Electronic Visit Verification

Compliance Job Aid for Program Providers and Financial Management Services Agencies

Updated September 2022

Purpose This job aid provides guidance for program providers and Financial Management Services Agencies (FMSAs) on the standards for compliance, how to achieve and stay in compliance and the consequences of non-compliance.

Standards of Compliance The three general areas evaluated for EVV compliance are EVV usage, landline phone verification and required free text.

EVV Usage Score These factors are considered in separate ways to determine the EVV Usage Score.

Manually entered EVV visit transactions - When the service provider fails to clock in or clock out of the EVV system or an approved clock in or clock out method is not available, the program provider, FMSA or CDS employer must manually enter the EVV visit into the EVV system. A manually entered EVV transaction will only affect the EVV Usage Score one time; however, as shown below, it does not impact the EVV Usage Score for FMSAs.

Rejected EVV visit transactions – When an EVV visit transaction is sent to the EVV Aggregator and does not pass all EVV visit transaction validations, the EVV visit transaction is rejected and sent back to the EVV system to notify the program provider or FMSA. The EVV Policy Handbook 11030 lists all visit rejection reasons identified as program provider or FMSA errors that count as a rejected EVV visit transaction. This will affect the EVV Usage Score each time the EVV Aggregator rejects an EVV visit transaction.

Fiscal Quarters - The review periods are based on quarters of a fiscal year; each new fiscal year begins on September 1st.

Quarter Number	Review Period and State Fiscal Year Quarters Based on Date of Service	EVV Usage Review Dates
1	September, October, November	After the visit maintenance time frame has expired from the last date of the specified quarter, Nov. 30
2	December, January, February	After the visit maintenance time frame has expired from the last date of the specified quarter, Feb. 28
3	March, April, May	After the visit maintenance time frame has expired from the last day of the specified quarter, May 31
4	June, July, August	After the visit maintenance time frame has expired from the last day of the specified quarter, Aug. 31

EVV Usage Score – Program providers and FMSAs must achieve and maintain a minimum EVV Usage Score of 80% rounded to the nearest whole percentage, each state fiscal year quarter, unless noted by HHSC.
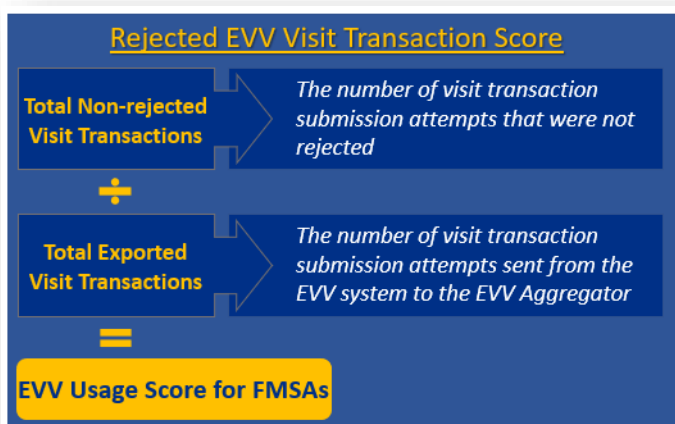
The EVV Usage Score for program providers is calculated using the formula below.
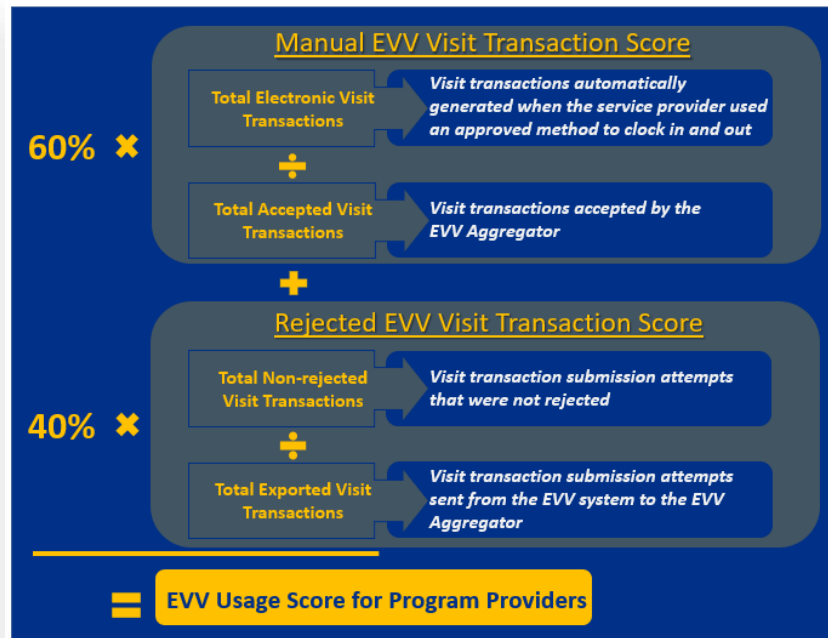
Using this formula, a program provider would have the following EVV Usage Score with the visit transactions in the example below.

