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# Electronic Visit Verification (EVV)

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*January 23, 2025*

# Topics



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- Introduction to EVV
- How EVV Works
- EVV Compliance
- EVV Policy Handbook
- HHSC EVV Resources



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# Introduction to EVV

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# Electronic Visit Verification (EVV) Definition



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EVV is a computer-based system that electronically documents and verifies service delivery information for certain Medicaid service visits, such as:

- Date
- Time
- Service type
- Location
- Service Provider



# EVV Clock In and Clock Out Methods



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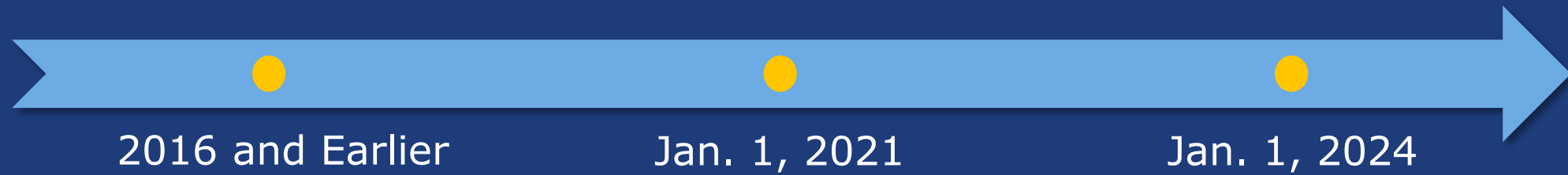
Clock in and clock out methods, provided by the EVV system, enable service providers to capture EVV visit data at the beginning and end of service delivery:

- **Mobile Method:** An application downloaded to a smart phone or tablet is used; may be used in the community
- **Home Phone Landline:** The member's home phone landline, or a landline in a family member's or neighbor's home (where the member frequently receives services) is used by calling a toll-free number
- **Alternative Device:** An electronic device that generates codes; the codes are entered by calling a toll-free number

# EVV Implementations in Texas



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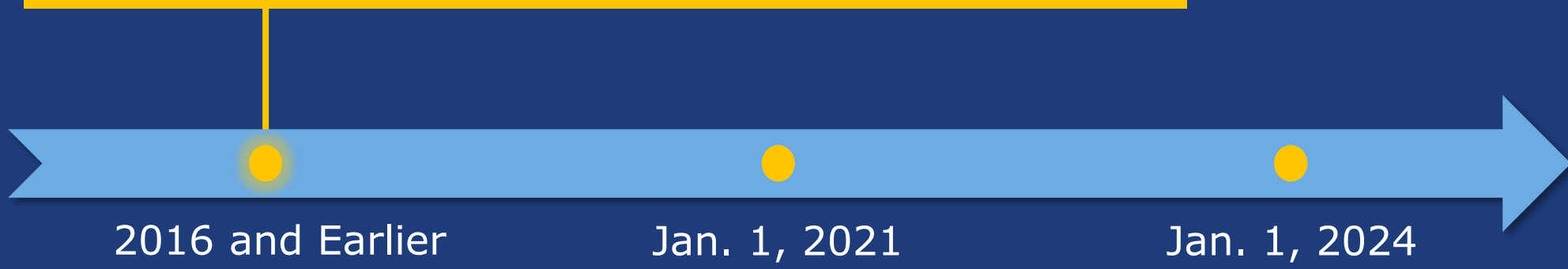
# EVV Implementations in Texas: 2016 and Earlier



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## 2016 and Earlier

- EVV required in Texas per state law.
- HHSC implemented EVV for 90% of personal care services (PCS) in 2016.



