



# **Electronic Visit Verification System Availability Report**

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**As Required by  
Senate Bill 1, 87th Legislature, Regular  
Session, 2021 (Article II, Health and  
Human Services Commission, Rider  
148)**

**Texas Health and Human Services  
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**TEXAS**  
Health and Human  
Services

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# Executive Summary

The 2022-2023 General Appropriations Act, Senate Bill 1, 87<sup>th</sup> Legislature, Regular Session, 2021 (Article II, Health and Human Services Commission (HHSC), Rider 148) requires HHSC to submit a monthly report on “the total hours the state EVV system was unavailable, malfunctioning, or not accessible.”

Electronic visit verification (EVV) 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.

Medicaid service providers are 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 three approved methods are the mobile phone application, the member’s home landline, or an electronic alternative device in the member’s home that generates codes to identify the clock in and clock out time.

This report provides information about when the state EVV systems are unavailable, malfunctioning, or not accessible. EVV systems require regular maintenance and may be unavailable during these times. EVV systems can also experience unexpected incidents which degrade performance or prevent users from accessing the system.

Across all state EVV systems the following system incidents occurred during the reporting period of March 16, 2023, through April 15, 2023:

- Four (4) unplanned downtimes
- One (1) system deficiency
- Four (4) planned maintenance periods
- Three (3) system defects

## **Introduction**

The EVV System Availability Report provides the total hours the state EVV Aggregator, state EVV Portal and state approved EVV vendor systems are unavailable, malfunctioning, or not accessible. Pursuant to Rider 148, HHSC will make this report available by the 10th day of the month. In order to provide a full month of system availability information by the 10th day of the month, the reporting period will be the 16th day of the second month prior to report publication to the 15th day of the month prior to report publication.

## Background

The Texas Medicaid & Healthcare Partnership (TMHP) is the Medicaid claims administrator for the state of Texas. TMHP is responsible for fee-for-service claims processing, operation of the EVV Aggregator, and the management and oversight of the state approved EVV vendors DataLogic Software, Inc. and First Data Government Solutions.

Medicaid provider agencies and financial management services agencies (FMSAs)<sup>1</sup> are required to select an EVV system to document service delivery information, such as clock in and clock out times, when delivering certain home and community-based Medicaid services. Provider agencies and FMSAs may choose from the two state approved EVV vendor systems, Vesta EVV by DataLogic or AuthentiCare by First Data, or may request approval from HHSC to use their own proprietary EVV system which they have purchased or developed. Consumer directed services<sup>2</sup> employers use the EVV system selected by their FMSA. The EVV system forwards the captured visits to the EVV Aggregator for processing.

The EVV Aggregator collects, validates, and stores EVV visits sent electronically by an EVV system. The Aggregator matches Medicaid payment claims to EVV visits and sends the match results to the appropriate MCO or TMHP for claim processing. The EVV Portal is an online system that allows users to perform searches and view reports of the EVV visit data in the Aggregator.

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<sup>1</sup> A financial management services agency, or FMSA, is an entity that contracts with HHSC or a managed care organization to provide financial management services, such as payroll, for people who have elected to manage their Medicaid services through the consumer directed services option.

<sup>2</sup> Consumer directed services, or CDS, is a service delivery option that allows a Medicaid member or their legally authorized representative to directly hire and manage service providers.

Texas operates EVV under the guidelines, requirements, and rules specified within the:

- [42 U.S. Code § 1396b\(l\)](#)
- [Texas Government Code, Section 531.024172](#)
- [Texas Human Resources Code, Section 161.086](#)
- [Texas Administrative Code, Title 1, Chapter 354](#)

Visit the links in the Reference Material section of this report for more information about the Texas EVV systems.

The following EVV systems are in scope for this report:

- TMHP EVV Aggregator
- TMHP EVV Portal
- State Approved EVV Vendor Systems:
  - ▶ DataLogic Vesta Web
  - ▶ DataLogic Vesta Mobile
  - ▶ DataLogic Vesta Interactive Voice Response (IVR)
  - ▶ DataLogic Customer Support IVR
  - ▶ First Data AuthentiCare Web
  - ▶ First Data AuthentiCare Mobile
  - ▶ First Data AuthentiCare IVR
  - ▶ First Data AuthentiCare Customer Support IVR

System incidents for provider owned proprietary EVV systems are out of scope for this report.

# Reporting Definitions

The report includes the following information for each system incident:

**System:** Identifies the system which was impacted by the incident.

**Start Date/Time:** The date and time the incident began.

**End Date/Time:** The date and time the incident was resolved. If an incident is not resolved within the reporting period, the End Date/Time will be shown as "N/A."

**Monthly Time Impacted:** The amount of time the system was impacted by the incident within the reporting period, represented in hours and minutes.

**Total Time Impacted:** The total amount of time the system was impacted by the incident since the Start Date/Time, represented in hours and minutes.

**Daily Time Impacted:** The amount of time the system was impacted by the Daily Server Maintenance Window each day of the reporting period, represented in hours and minutes. This is only reported for Table 4.

**Classification:** Identifies what type of system incident occurred. The system incident classifications include:

- **Downtime:** The system is down unexpectedly or unavailable. This prevents users from accessing or using the system.
- **Deficiency:** The system performs below normal performance range or malfunctions. For example, performing a search or running a report in the system may take longer than expected.
- **Planned Maintenance:** Preapproved downtime for system maintenance required to keep the system secure and up to date with software updates.
- **Daily Server Maintenance Window:** Preapproved downtime for all systems scheduled daily from 03:00 a.m. Central Time to 04:00 a.m. Central Time for the opportunity to reset servers as needed.
- **Defect:** A system defect is an error in coding or logic that causes a program to malfunction or to produce incorrect or unexpected results. HHSC categorizes defects according to the following:
  - ▶ Level I: Emergency – System no longer functions as intended.

