



Electronic Visit Verification

EVV Policy Handbook Revision Log – September 2022

Health and Human Services Commission (HHSC) published the information below to describe the changes made to the [Electronic Visit Verification \(EVV\) Policy Handbook](#) on Sept. 1, 2022.

The following format is used for the tables below:

- Above each table is an EVV policy name. The tables list the following information about the policy:
 - The left column lists the name of the subsection found in the EVV Policy Handbook.
 - The right column lists the subsection number and revisions made in the EVV Policy Handbook.

Electronic Visit Verification Policy Handbook Introduction

Policy Subsection Name	Policy Subsection Numbers and Revisions
State Laws and Rule	1200 <ul style="list-style-type: none">• Changed section title to, “State Laws and Texas Administrative Code”.• Updated terminology.• Deleted Human Resource Code reference.
Key Terms	1600 <ul style="list-style-type: none">• Added purpose of Key Terms.• Added Key Terms used throughout the EVV Policy Handbook that were not defined.• Added references to sections in the EVV Policy Handbook for definitions and descriptions.



EVV Stakeholders

Policy Subsection Name	Policy Subsection Numbers and Revisions
Payers	2100 <ul style="list-style-type: none">• Added text to help explain existing information.• Updated payer responsibilities.• Updated managed care table by combining Medically Dependent Children’s Program (MDCP) services with STAR Health and STAR Kids programs.
EVV Vendors	2300 <ul style="list-style-type: none">• Added definition for EVV vendor.• Added Texas Government Code 531.024172.
EVV Proprietary System Operator	2400 <ul style="list-style-type: none">• Updated definition for Proprietary System Operator (PSO).• Added Texas Government Code 531.024172.
Program Provider	2500 <ul style="list-style-type: none">• Added definition for program provider.• Updated program provider responsibilities.
Financial Management Services Agency	2600 <ul style="list-style-type: none">• Added definition for Financial Management Services Agency (FMSA).• Updated FMSA responsibilities.• Added reference to section 16010.



EVV Stakeholders – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Member	2700 <ul style="list-style-type: none">• Added definition for member.• Updated member responsibilities.
CDS Employer	2800 <ul style="list-style-type: none">• Added definition for CDS employer.• Updated CDS employer responsibilities.• Added reference to section 16000.

Programs and Services Required to Use EVV

Policy Subsection Name	Policy Subsection Numbers and Revisions
Programs and Services Required to Use EVV	3000 <ul style="list-style-type: none">• Removed hyperlink to PDF.

EVV System and Setup

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV System and Setup	4000 <ul style="list-style-type: none">• Updated text and graphic under Step 3: Complete EVV system Onboarding.
EVV Vendor Systems	4110 <ul style="list-style-type: none">• Added definition for EVV vendor system.• Updated text.• Deleted EVV vendor responsibilities because the information is in section 2300.



EVV System and Setup – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary Systems	4120 <ul style="list-style-type: none">Deleted text about EVV Proprietary System Operators (PSOs) because the information is in section 5030.
Select an EVV System	4130 <ul style="list-style-type: none">Updated text and process.
EVV Training	4200 <ul style="list-style-type: none">Added enforcement action against program providers.Updated enforcement actions against CDS employers.
Service Authorizations	4500 <ul style="list-style-type: none">Updated text to help explain existing information.Removed reference to Texas Provider Identifier (TPI).Updated list of HHSC and managed care programs.
EVV System Transfer	4700 <ul style="list-style-type: none">Updated text to explain:<ul style="list-style-type: none">Each type of system transfer.Process during a system transfer.Program provider and FMSA responsibilities.Data transfer requirements.



EVV System and Setup – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Transferring EVV Systems	4710 <ul style="list-style-type: none">Deleted section.
How to Transfer to an EVV Vendor in the State Vendor Pool	4720 <ul style="list-style-type: none">Changed section number to 4710.Changed section title to, "How to Transfer to an EVV Vendor System".Added 120-day transfer time frame information from section 4710 Transferring EVV Systems.Updated program provider and FMISA responsibilities.Updated vendor transfer process.
How to Transfer to an EVV Proprietary System	4730 <ul style="list-style-type: none">Changed section number to 4720.Updated transfer process and conditions.

EVV Proprietary System

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Proprietary System	5000 <ul style="list-style-type: none">Updated onboarding process and paths.
Eligibility to Use an EVV Proprietary System	5010 <ul style="list-style-type: none">Deleted section.



