

2014 EVV Alerts

Note that not all hyperlinks are valid due to the transformation of DADS content into the HHS website, or a linked letter has been replaced or retired.

2014

Register Now for EVV Compliance Plan Reports Webinar Sessions

Date posted: February 3, 2014

As part of the implementation of the EVV Compliance Plan, DADS is offering optional training to providers on the new EVV Compliance Plan Reports available in Santrax.

Providers may choose to participate in EVV Compliance Plan Reports webinar sessions conducted by Sandata Technologies in February 2014.

Additionally, the EVV Compliance Plan Reports training information is available online here: <http://www.dads.state.tx.us/evv/complianceplan/index.html#reporttraining>

To register for the EVV Compliance Plan Reports training webinar sessions, please [click here](#).

Addressed to Regions: 02,03,04,05,06,07,09

Electronic Visit Verification Compliance Plan Review

Date posted: February 28, 2014

The Texas Department of Aging and Disability Services (DADS) would like to remind providers in regions where Electronic Visit Verification (EVV) is required who have contract effective dates of June 1, 2013, through October 1, 2013, that they will be notified no later than March 31, 2014, of the date DADS will begin their EVV Compliance Plan Reviews.

These providers are currently in their EVV Compliance Plan hold harmless period. During this time, providers should continue becoming familiar with the EVV system and learning how to use the compliance reports as a tool to monitor their own performance. Remember, all five compliance reports are currently available in Santrax on the Reports tab as Date Range reports.

Please contact Sandata Technologies Customer Care department toll-free at 1-855-781-2079 if you have any difficulty accessing the compliance reports.

A copy of the DADS EVV Compliance Report Training can be found online here: <http://www.dads.state.tx.us/evv/complianceplan/index.html#reporttraining>

Addressed to Regions: 02,03,04,05,06,07,09

Recorded EVV Compliance Plan Reports Training Session Now Available

Date posted: March 19, 2014

As part of the implementation of the EVV Compliance Plan, DADS conducted seven live online training sessions for providers on the new EVV Compliance Plan Reports available in Santrax. One of those EVV Compliance Plan Reports training sessions was recorded and is now available for viewing here:

Addressed to Regions: 02,03,04,05,06,07

Electronic Visit Verification Compliance Review Group Assignments

Date posted: May 1, 2014

As of March 31, 2014, the hold harmless period ended for Department of Aging and Disability Services (DADS) providers who are in a region required to use Electronic Visit Verification (EVV) and who have a re-enrolled contract or a new contract with an effective date from June 1, 2013, through October 1, 2013. The EVV Compliance Plan hold harmless period that began October 1, 2013, was to last six months.

DADS provider contracts for which EVV is required and which became effective between **June 1, 2013 and October 1, 2013**, have been randomly assigned to Groups 1, 2, or 3 for EVV Compliance reviews according to the last digit of the contract number.

The table below indicates the compliance reporting cycle for each of the three groups of contracts. DADS intent in distributing the contracts subject to EVV into three groups is to smooth out workloads; DADS hopes this will also benefit providers.

Last digit of contract number	Group to which contract is assigned	The months during which compliance reports will be run for the preceding three month period
Zero Three Six Nine	1	July, October, January, April
One Four Seven	2	August, November, February, May
Two Five Eight	3	September, December, March, June

Please note the first time the compliance reports will be run for groups 1, 2 and 3 will be in July, August and September 2014, respectively. Each time a compliance report is run it will evaluate data for the previous three months. For example, the report run in July 2014 will assess compliance for data from April, May and June of 2014.

DADS will begin reviewing the DADS Visit Maintenance Compliance Summary Snapshot Report after the 16th of each month.

DADS providers in a region where EVV is required who have a contract with an initial effective date **after** October 1, 2013, will become subject to the EVV Compliance Plan Reviews beginning with the seventh full month after the contract effective date. These contracts will also be assigned to one of the three EVV Compliance Plan Review Groups based on the last digit of the contract as indicated in the table above.

Please refer to the DADS EVV website for additional training and information on the DADS EVV Compliance Reviews.

Information Letter No. 14-35 Electronic Visit Verification Liquidated Damages

Date posted: July 2, 2014

The purpose of this information letter (IL) is to state the specific methodology the Texas Department of Aging and Disability Services (DADS) will use to calculate liquidated damages under the Electronic Visit Verification (EVV) Compliance Plan.

