



## Guide for Program Providers and Service Providers to Get Started with EVV

### Purpose

The Texas Health and Human Services Commission (HHSC) published the following document to assist program providers and service providers in getting started with Electronic Visit Verification (EVV).

### Responsibilities of Program Providers

Select an EVV vendor system or request HHSC approval to become an EVV Proprietary System Operator (PSO).

- Program providers selecting an **EVV vendor** from the state vendor pool must:
  - ▶ Receive EVV system training from the EVV vendor and complete the onboarding process.
  - ▶ Provide login credentials to their employees.
  - ▶ Ensure all necessary EVV users are trained on the EVV system selected.
  - ▶ Keep up-to-date training completion records and provide to the FMSA, HHSC or their managed care organizations (MCO), if requested.
- Program providers that selected and were approved to operate an EVV proprietary system is known as the **EVV Proprietary System Operator**. The PSO must:
  - ▶ Provide login credentials to their employees who will be accessing the EVV proprietary system.
  - ▶ Ensure all necessary EVV users are trained on the EVV proprietary system, including HHSC and MCO staff.
  - ▶ Keep up-to-date training completion records and provide to the FMSA, HHSC or their MCO, if requested.

Program Providers must:

- Enter identification data into the EVV system, or ensure the accuracy of the identification data imported into the EVV system, for all Medicaid recipients (members) served who use a program or service that requires EVV:
  - ▶ Medicaid ID
  - ▶ Date of Birth
  - ▶ Address
  - ▶ Phone Number (Include member's home phone landline, if applicable)

- Ensure that all members' profile information in the EVV system is correct and up to date.
- Enter and maintain correct authorization information in the EVV system for their service providers (service attendants).

### **Additional Resources**

- [HHSC EVV webpage](#)
- [4200 EVV Training \(policy in EVV Policy Handbook\)](#)
- [EVV Contact Information Guide for Program Providers and FMSAs \(PDF\)](#)
- [EVV Training Requirements Checklists \(PDF\)](#)

## Responsibilities of Service Providers (Service Attendant)

Service providers must:

- Complete clock in and clock out methods training with an EVV vendor or the program provider's EVV PSO
  - ▶ NOTE: Use an approved electronic verification method to clock in when EVV services begin and clock out when EVV services end:
    - ◇ Mobile method
    - ◇ Alternative device
    - ◇ Member's home phone landline

Acknowledge the following:

- If an alternative device is used for clocking in and clocking out, inform the program provider immediately if an alternative device malfunctions or fails to generate codes.
  - ▶ The alternative device must always remain in the member's home, even during emergencies and disasters. If the alternative device does not remain in the home, visits may be subject to recoupment and the payer may make a Medicaid fraud referral to the HHS Office of the Inspector General.
- Record the visit when they begin or end an EVV service outside the member's home either by:
  - ▶ Using the mobile method.
  - ▶ Manually documenting the visit according to program policy.

If the mobile method is used, the service provider must follow instructions from the EVV vendor or PSO to download and activate the mobile application and obtain their own unique login credentials.

- NOTE: The service provider must only access the EVV mobile application method using their own login credentials and **must not share login credentials** to access the EVV mobile application method.

The service provider:

- May use their own personal smart phone or tablet.
- May use a smart phone or tablet issued by the program provider.
- **Must not** use a member's mobile device to clock in and clock out.
- 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 (PSO) toll-free number.

## **Additional Resources**

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