



Electronic Visit Verification

Frequently Asked Questions (FAQs) for Consumer Directed Services (CDS) Employers

Table of Contents

Click a section below to navigate directly to it:

Bonuses	1
Clock In and Clock Out	1
Compliance.....	2
Contacts and Complaints	3
Non-EVV Services	4
Overlapping Services.....	4
Overnight Visits.....	4
Rounding	5
Sending Visit Maintenance Unlock Requests Securely.....	7
Visit Maintenance	7

Bonuses

1. How does Electronic Visit Verification (EVV) work with bonuses and budgets?
 - ▶ **Answer:** Bonuses and budgets are not part of EVV. Please contact your Financial Management Services Agency (FMSA), HHSC case manager or managed care organization (MCO) service coordinator with related questions.

Clock In and Clock Out

1. If I take my CDS employee with me on vacation out of state, will she still be able to clock in and out with EVV?
 - ▶ **Answer:** Please follow your program’s policy regarding services being provided out of state. If your program allows services to be provided out of state, then the CDS employee can use the mobile method to clock in and clock out of the EVV system. If the mobile method is not available, the visit must be entered manually into the EVV system within 95 days from the date of service delivery.



Refer to [Section 7010 Manually Entered EVV Visits in the EVV Policy Handbook](#) for steps FMSAs or CDS employers must complete if the CDS employee fails to clock in or clock out of the EVV system. Please contact your EVV vendor or EVV Proprietary System Operator (PSO) (your FMSA) for more information about using a mobile method.

Compliance

1. What are compliance reviews?

- ▶ **Answer:** Payers, such as HHSC and MCOs, conduct EVV compliance reviews to make sure CDS employers are in compliance with EVV requirements and policies. CDS employers are responsible for meeting compliance requirements for EVV Usage and EVV Landline Phone Verification.

Payers will initiate contract or enforcement action if CDS employers do not meet any of the following EVV compliance requirements:

- **EVV Usage:** Meet the minimum EVV Usage Score. Each member who has selected the CDS option will be reviewed.

To help meet the minimum EVV Usage Score, ensure your CDS employee uses an HHSC-approved clock in and clock out method (mobile method, home phone landline and/or an alternative device) when providing services to a member in the home or the community. This prevents the manual entry of visits, which lowers the EVV Usage Score for CDS employers.

- **EVV Landline Phone Verification:** Ensure a valid phone type is used. Phones used to clock in or clock out through the landline method must be a landline phone, and not a cellular phone or device.

If your CDS employee is using your home phone landline to clock in and clock out, make sure you keep your FMSA updated on changes to the home landline number and make sure your CDS employee is using the home phone landline to clock in and clock out.



Contacts and Complaints

1. Who is my FMSA and how do I contact them?
 - ▶ **Answer:** The name of your FMSA should be on Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities. Your FMSA is the agency that processes your payroll. You can also reach out to your HHSC case manager or MCO service coordinator to find out who you chose as your FMSA.
2. Where can we file a formal complaint if an FMSA does not respond to communications or questions by email or phone call?
 - ▶ **Answer:** Your FMSA is required to respond to communication within two working days. If it has been longer than two business days, please email your concerns to EVV Operations at EVV@hhs.texas.gov. If it is not EVV related, then send an email to CAPM_Referrals@hhs.state.tx.us.
3. How do I contact my HHSC case manager or MCO service coordinator?
 - ▶ **Answer:** The form which includes your rights and that was given to you will include this information. Contact your FMSA if you cannot find the rights form. For a list of the rights forms, refer to the HHS What Are my Rights? webpage.
4. Who do I contact with EVV-related questions?
 - ▶ **Answer:** Refer to the [EVV Contact Information Guide for CDS Employers \(PDF\)](#) on the HHSC EVV webpage.
5. Who do I contact when my employee has not been paid?
 - ▶ **Answer:** Contact your FMSA regarding payroll issues. If your FMSA does not respond to you within two business days, please email your concerns to EVV Operations at EVV@hhs.texas.gov. If it is not EVV-related, then send an email to CAPM_Referrals@hhs.state.tx.us.



Non-EVV Services

1. What is a non-EVV service?
 - ▶ **Answer:** A non-EVV service is a service that is not required to use EVV. You will need to contact your FMSA to review your authorization. Refer to [personal care services required to use EVV \(PDF\)](#).
2. Will CDS employees be paid for providing a non-EVV service?
 - ▶ **Answer:** Yes. The CDS employees will receive payment if the services provided are authorized and included in the budget.
3. Is transportation a non-EVV service?
 - ▶ **Answer:** It depends on your specific Medicaid program. Some programs allow for transportation to occur as part of an EVV-required service. Other programs offer transportation as a stand-alone service. When transportation is a standalone service, EVV is not required. To verify how your program identifies transportation, including how to document it, please check your program policy and/or check with your HHSC case manager or MCO service coordinator.

Overlapping Services

1. How does EVV work when services overlap? For example, one CDS employee clocks out at 11 a.m. and another CDS employee clocks in at 11 a.m.
 - ▶ **Answer:** A clock in and clock out by two different employees within the same minute is allowed when at the same location.