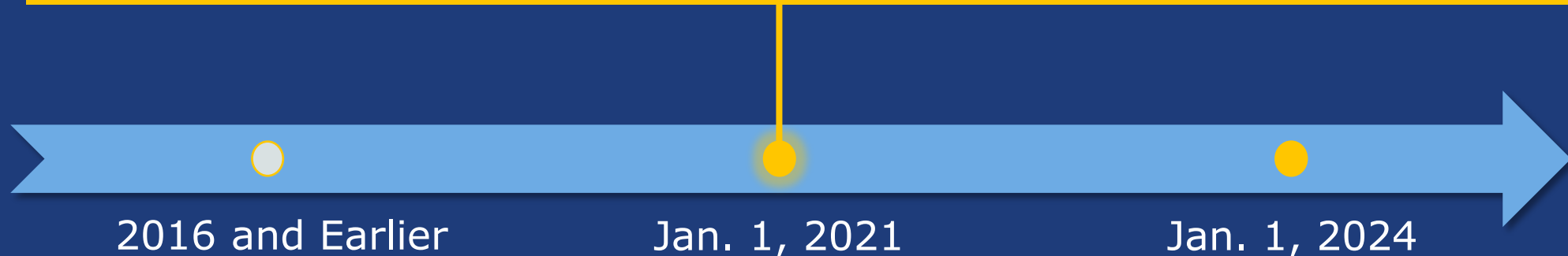
# EVV Implementations in Texas: Jan. 1, 2021



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## Jan. 1, 2021

- The 21st Century Cures Act, Section 12006, required Texas to expand EVV to all personal care services, including services provided through the Consumer Directed Services (CDS) option.
- Texas implemented EVV for the remaining 10% of PCS.





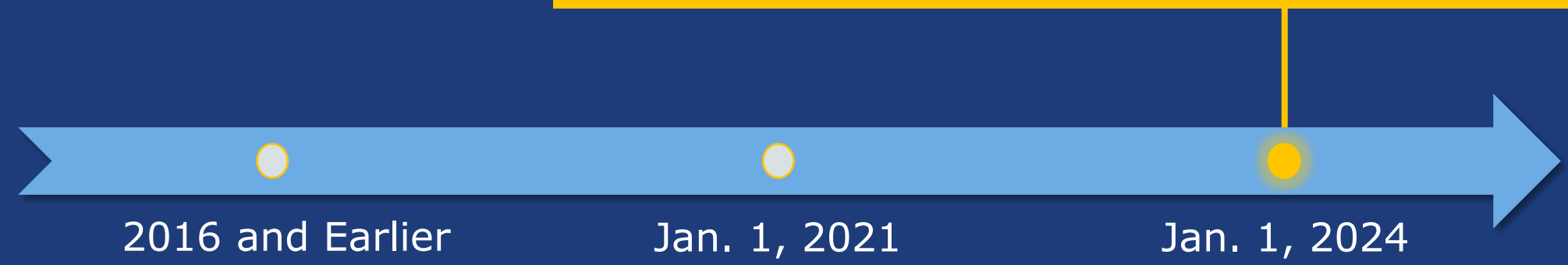
# EVV Implementations in Texas: Jan. 1, 2024



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## Jan. 1, 2024

Texas implemented EVV for home health care services due to the Cures Act.





# When is EVV Required?

- Services Required to Use EVV
  - Personal Care Services (PCS)
  - Home Health Care Services (HHCS)
- Service Bill Codes Table
- HHCS FAQ
  - Exclusions to using EVV
  - EVV Optional Services





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# How EVV Works

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## State Provided EVV System

- [HHAeXchange](#) - HHAeXchange Portal Go-Live date: Oct. 1, 2023
- Previously was vendor pool: Datalogic (Vesta) and First Data (Authenticare)