[Read the provider letter here in PDF format.](#)

Survey for Proposed Electronic Visit Verification Reason Code Changes

Date posted: July 16, 2014

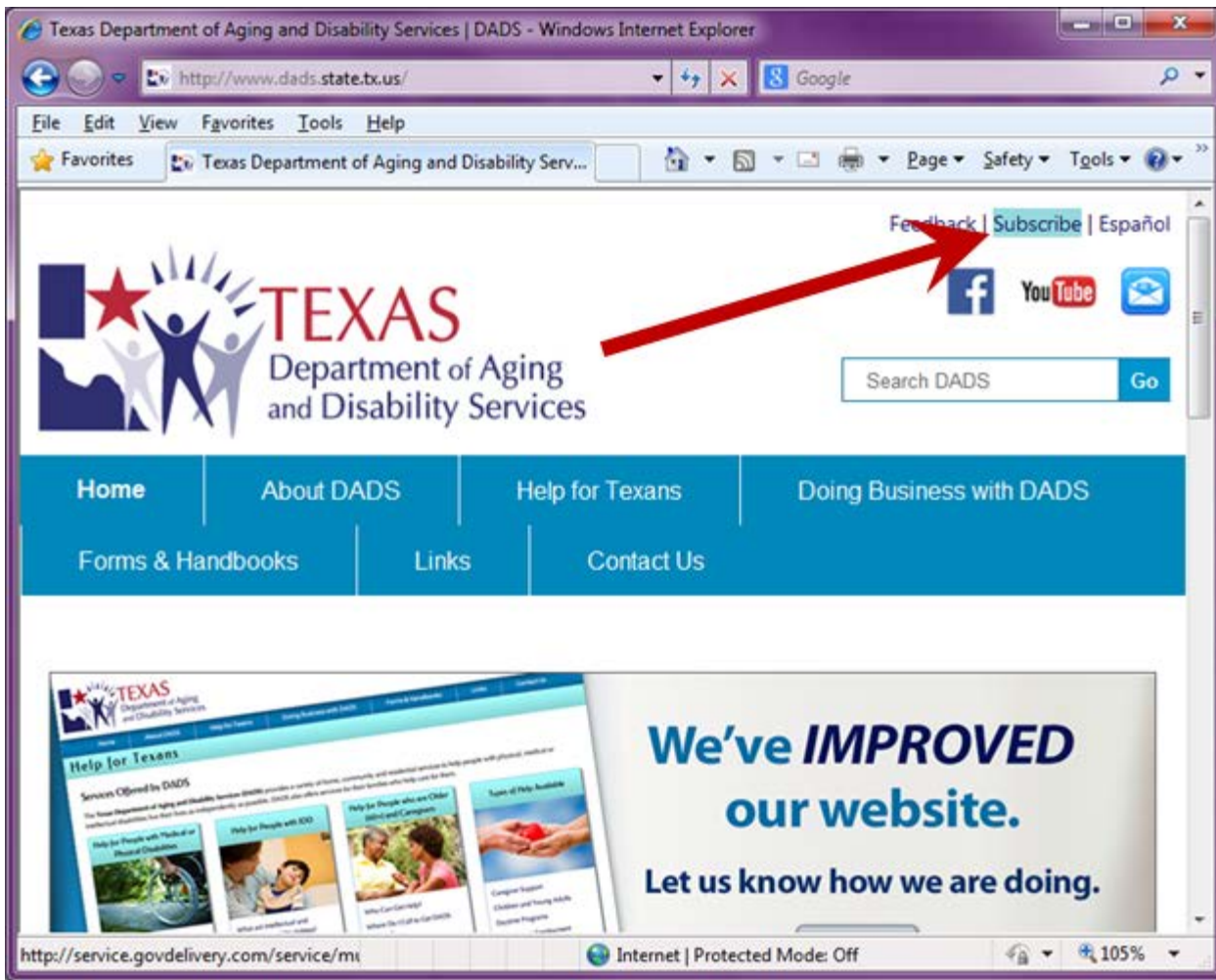
The Texas Department of Aging and Disability Services (DADS) recently reviewed all the Electronic Visit Verification (EVV) Reason Codes (RCs) based on input from provider agencies and DADS staff. As a result, DADS has proposed changes to several of the RCs.

DADS has created a survey to gather feedback to help DADS decide on the changes to these reason codes. The survey is available here: https://www.surveymonkey.com/s/EVV_RC_Changes_2014-07.

