



## Electronic Visit Verification

### What is Electronic Visit Verification (EVV)?

Electronic visit verification 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.

### What Programs, Services and Service Delivery Options Are Required to Use EVV?

- [Personal Care Services required to use EVV](#)

### What is the 21<sup>st</sup> Century Cures Act EVV Requirement?

To comply with federal law, HHSC is implementing the federal [21<sup>st</sup> Century Cures Act \(Section 12006\)](#) in the following two phases:

- Effective January 1, 2021, EVV is required for Medicaid personal care services.
- Effective January 1, 2023, EVV will be required for Medicaid home health care services.
  - ▶ Note: Federal law allows states to request a one-year extension to January 1, 2024.

States that do not implement EVV will receive reduced federal Medicaid funding.

Visit the [HHSC EVV Cures Act webpage](#) for additional information.

### What Information Does EVV Verify?

In alignment with [Texas Government Code §531.024172](#) and federal requirements, the EVV system must allow for verification of the following critical data elements relating to the delivery of Medicaid services:

- The type of service provided
- The name of the recipient to whom the service is provided
- The date and times the provider began and ended the service delivery visit
- 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

HHSC categorizes critical data elements as:

- Identification data
- Visit data

### **How Does EVV Work?**

The service attendant or Consumer Directed Services (CDS) employee is required to use one of three approved electronic verification methods to clock in at the beginning of service delivery and clock out at the end of service delivery when providing services to a member in the home or the community.

The EVV vendors offer the following three approved clock in and clock out methods:

- **Mobile method (Smart phone or tablet):** The service attendant or CDS employee may use a mobile method for clocking in and clocking out of the EVV system. Each EVV vendor and EVV PSO, if applicable, will supply a downloadable application for use on a smart phone or device with Internet connectivity. The service attendant or CDS employee may use the mobile method to clock in and clock out in the home or in the community. A program provider or FMSA operating their own EVV proprietary system, known as the EVV Proprietary System Operator (PSO), may choose to offer one or more of the three approved clock in and clock out methods.
- **Home landline:** The service attendant or CDS employee may use the member's home phone landline, if the member agrees, for clocking in and clocking out of the EVV system by calling the EVV vendor's or EVV Proprietary System Operator's toll-free number. If a member does not agree to allow the service attendant or CDS employee to use their home phone landline or if the member's home landline is frequently not available for the service attendant or CDS employee to use, the service attendant or CDS employee will need to use another approved clock in and clock out method.
- **Alternative device:** An alternative device is an HHSC-approved electronic device provided at no cost by an EVV vendor or Proprietary System Operator, if applicable, that allows the service attendant or CDS employee to clock in and clock out of the EVV system from the member's home.

### **How Do I Get Started with EVV?**

Texas Medicaid program providers and Financial management Services Agencies (FMSAs) required to use EVV must complete the following:

- Select a single EVV system
  - **EVV vendor system:** An EVV vendor is an entity contracted with Texas Medicaid and Healthcare Partnership (TMHP), the state's Medicaid claims administrator, to provide a cost free EVV system option for program

providers and FMSAs contracted with HHSC or a managed care organization (MCO). The program provider or FMSA may select one of the following EVV vendors available from the state vendor pool. Visit the [TMHP EVV Vendors webpage](#) for additional information about EVV vendors and their systems.

- ▶ **EVV proprietary system:** An HHSC-approved EVV system that a program provider or FMSA may choose to use instead of an EVV vendor system from the state vendor pool, and must be:
  - ◇ Purchased or developed by the program provider or FMSA;
  - ◇ Used to exchange EVV information with the EVV Aggregator;
  - ◇ In compliance with the requirements of Texas Government Code §531.024172; and
  - ◇ In compliance with all HHSC EVV standards, rules and reporting requirements. Visit the [HHSC EVV Proprietary Systems webpage](#) for additional information.
- Complete the EVV system training and onboarding process
- Complete required EVV Policy and EVV Portal trainings
- Begin using the EVV system

### **What Are the EVV Training Requirements and Options?**

EVV training can be provided in various formats by HHSC, TMHP, EVV vendors and managed care organizations (MCOs), such as:

- Instructor-led training;
- Computer-based training;
- Webinars; and
- Other materials, such as job aids and frequently asked questions.

Program providers and FMSAs must complete the following training requirements:

- EVV Vendor Training - Prior to gaining access to the EVV vendor system
- EVV Policy Training - Annually
- EVV Portal Training - Annually

Visit the [HHSC EVV Training webpage](#) for additional information and resources.

### **How do I Register for Electronic Notifications of EVV Updates?**

[Register your email address](#) to receive electronic notifications of EVV news and alerts published by HHSC.

### **Who Do I Contact if I Have Questions?**

- [Contact Information Guide for Program Providers and FMSAs](#)
- [Contact Information Guide for CDS Employers](#)