EVV Proprietary System – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Reimbursement for Use of an EVV Proprietary System	5020 <ul style="list-style-type: none">• Changed section number to 5010.
EVV Proprietary System Operator Responsibilities	5030 <ul style="list-style-type: none">• Changed section number to 5020.• Updated PSO responsibilities.
EVV Proprietary System Onboarding Process	5040 <ul style="list-style-type: none">• Changed section number to 5030.• Updated onboarding process.• Added key personnel information.
EVV Proprietary System Operational Readiness Review	5050 <ul style="list-style-type: none">• Changed section number to 5040.• Updated the Operational Readiness Review process.
Success or Failure of the Operational Readiness Review	5060 <ul style="list-style-type: none">• Changed section number to 5050.• Updated the information when a program provider or FMSA achieves a 100% score or fails the ORR.
EVV Proprietary System General Operations	5070 <ul style="list-style-type: none">• Changed section number to 5060.• Updated PSO responsibilities.



EVV Proprietary System – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Access to the EVV Proprietary System	5080 <ul style="list-style-type: none">• Changed section number to 5070.• Updated PSO responsibilities.• Added information about PSOs that are also FMSAs.
Required EVV Proprietary System Standard Reports	5090 <ul style="list-style-type: none">• Deleted section.
Proprietary System Operator Compliance Reviews	5100 <ul style="list-style-type: none">• Changed section number to 5080.• Changed section title to, "Proprietary System Operator Compliance".• Added three subsections:<ul style="list-style-type: none">○ EVV Compliance Reviews○ Compliance with HHSC EVV Business Rules for Proprietary Systems and HHSC EVV Policy○ Fraud, Waste and Abuse
HHSC Cancellation of EVV Proprietary System Approval	5200 <ul style="list-style-type: none">• Deleted section.
Transferring EVV Systems	5300 <ul style="list-style-type: none">• Deleted section.
Proprietary System Fraud, Waste and Abuse	5400 <ul style="list-style-type: none">• Deleted section.



EVV Visit Transaction

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Visit Transaction	6000 <ul style="list-style-type: none">• Updated EVV visit transaction definition and description.• Updated information in steps 1 through 7.• Updated graphic under EVV Steps 4 through 7.
EVV System	6100 <ul style="list-style-type: none">• Updated text.

Clock In and Clock Out Methods

Policy Subsection Name	Policy Subsection Numbers and Revisions
Clock In and Clock Out Methods	7000 <ul style="list-style-type: none">• Updated PSO and EVV vendor responsibilities.• Deleted subsection, "Failure to Clock In or Clock Out of the EVV system," because the information is in section 1400 Failure to use an EVV System.
Manually Entered EVV Visits	7010 <ul style="list-style-type: none">• Added more information about manually entered EVV visits.



Clock In and Clock Out Methods – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Mobile Method	7020 <ul style="list-style-type: none">• Updated text to reference geo-perimeter.• Clarified when to use the mobile method.• Added clock in and clock out requirements.
Alternative Device	7040 <ul style="list-style-type: none">• Described alternative device codes.• Clarified the ordering process for an alternative device.• Updated order of existing content.
Using Multiple Clock In and Clock Out Methods	7050 <ul style="list-style-type: none">• Simplified language.• Clarified process for using multiple clock in and clock out methods for a single EVV visit.
EVV Services Delivered Outside the Member’s Home	7060 <ul style="list-style-type: none">• Updated use of the mobile method.• Added reference to section 10010 EVV Usage Reviews.• Updated service provider requirements.



Visit Maintenance

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance	8000 <ul style="list-style-type: none">• Updated description of visit maintenance.
Required Visit Maintenance	8010 <ul style="list-style-type: none">• Deleted repeated definitions.• Added explanation of exceptions.
Auto-Verification, Exceptions and Schedules	8020 <ul style="list-style-type: none">• Changed section title to, "Auto-Verification".• Updated text to match wording used throughout the handbook.• Deleted the following subsections because the information is in section 4600 Schedules:<ul style="list-style-type: none">○ Program policy requirement for schedules○ The EVV system and schedules• Changed subsection title, "No Schedules," to, "Auto-Verification without a Schedule".
Visit Maintenance Time Frames	8050 <ul style="list-style-type: none">• Changed section title to, "Visit Maintenance Time Frame".



Visit Maintenance – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Unlock Request	<p>8060</p> <ul style="list-style-type: none">• Added FMSA requirement when a request is submitted.• Added conditions under which payers will approve Visit Maintenance Unlock Requests (VMURs).• Added payer must notify FMSA in writing when a CDS employer’s VMUR was approved or denied.• Added information about VMURs requesting to manually enter EVV visits.• Changed the subsection title, “Unlock Request Process,” to, “Visit Maintenance Unlock Request Process”.• Updated information about the VMUR process.• Added N/A- Export Only to VMUR fields.• Updated information in subsection, “Payer Request for More Information”.• Updated list of automatic denials of VMURs.• Updated information in subsection, “Payer Approval of Request”.