The survey will be available until July 31, 2014.

The current versions of the reason codes and training on the reason codes are available on the DADS EVV web site here: <http://www.dads.state.tx.us/evv/reasoncodes.html>.

Any changes to the reason codes will be posted to the DADS EVV web site, and a notice will be sent via GovDelivery. To sign up for GovDelivery, click on "[Subscribe](#)" in the upper right hand corner of your screen as shown in the picture below:



DADS appreciates your participation in this process!

Addressed to Regions: 02,03,04,05,06,07

Statewide Implementation of the Health and Human Services Commission Electronic Visit Verification Initiative

Date posted: August 12, 2014

MANAGED CARE

Beginning September 1, 2014, providers may begin using Electronic Visit Verification (EVV) required for personal attendant services (PAS) and nursing services provided in the home and in the community in the managed care STAR+PLUS and STAR Health programs.

Providers will have a four month grace period from September 1, 2014, – December 31, 2014, to be in full compliance with EVV in managed care by January 1, 2015. The four month grace period allows providers to operationalize EVV.

ACUTE CARE FEE-FOR-SERVICE

Beginning on January 1, 2015, statewide implementation of EVV will be required in acute care fee-for-service and will be required for personal care services (PCS) and nursing services provided in the home and in the community.

DEPARTMENT OF AGING AND DISABILITY SERVICES (DADS) FEE-FOR-SERVICE

Beginning on January 1, 2015, statewide implementation of EVV, via the Health and Human Services

Commission (HHSC) EVV Initiative, will be required for attendant-like services and nursing services provided in the home and in the community for the following programs:

- Community Attendant Services (CAS);
- Community Living Assistance and Support Services (CLASS);
- Family Care (FC);
- Medically Dependent Children Program (MDCP); and
- Primary Home Care (PHC).

EVV is currently **mandatory** for attendant-like services in the above mentioned programs provided in the following DADS regions:

- Region 9 – Midland, Odessa, San Angelo and the surrounding areas
- Region 2 — Abilene, Wichita Falls and the surrounding areas
- Region 4 — Longview, Tyler and the surrounding areas
- Region 3 — Dallas, Fort Worth, Denton and the surrounding areas
- Region 7 — Austin, Waco, Temple and the surrounding areas
- Region 5 — Beaumont, Nacogdoches, Jasper and surrounding areas
- Region 6 — Houston, Conroe, Bay City and the surrounding areas

Information on EVV at DADS can be found at <http://www.dads.state.tx.us/EVV/>.

GENERAL INFORMATION

EVV will be optional for individuals who have selected the Consumer Directed Services (CDS) option in HHSC acute care fee-for-service, DADS fee-for-service programs and managed care.

Legislative direction from the 82nd and 83rd legislative sessions requires HHSC to implement EVV in fee-for-service and managed care.

EVV is a telephone and computer-based system that electronically verifies service visits occur and documents the precise time service provision begins and ends.

The purpose of EVV is to verify that individuals are receiving the services authorized for their support and for which the state is being billed.

Under the HHSC EVV Initiative, providers will have the opportunity to select an EVV vendor from a list of HHSC approved EVV vendors.

HHSC, in coordination with Medicaid managed care organizations (MCOs), the Claims Administrator, EVV vendors, and DADS, will be conducting provider education and training on the operational requirements and the use of EVV. Providers should monitor MCO, Claims Administrator, HHSC and DADS websites for additional information regarding EVV implementation. In addition, providers are encouraged to sign-up for email updates at <https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

For questions regarding EVV implementation in managed care, you may send an email message to Managed_Care_Initiatives@hhsc.state.tx.us.

Addressed to Regions: 02,03,04,05,06,07

UPDATE to Statewide Implementation of the Health and Human Services Commission Electronic Visit Verification Initiative

Date posted: August 29, 2014

Timeline Update:

Electronic Visit Verification (EVV) will be implemented in managed care, acute care fee-for-service and Department of Aging and Disability Services (DADS) fee-for-service on January 1, 2015, with full compliance required by March 1, 2015.

EVV Services Update:

Statewide implementation of EVV on January 1, 2015, will include attendant services and private duty nursing (PDN) services provided in the home and in the community. Nursing services other than PDN will not be included in EVV on January 1, 2015, but may be considered for implementation in EVV at a later date.