Example Program Providers EVV Usage Score Calculation				
Total Electronic Visit Transactions	55		68	Non-rejected Visit Transactions
	divided by		divided by	
Total Accepted Visit Transactions	65		70	Total Exported Visit Transactions
	85%		97%	
	multiplied by 60%		multiplied by 40%	
	51%	+	39%	= 90% EVV Usage Score

The EVV Usage Score for FMSAs is based on the calculation to the right and is the same as the Rejected EVV Visit Transaction Score.

Rejected EVV Visit Transaction Score

Total Non-rejected Visit Transactions → *The number of visit transaction submission attempts that were not rejected*

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Total Exported Visit Transactions → *The number of visit transaction submission attempts sent from the EVV system to the EVV Aggregator*

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EVV Usage Score for FMSAs

Using this formula, an FMSA would have the following EVV Usage Score with the number of visit transactions in the example below.

Example FMSA EVV Usage Score Calculation	
65	Non-rejected Visit Transactions
divided by	
70	Total Exported Visit Transactions
93%	EVV Usage Score

Reference: EVV Policy Handbook sections 7010, 8040, 11010, 11030

EVV Landline Phone Verification The phone number used for clocking in and clocking out of the EVV system must be a landline phone number if landline is chosen as a clock in and clock out method.

The landline must be the member's home phone landline number or a landline in another location that the member frequently receives services, such as a family member's home or a neighbor's home.

The phone must be a landline phone. It must not be an unallowable landline phone type. Refer to EVV Policy Handbook section 7030 for a list of unallowable phone types.

EVV Required Free Text Program providers, FMSAs or CDS employers completing visit maintenance in the EVV system must enter additional information in the free text field with the following considerations:

- The visit is missing a clock in time, a clock out time or both.

- Using the following reason code numbers:

  o 131 – Emergency

  o 600 – other

  o 900 – Non-preferred

The Required Free Text Review may begin on or after the visit maintenance time frame has expired.

Reference: EVV Policy Handbook section 9010

Achieving and Staying in Compliance

EVV Usage The EVV Usage Report displays the EVV Usage Score for monthly, quarterly or annual parameters and is in the EVV Portal. For assistance retrieving the EVV Usage Report, refer to the TMHP Usage Report Job Aid once properly logged into the TMHP LMS. This document will provide detailed guidance on finding the desired data.

Program providers and FMSAs should take the following actions to stay in compliance:

- Make sure service providers know the importance of using the EVV system to clock in and clock out and retrain staff on clocking in and clocking out, if needed.

- Review EVV compliance reports on a regular basis (monthly at a minimum) to verify EVV visit transaction criteria is correct and compliance is met.
  Reference: *EVV Policy Handbook sections 10010, 11010*

EVV Landline Phone Verification The program provider and FMSA should consider the following actions to sustain EVV compliance:

- Review the EVV Landline Phone Verification Report in the EVV system regularly (at least monthly). These reports will differ between EVV systems.

- Keep landline phone numbers updated in the EVV system; all other phone numbers should be labeled accordingly.

- Make sure service providers know if the home phone landline is the method chosen for clock in and clock out, then it must be used.

   Reference: EVV Policy Handbook sections [7030](#), [10020](#)

EVV Required Free Text The program provider and FMSA should check the EVV Reason Code Usage and Free Text Report on a regular basis (Monthly at a minimum). A detailed Job Aid for generating this report can be found on TMHP LMS as linked above.

Train and re-train program provider, FMSA staff, and CDS Employers on free text requirements.

FMSAs should send reminder emails to those CDS employers who chose Option 1 on the Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities to enter required free text.

Reference: EVV Policy Handbook sections [9010](#),[10030](#)

Consequences of Non-Compliance

EVV Usage When a program provider or FMSA fails to meet and maintain the minimum EVV Usage Score of 80% in a state fiscal year quarter, the payer may send a non-compliance notice to enforce one or more of the following progressive enforcement actions based on the number of occurrences within a 24-month period:

First Occurrence Within a 24-Month Period:	Two Or More Occurrences Within a 24-Month Period:	Three Or More Occurrences Within a 24-Month Period:
Require additional EVV training within 20 business days after receipt of noncompliance	Require completion of a corrective action plan (CAP) within 10 business days of the notice of non-compliance	Initiate contract termination

Reference: EVV Policy Handbook sections [10010](#), [16000](#), Texas Administrative Code [40, Part1](#)

EVV Landline Phone Verification Payers may temporarily withhold Medicaid claims payments from the program provider or FMSA until compliance is met. If the phone number is from an unallowable phone type, program providers and FMSAs must provide documentation showing the service provider is no longer using an unallowable landline phone type.

Reference: EVV Policy Handbook section [10020](#)

<u>EVV Required Free Text</u> Program providers and FMSAs who fail to make sure required free text is entered into the EVV system prior to submitting an EVV claim may have associated claims recouped.

Reference: EVV Policy Handbook section [10030](#)

Contact Information for Questions.

Email questions concerning EVV compliance reviews to: EVV@hhs.texas.gov.

Refer to the [Program Provider and FMSA EVV Contact Information Guide](#) for help with the following:

- Claims
- Complaints
- Policy and Requirements
- Systems
- Training