- ▶ Level II: System Disabled – Business function or components of the business function do not work as intended and no alternative solution is available.
- ▶ Level III: System Disabled – Business function or components of the business function do not work as intended; however, an alternative solution is available until the issue is resolved.

Note: Defects may not affect all system users and may occur only under certain conditions.



# EVV System Availability Report

Reporting Period: March 16, 2023 through April 15, 2023:  
All reporting in Central Time

Across all state EVV systems the following system incidents occurred during the reporting period:

- Four (4) unplanned downtimes
- One (1) system deficiency
- Four (4) planned maintenance periods
- Three (3) system defects

See the tables below for additional details.

**Table 1: TMHP EVV Aggregator and Portal Incidents:**

System	Start Date/Time	End Date/Time	Monthly Time Impacted (Hours : Minutes)	Total Time Impacted (Hours : Minutes)	Classification
TMHP EVV Aggregator and Portal	Saturday 03/18/2023 01:40 p.m.	Saturday 03/18/2023 01:50 p.m.	00:10	00:10	Downtime
TMHP EVV Aggregator and Portal	Sunday 03/26/2023 02:00 p.m.	Monday 03/27/2023 04:00 a.m.	13:00	13:00	Planned Maintenance
TMHP EVV Aggregator and Portal	Wednesday 03/01/2023 12:00 AM	N/A	1057:59	1057:59	Defect - Level III
TMHP EVV Aggregator and Portal	Friday 04/14/2023 07:00 p.m.	N/A	27:59	27:59	Planned Maintenance

**Table 2: DataLogic EVV System Incidents:**

<b>System</b>	<b>Start Date/Time</b>	<b>End Date/Time</b>	<b>Monthly Time Impacted (Hours : Minutes)</b>	<b>Total Time Impacted (Hours : Minutes)</b>	<b>Classification</b>
<b>Vesta Web</b>	Friday 03/24/2023 07:00 p.m.	Friday 03/24/2023 11:00 p.m.	04:00	04:00	Planned Maintenance
<b>Vesta Web</b>	Friday 03/17/2023 04:00 p.m.	Thursday 04/13/2023 08:00 p.m.	625:00	625:00	Defect – Level III
<b>Vesta Web</b>	Wednesday 03/22/2023 04:00 p.m.	Wednesday 03/29/2023 08:00 p.m.	165:00	165:00	Defect – Level III
<b>Vesta Web</b>	Wednesday 04/12/2023 03:35 p.m.	Wednesday 04/12/2023 04:10 p.m.	00:35	00:35	Downtime
<b>Vesta Mobile</b>	Wednesday 04/12/2023 03:35 p.m.	Wednesday 04/12/2023 04:10 p.m.	00:35	00:35	Downtime
<b>Vesta IVR</b>	Friday 03/31/2023 01:44 p.m.	Friday 03/31/2023 03:13 p.m.	01:29	01:29	Deficiency
<b>Vesta IVR</b>	Wednesday 04/12/2023 03:35 p.m.	Wednesday 04/12/2023 04:10 p.m.	00:35	00:35	Downtime
<b>Vesta Customer Support IVR</b>	N/A	N/A	N/A	N/A	N/A

**Table 3: First Data EVV System Incidents:**

<b>System</b>	<b>Start Date/Time</b>	<b>End Date/Time</b>	<b>Monthly Time Impacted (Hours : Minutes)</b>	<b>Total Time Impacted (Hours : Minutes)</b>	<b>Classification</b>
<b>AuthentiCare Web</b>	N/A	N/A	N/A	N/A	N/A
<b>AuthentiCare Mobile</b>	N/A	N/A	N/A	N/A	N/A
<b>AuthentiCare IVR</b>	Saturday 03/25/2023 07:00 p.m.	Sunday 03/26/2023 04:00 a.m.	08:00	08:00	Planned Maintenance
<b>AuthentiCare Customer Support IVR</b>	N/A	N/A	N/A	N/A	N/A

**Table 4: Daily Server Maintenance Window (for 31 days):**

<b>System</b>	<b>Daily Start Time</b>	<b>Daily End Time</b>	<b>Daily Time Impacted (Hours : Minutes)</b>	<b>Classification</b>
<b>TMHP Systems</b>	03:00 a.m.	04:00 a.m.	1:00	Daily Server Maintenance Window
<b>DataLogic Systems</b>	03:00 a.m.	04:00 a.m.	1:00	Daily Server Maintenance Window
<b>First Data Systems</b>	03:00 a.m.	04:00 a.m.	1:00	Daily Server Maintenance Window

# Reference Material

[Texas Medicaid & Healthcare Partnership | Electronic Visit Verification](#)

[Texas Health and Human Services | Electronic Visit Verification](#)

## List of Acronyms

<b>Acronym</b>	<b>Full Name</b>
EVV	Electronic Visit Verification
FMSA	Financial Management Services Agencies
HHSC	Health and Human Services Commission
IVR	Interactive Voice Response. A telephony technology that allows service providers to clock in and out of the EVV systems or connect to the customer support call center
TMHP	Texas Medicaid & Healthcare Partnership