Following the Health and Human Services Commission (HHSC) announcement of final awardees in September 2014, providers may begin selection of an EVV vendor. Providers should select vendors no later than October 2014 and EVV system set-up, testing and training should occur October through December 2014. Use of EVV is required by January 1, 2015. Providers will have a two month grace period from January 1, 2015 - February 28, 2015, to be in full compliance with EVV by March 1, 2015.

The following services are included in the HHSC EVV initiative:

MANAGED CARE

Personal attendant services (PAS) and PDN services provided in the home and in the community in the managed care STAR+PLUS and STAR Health programs.

ACUTE CARE FEE-FOR-SERVICE

Personal care services (PCS) and PDN services provided in the home and in the community.

DADS FEE-FOR-SERVICE

Attendant-like services provided in the home and in the community for the following programs:

- Community Attendant Services (CAS);
- Community Living Assistance and Support Services (CLASS);
- Family Care (FC);
- Medically Dependent Children Program (MDCP); and
- Primary Home Care (PHC)

EVV is currently mandatory for attendant-like services in the above mentioned programs provided in the following DADS regions:

- Region 9 – Midland, Odessa, San Angelo and the surrounding areas
- Region 2 – Abilene, Wichita Falls and the surrounding areas
- Region 4 – Longview, Tyler and the surrounding areas
- Region 3 – Dallas, Fort Worth, Denton and the surrounding areas
- Region 7 – Austin, Waco, Temple and the surrounding areas
- Region 5 – Beaumont, Nacogdoches, Jasper and surrounding areas
- Region 6 – Houston, Conroe, Bay City and the surrounding areas

Information on EVV at DADS can be found at: <http://www.dads.state.tx.us/EVV/>

GENERAL INFORMATION

Legislative direction from the 82nd and 83rd legislative sessions requires HHSC to implement EVV in fee-for-service and managed care.

EVV will be optional for individuals who have selected the consumer directed services (CDS) option in HHSC acute care fee-for-service (personal care services), DADS fee-for-service programs and managed care.

EVV is a telephone and computer-based system that electronically verifies service visits occur and documents the precise time service provision begins and ends.

The purpose of EVV is to verify that individuals are receiving the services authorized for their support and for which the state is being billed.

Under the HHSC EVV Initiative, providers will have the opportunity to select an EVV vendor from a list of HHSC approved EVV vendors.

HHSC, in coordination with Medicaid managed care organizations (MCOs), the Medicaid claims administrator, EVV vendors, and DADS, will be conducting provider education and training on the operational requirements and the use of EVV. Providers should monitor MCO, claims administrator, HHSC and DADS websites for additional information regarding EVV implementation. In addition, providers are encouraged to sign-up for email updates at <https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>.

For questions regarding EVV implementation in managed care, you may send an email message to Managed_Care_Initiatives@hhsc.state.tx.us.

Addressed to Regions: 02,03,04,05,06,07,09

Use of Electronic Visit Verification for Department of Aging and Disability Services Providers Transitioning to Managed Care

Date posted: August 29, 2014

Beginning September 1, 2014, providers currently using Electronic Visit Verification (EVV) for attendant-like services provided in the Department of Aging and Disability Services (DADS) Community Based Alternatives (CBA) and Primary Home Care (PHC) programs that are no longer under contract with DADS and have transitioned to the managed care STAR+PLUS program will continue to use the current DADS EVV system.

The STAR+PLUS and STAR Health managed care organizations (MCOs) will begin implementation activities for EVV through the Health and Human Services Commission (HHSC) EVV initiative beginning in September 2014, and will notify providers as soon as EVV vendor selection, system set-up, testing and training activities will occur.

All providers in the STAR+PLUS and STAR Health programs, including those providers transitioning from DADS on September 1, 2014, will have from September 1, 2014 – December 31, 2014, to operationalize EVV for implementation into managed care by January 1, 2015. Full compliance with EVV will be required by March 1, 2015.

Note: Providers transitioning to managed care on September 1, 2014, that continue to use the current DADS EVV system should not use the current EVV system for private duty nursing (PDN) services, or personal attendant services (PAS) provided under managed care prior to September 1, 2014. Providers delivering PDN services or PAS (prior to September 1, 2014) provided through managed care will follow current managed care documentation requirements until EVV is fully implemented in managed care beginning January 1, 2015.