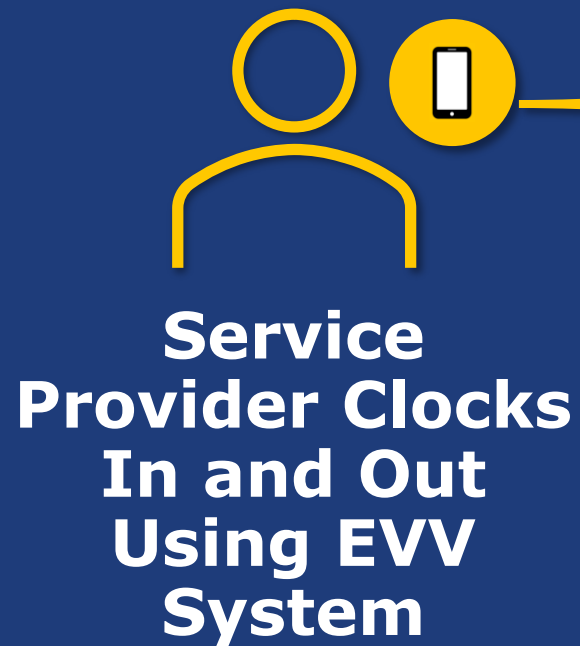
## EVV Proprietary Systems

- An HHSC-approved system purchased or developed by a program provider or an FMSA; refer to [Approved Proprietary Systems](#)
- As of November 20, 2024:
  - 880 operational Proprietary System Operators (PSOs)
  - 11 EVV proprietary systems (Vesta is now an EVV proprietary system and is used by >80% of PSOs)

# Using the EVV System



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## Captures:

- Type of service provided
- Name of the recipient who had the service
- Date and times the provider began and ended the service delivery visit
- Location, including the address and geolocation, where the service was provided
- Name of the person who provided the service

# EVV Visit Transaction Process



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**EVV System**

**EVV Claim**

## **EVV Aggregator**

- Collects, validates and stores statewide EVV visit transaction data transmitted by an EVV system
- Accepts or rejects EVV visit transactions

# EVV Claims Matching Process



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EVV Aggregator:

Performs EVV Claims Matching Process

EVV Visit  
Transaction



EVV Claim



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# EVV Compliance

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# EVV Compliance Reviews Grace Periods



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## Personal Care Services:

- July 1, 2023 – December 31, 2024

## Home Health Care Services:

- January 1 – December 31, 2024

During EVV grace periods, payers conduct compliance reviews but do not take enforcement actions if requirements are not met.

A hand holding a blue marker, writing the word 'COMPLIANCE' in large, blue, capital letters on a whiteboard. A horizontal blue line is drawn below the word.

COMPLIANCE

- EVV Usage Reviews
- EVV Landline Phone Verification Reviews

Note: HHSC discontinued free text reviews as of August 1, 2023.

# EVV Usage Reviews



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Payers conduct EVV Usage Reviews quarterly

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



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# **EVV Policy Handbook**

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# EVV Policy Handbook

Located on the [HHSC EVV webpage](#) in the **Policies** section:

- Policies that will be Added to the EVV Policy Handbook
- [EVV Policy Handbook](#)
- Policy Handbook Revision Logs

Note: The next revision is planned for early 2025

## Policies

Policies that will be added to the EVV Policy Handbook

- [9060 Visit Maintenance Unlock Request Policy effective Nov. 12, 2024 \(PDF\)](#)

## Policy Handbook

- [EVV Policy Handbook](#)

## Policy Handbook Revision Log

- [Sept. 12, 2024, revisions \(PDF\)](#)
- [Jan. 6, 2023, revisions \(PDF\)](#)
- [Sept. 1, 2022, revisions \(PDF\)](#)
- [June 1, 2022, revisions \(PDF\)](#)
- [March 1, 2022, revisions \(PDF\)](#)
- [Jan. 7, 2022, revisions \(PDF\)](#)
- [Nov. 1, 2021, revisions \(PDF\)](#)



# **EVV Contact Information and Resources**

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# EVV Contact Information

HHSC EVV mailbox:

[evv@hhs.texas.gov](mailto:evv@hhs.texas.gov)

TMHP EVV mailbox:

[evv@tmhp.com](mailto:evv@tmhp.com)

HHAeXchange:

[txsupport@hhaexchange.com](mailto:txsupport@hhaexchange.com)



[Contact Guide for Program Providers and FMSAs \(PDF\)](#)

# EVV Resources



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## HHSC: [HHSC EVV webpage](#)

- [Sign up to receive EVV email updates](#)
- [HHSC EVV Policy Handbook](#)
- [HHS Learning Portal](#)
- [Training Requirements Checklist](#)
- [Getting Started with EVV Guides](#)

## TMHP: [TMHP EVV webpage](#)

## HHaEXchange: [Texas EVV Vendor Information Center](#)



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# Questions?

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# Thank You

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[EVV@hhs.texas.gov](mailto:EVV@hhs.texas.gov)