Overnight Visits

1. How does the EVV system record an overnight visit?
 - ▶ **Answer:** There will be two visit transactions created when a visit extends beyond midnight. The EVV system will automatically clock out the CDS employee at 11:59 p.m. and clock them back in at 12 a.m. because 12 a.m. is considered a new day. The CDS employee will then clock out at the time services are scheduled to end.



Rounding

1. What is rounding?
 - ▶ **Answer:** Rounding is the process of the EVV system calculating how much time can be billed to Medicaid based on the time worked by a CDS employee as documented on an EVV visit transaction; this is called "bill hours." Please refer to the [8090 Rounding Rules in the EVV Policy Handbook](#) for detailed information about how rounding works in the EVV system.

2. Does the EVV system round each clock in and clock out time?
 - ▶ **Answer:** No, the EVV system does not round each clock in or clock out time. The EVV system only rounds the total duration of the actual time worked for each visit.

3. Does my FMSA have to round the time worked before paying my CDS employee?
 - ▶ **Answer:** FMSAs are required to pay employees for authorized hours worked in compliance with state and federal regulations. An FMSA may pay based on actual hours or rounded hours per Department of Labor (DOL) guidelines. Refer to the "Rounding Hours Worked" section of [Fact Sheet #53 from the DOL](#).

4. How do I know if my FMSA rounds my CDS employee's time worked before paying my employee?
 - ▶ **Answer:** Per the [Fact Sheet #53 from the DOL](#), your FMSA can either pay the employee for the actual time worked or the rounded time. Contact your FMSA to find out their process.

5. Why does the EVV system round time worked?
 - ▶ **Answer:** The EVV system rounds because most Medicaid programs require actual time worked to be rounded to the nearest 15-minute increment for Medicaid billing purposes.



6. How do I see the actual time worked and rounded hours in the EVV system?

▶ **Answer:** It depends on which EVV system you and your FMSA use.

- If you use AuthentiCare:
 - EVV Visit Detail page (within the Visit screen on the Home page: Actual time worked is called "Total Hours." The rounded hours are called "Total Units."
- If you use Vesta:
 - ◊ EVV Visit Log: actual time worked is called "Actual Hours." The rounded hours are called "Actual Rounded Hours."
 - ◊ EVV CDS Service Delivery Log: actual time worked is called "Actual Hours." The rounded hours are called "Billable Hours."

If your FMSA uses a different EVV system, check with your FMSA on how to see actual time worked and rounded hours.

7. How can I be sure my CDS employee doesn't lose pay when they are switching from EVV required services to non-EVV required services?

▶ **Answer:** The most important step is to contact your FMSA and work with them to avoid loss of employee pay. Ask your FMSA what process they use for tracking non-EVV time and ensure your employees follow this process.

It is acceptable to record the begin time of a non-EVV service as the same minute that an EVV service ended, if the non-EVV service truly began at that time. For example:

- EVV service: 10:05 – 12:01
- Non-EVV service: 12:01 – 12:35
- EVV service: 12:35 – 1:02



Sending Visit Maintenance Unlock Requests Securely

1. How do I send a [Visit Maintenance Unlock Request for CDS Employers \(Excel\)](#) in a secure email?
 - ▶ **Answer:** Encrypt the email before you send it. Email encryption instructions vary, depending on the email program used. Refer to the [Visit Maintenance Unlock Request Job Aid for CDS Employers \(PDF\)](#) on the HHSC EVV webpage for instructions on how to send a secure email. The job aid also includes step-by-step instructions for CDS employers to follow when completing a Visit Maintenance Unlock Request and includes common Visit Maintenance Unlock Request examples.

Refer to [8060 Visit Maintenance Unlock Request in the EVV Policy Handbook](#) for policy regarding this process.

Visit Maintenance Unlock Request emails not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the payer will deny the request.

Visit Maintenance

1. Who makes changes to the member's information, such as the address, in the EVV system?
 - ▶ **Answer:** Your FMSA will make changes to your profile.
2. What is the best way to handle a correction when an employee forgets to clock in, clock out or both?
 - ▶ **Answer:** Complete visit maintenance. A manual entry is needed using the most appropriate Reason Code Number and Reason Code Description, including free text with the time services started, ended or both, if applicable. Refer to [7010 Manually Entered EVV Visits in the EVV Policy Handbook](#) for more information.



3. What do I do if my employee starts providing services on time at 8 a.m. but clocks in late at 10 a.m. and then clocks out on time at noon?

▶ **Answer:** Visit maintenance will need to be completed using the most appropriate Reason Code Number and Reason Code Description. The actual clock in and clock out time of the CDS employer must be documented in the free text field in the EVV system. Therefore, a manual visit for 8 to 10 a.m. would need to be entered into the EVV system to bill for the time that was not electronically captured by the system. There would be two visits for 8 a.m. to noon:

- Manually entered visit: 8 to 10 a.m. (free text required)
- Electronically captured visit: 10 a.m. – noon

Per [8090 Rounding Rules in the EVV Policy Handbook](#), an FMSA or CDS employer may never increase bill hours beyond the actual hours worked. This means that to “add hours,” the FMSA or CDS employer must create a manual visit.