DADS providers transitioning to managed care that will continue to use the current DADS EVV system between September 1, 2014 and December 31, 2014, will not be monitored for compliance with EVV through the DADS EVV Compliance Plan.

Information on EVV at DADS can be found at: <http://www.dads.state.tx.us/EVV/>.

Should you have any questions regarding EVV and the transition to managed care, you may send an email message to Managed_Care_Initiatives@hhsc.state.tx.us.

GENERAL INFORMATION

Legislative direction from the 82nd and 83rd legislative sessions requires HHSC to implement EVV in fee-for-service and managed care.

EVV will be optional for individuals who have selected the consumer directed services option in HHSC acute care fee-for-service (personal care services), DADS fee-for-service programs and managed care.

EVV is a telephone and computer-based system that electronically verifies service visits and documents the precise time service provision begins and ends.

The purpose of EVV is to verify that individuals are receiving the services authorized for their support and for which the state is being billed.

Under the HHSC EVV Initiative, providers will have the opportunity to select an EVV vendor from a list of HHSC approved EVV vendors.

HHSC, in coordination with Medicaid managed care organizations (MCOs), the claims administrator, EVV vendors, and DADS, will be conducting provider education and training on the operational requirements and the use of EVV. Providers should monitor MCO, claims administrator, HHSC and DADS websites for additional information regarding EVV implementation. In addition, providers are encouraged to sign-up for email updates at <https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>.

Addressed to Regions: 02,03,04,05,06,07,09

UPDATE to Use of Electronic Visit Verification for Department of Aging and Disability Services Providers Transitioning to Managed Care

Date posted: September 5, 2014

Current EVV System Update:

Beginning September 1, 2014, providers currently using Electronic Visit Verification (EVV) for attendant-like services provided in the Department of Aging and Disability Services (DADS) Community Based Alternatives (CBA) and Primary Home Care (PHC) programs that are no longer under contract with DADS and have transitioned to the managed care STAR+PLUS program will continue to use the current DADS EVV system.

NOTE: Providers that transitioned to managed care on September 1, 2014, that continue to use the DADS EVV system **must** continue using the DADS contract number in which they were enrolled at DADS in the Santrax system. Failure to use the previous DADS contract number will potentially result in EVV scheduling and Fixed Visit Verification (FVV) device ordering issues for providers. The current Santrax system used for the DADS EVV program will not recognize new provider contract numbers issued by the managed care organizations effective September 1, 2014, and therefore should not be used.

Additionally, providers that transitioned to managed care on September 1, 2014, that continue to use the current DADS EVV system should **NOT** use the current EVV system for private duty nursing (PDN) services, or personal attendant services (PAS) provided under managed care prior to September 1, 2014. Providers delivering PDN services or PAS (prior to September 1, 2014) provided through managed care will follow current managed care documentation requirements until EVV is fully implemented in managed care beginning January 1, 2015. As further clarification, managed care members receiving PDN or PAS services before September 1, 2014 should NOT be entered into the Santrax system.

The STAR+PLUS and STAR Health managed care organizations (MCOs) will begin implementation

activities for EVV through the Health and Human Services Commission (HHSC) EVV initiative beginning in September 2014, and will notify providers as soon as EVV vendor selection, system set-up, testing and training activities will occur.

All providers in the STAR+PLUS and STAR Health programs, including those providers transitioning from DADS on September 1, 2014, will have between September 1, 2014 through December 31, 2014, to operationalize EVV for implementation in managed care by January 1, 2015. Full compliance with EVV will be required by March 1, 2015.

DADS providers transitioning to managed care that will continue to use the current DADS EVV system between September 1, 2014 and December 31, 2014, will not be monitored for compliance with EVV through the DADS EVV Compliance Plan.

Information on EVV at DADS can be found at: <http://www.dads.state.tx.us/EVV/>.

Should you have any questions regarding EVV and the transition to managed care, you may send an email message to Managed_Care_Initiatives@hhsc.state.tx.us.

Addressed to Regions: 02,03,04,05,06,07

Register Now for Free EVV Training Sessions in November 2014

Date posted: September 25, 2014

DADS providers that use Electronic Visit Verification (EVV) or that will do so in the future are invited to attend a free 1-day classroom training session in November 2014. The training is an overview of EVV.

The training will be held Nov. 3, 4, 5, 10 and 13 in Austin, Texas. **Providers need to attend only one session.**

Registration is on a first come, first served basis, and seating is limited. To register, please visit <http://www.dads.state.tx.us/providers/training/HCSSAJT/index.cfm>.