Visit Maintenance – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Visit Maintenance Unlock Request – Cont.	8060 – Cont. <ul style="list-style-type: none">• Updated information in subsection, “EVV Vendor and EVV PSO Approval and Denial”.• Added time frame that PSOs must complete visit maintenance from receipt of approved VMUR.• Updated information about assistance from EVV vendors and payers on VMURs.• Added reference to VMUR Job Aid.
Visit Maintenance and Billing EVV Claims	8070 <ul style="list-style-type: none">• Added program provider and FMSA requirement for exceptions to timely filing.

EVV Reason Code

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Reason Code	9000 <ul style="list-style-type: none">• Updated explanation of Reason Code Number(s) and Reason Code Description(s).• Deleted information about exceptions because it is in section 8020 Auto-Verification.



EVV Compliance Reviews

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Compliance Reviews	10000 <ul style="list-style-type: none">• Added exclusion of CDS option for EVV Required Free Text Reviews.• Specified what applies to program providers only.
EVV Usage Reviews	10010 <ul style="list-style-type: none">• Updated definitions for:<ul style="list-style-type: none">○ Manually Entered EVV Visit Transaction.○ Rejected EVV Visit Transaction.• Changed "non-compliance notice" to "notice of non-compliance".• Updated text to state the EVV CDS Employer Usage Report is available in the EVV system.• Added time frame for when to complete training due to enforcement actions.• Added consequences for not completing enforcement actions.• Updated payer due diligence.• Added FMSA responsibility to facilitate communication between payers and CDS employers.• Added leap year date to EVV Usage Review dates.



EVV Compliance Reviews – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Landline Phone Verification Reviews	10020 <ul style="list-style-type: none">• Changed “notification” to “notice of non-compliance”.
EVV Required Free Text Reviews	10030 <ul style="list-style-type: none">• Added a note for CDS option about required Free Text Reviews.
HHSC EVV Informal Reviews and MCO Disputes	10040 <ul style="list-style-type: none">• Changed “rules” to “TAC”.• Updated information:<ul style="list-style-type: none">○ About requesting an EVV Informal Review.○ To include contact information about MCO disputes.
EVV Formal Appeal of the Review	10050 <ul style="list-style-type: none">• Changed section title to, “Formal Appeal of HHSC Enforcement Actions”.• Deleted “contract termination” and “recoupment” to align with Texas Administrative Code Section 357.484.



Usage

Policy Subsection Name	Policy Subsection Numbers and Revisions
Usage	11000 <ul style="list-style-type: none">• Updated text:<ul style="list-style-type: none">○ To include EVV Usage Score.○ About Manually Entered EVV Visit Transaction.○ About Rejected EVV Visit Transaction.
EVV Usage Score	11010 <ul style="list-style-type: none">• Deleted definitions for:<ul style="list-style-type: none">○ Manually Entered EVV Visit Transaction.○ Rejected EVV Visit Transaction.• Added definition of non-rejected visit transactions.• Deleted past service delivery dates.
Manually Entered EVV Visit Transactions	11020 <ul style="list-style-type: none">• Changed section title to, “Manual EVV Visit Transaction Score”.• Updated text with Manual EVV Visit Transaction Score descriptions from section 11010 EVV Usage Score.



Usage – Cont.

Policy Subsection Name	Policy Subsection Numbers and Revisions
Rejected EVV Visit Transactions	11030 <ul style="list-style-type: none">• Changed section title to, “Rejected EVV Visit Transaction Score”.• Updated Rejected EVV Visit Transaction Score explanation.• Added examples from section 11010 EVV Usage Score.
EVV Usage Reviews	11040 <ul style="list-style-type: none">• Changed section title to, “How EVV Usage Reviews are Conducted”.• Deleted the following subsections because the information is in section 10010 EVV Usage Reviews:<ul style="list-style-type: none">○ Review Period Schedule○ EVV Usage Report
Compliance	11050 <ul style="list-style-type: none">• Deleted section.

EVV Claims

Policy Subsection Name	Policy Subsection Numbers and Revisions
Claims Match Result Codes	12230 <ul style="list-style-type: none">• Added definition for Claims Match Result Codes.• Updated information that explains the different result codes.



Non-EVV Services

Policy Subsection Name	Policy Subsection Numbers and Revisions
Non-EVV Services	14000 <ul style="list-style-type: none">• Added FMSAs and CDS employers where applicable.• Updated examples about recording non-EVV time.

EVV CDS Employer Policies

Policy Subsection Name	Policy Subsection Numbers and Revisions
CDS Complaints	16070 <ul style="list-style-type: none">• Updated CDS email address.