is not approving their employees time worked in a timely manner, the FMSA should document their attempts to work with the CDS employer and follow program policy for non-compliance.



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# Form 1722 - Option 3

**Option 3:** The CDS employer chooses to have their FMSA complete all visit maintenance on their behalf and confirm the employee's time worked in the EVV system based on approval documentation from the CDS employer.

Option 3: The FMSA will confirm my approval of the time my CDS employee worked in the EVV system. I delegate the performance of EVV visit maintenance to the FMSA.

**Note:** The FMSA must have the approval from the CDS employer before taking any actions. If the CDS employer is not providing documentation in a timely manner, the FMSA should document their attempts to work with the CDS employer and follow program policy for non-compliance.



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# EVV Reminders

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- Claims for services that require EVV and do not have a matching EVV visit accepted into the EVV Aggregator will be denied for payment.
- Nursing and therapy services are not required to use EVV at this time.
- The CDS employer must ensure their employee is using the EVV system to clock in and clock out when providing EVV required services.
  - If the time worked is being manually entered into the EVV system, it will negatively impact the compliance score.
  - [EVV Compliance Oversight Reviews Policy](#)



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# EVV Reminders (cont.)

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- If you have a complaint related to EVV, you may submit the complaint to the HHS Office of the Ombudsman by:
  - Telephone at 877-787-8999
  - Fax at 888-780-8099
  - Mail at:  
HHS Office of the Ombudsman  
P.O. Box 13247  
Austin, Texas 78711-3247
- Please contact your program provider representative if you have any questions or concerns.



# EVV System Login Credentials

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The FMISA is responsible for providing the CDS employer and CDS employee with their EVV system login credentials.

- The FMISA will receive the login credentials from the EVV vendor or the proprietary system operator (PSO)
- Since CDS employer will not have access to the EVV system until they obtain their login credentials, the visits must be manually entered into the EVV system.
- All services requiring the use of EVV must be documented in the EVV system for that claim line item to be paid.



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# EVV and Transportation

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## Transportation

- In some programs, transportation is:
  - Authorized and budgeted separately in the CDS budget.
  - Authorized and budgeted as part of a Medicaid service.

### Note:

- The authorization and budgeting of transportation will be reflected on the service authorization form.
- If unsure, refer to the HHSC EVV Bill Codes Table, or contact the HHSC case manager or MCO service coordinator regarding the budgeting of transportation.



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# EVV and Transportation (cont.)

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If transportation is authorized and **budgeted as part of a Medicaid service**, then:

- The CDS employee will not need to clock out when they begin providing transportation since it's lumped in with a Medicaid service.

If transportation is authorized or **budgeted separately**, then:

- The CDS employer and CDS employee will need to work with the EVV vendor or their FMSA on clocking in and clocking out for a non-EVV service.



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# EVV Compliance Grace Period

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The EVV Usage compliance grace period for FMSAs and CDS employers required to use EVV is one year.

- During the grace period, FMSAs and CDS employers are required to:
- Use the EVV system.
- Complete visit maintenance before billing the EVV claim line item.
- FMSA and CDS employers must train/re-train their staff on how to use the EVV system.
- Review the EVV Reports and become familiar with the data.



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# EVV Resources

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All resources are located on the HHSC [EVV website](#):

- [GovDelivery.com](#) email updates for EVV
- [EVV Contact Information Guide](#)
- [EVV Contact Information Guide for CDS Employers](#)
- EVV Computer Based Trainings (CBT) and recorded webinars are located on the [HHS Learning Portal](#)
- EVV Email Inbox:  
[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)



# EVV Questions and Answers

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**You may submit any additional questions on:**

- **HHSC EVV Policy to:**  
[electronic\\_visit\\_verification@hhsc.state.tx.us](mailto:electronic_visit_verification@hhsc.state.tx.us).
- **EVV Aggregator/Portal to:**
  - [TMHP](mailto:TMHP) email: [EVV@TMHP.com](mailto:EVV@TMHP.com).
- **EVV systems to your selected EVV vendor:**
  - DataLogic Software, Inc./Vesta.  
[info@vestaevv.com](mailto:info@vestaevv.com)
  - First Data Government Solutions/AuthentiCare.  
[AuthentiCareTXSupport@firstdata.com](mailto:AuthentiCareTXSupport@firstdata.com)



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# Thank you

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**Email EVV questions to:**

**[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)**



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# Thank you

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[CDS@hhsc.state.tx.us](mailto:CDS@hhsc.state.tx.us)