For more information, contact the DADS EVV Mailbox at cpc@dads.state.tx.us.

Additional EVV training will be announced by the Texas Health and Human Services Commission as it becomes available.

Addressed to Regions: 02,03,04,05,06,07,09

Revisions to DADS Electronic Visit Verification (EVV) Reason Codes will be effective December 1, 2014. DADS providers who are required to use the EVV system, must begin using the revised, reinstated and new reason codes on December 1, 2014.

Date posted: October 31, 2014

DADS has made the following changes, based on stakeholder input:

Reinstated Reason Codes

Reason Code: 12-Service Suspension:

Reason Code 12 is selected when the provider has suspended the individual's services per program policy (e.g., the individual is in the hospital or temporarily in a nursing facility). All situations that require documentation must be documented according to program policy. **This is a preferred reason code.**

Reason Code: 25-Respite Hours

- Reason Code 25 is selected when in-home respite hours are provided. **This is a preferred reason code.**

New Reason Codes

Reason Code: 28-Malfunctioning Fixed Visit Verification Device and/or Invalid Fixed Visit Verification Device Value — Verified Services Were Delivered:

- Reason Code 28 is selected when a Fixed Visit Verification device malfunctions and/or provides invalid values. Free text is required in the comment field; the provider must document the actual time service delivery begins and ends in the comment field. If RC 28 is used for the same individual over a period greater than 14 calendar days, a replacement Fixed Visit Verification device should be ordered. **This is a preferred reason code.**

Reason Code: 29-Fixed Visit Verification Device Pending Placement:

- Reason Code 29 is selected when a Fixed Visit Verification device has been received by the provider, but the provider has not yet placed the device in the individual's home. Because Fixed Visit Verification devices should be placed promptly, use of RC 29 for the same individual over a period greater than 14 calendar days may constitute misuse of this preferred reason code. **This is a preferred reason code.**

Revisions to Current Reason Codes

- **Reason Code 02 – Invalid Attendant or Individual ID Entered – Attendant Verified**

Reason Code 02 is selected when an attendant does not accurately enter the entirety of his/her employee ID and/or the individual's Client ID into the EVV system. **This is a preferred reason code.**

- **Reason Code 6– Attendant Failed to Call In and Out — Verified Services Were Delivered**

Reason Code 06 is used when an attendant fails to use the EVV system to call in and call out (e.g., the attendant fails to call in and call out on the individual's landline, or the attendant fails to enter the Fixed Visit Verification device values in the system). Free text is required in the comment field; the provider must record the actual time service delivery begins and ends in the comment field. **This is a non-preferred reason code.**

- **Reason Code 10– Individual Does Not Have Home Phone—Verified Services Were Delivered**

Reason Code 10 is selected when an individual qualifies for and requires the use of a Fixed Visit Verification device, but one has not yet been requested by the provider. Because Fixed Visit Verification devices should be ordered promptly, use of RC 10 for the same

individual over a period greater than 14 calendar days may constitute misuse of this preferred reason code. This is a preferred reason code.

- **Reason Code 11– Companion Case**

Reason Code 11 is selected when the attendant delivers services to two or more individuals in the same household and only uses the individuals' landline to call in once and call out once for the entirety of the visit. This is a preferred reason code.

- **Reason Code 14– Consumer Directed Services (CDS) Employer Time Correction**

Reason Code 14 is **ONLY** used by individuals self-directing their services using the CDS option who need to correct an EVV entry. This code should only be used by CDS employers or Financial Management Services Agencies (FMSAs). This is a preferred reason code.

- **Reason Code 15– Services Provided Outside the Home— Supported By Service Plan or Verified with Individual Receiving Services**

Reason Code 15 is selected when the attendant cannot call in and/or call out because some or all of the scheduled services were provided outside of the home in accordance with program policy. This is a preferred reason code.

- **Reason Code 16– Fixed Visit Verification Device Has Been Ordered — (Initial or Replacement Order)**

Reason Code 16 is selected when a Fixed Visit Verification device has been ordered, but the provider has not yet received the device. **This is a preferred reason code.**

- **Reason Code 17– Individual Does Not Qualify for Fixed Visit Verification Device (FVV) — Verified Services Were Delivered**

Reason Code 17 is only used to document service delivery to individuals who do not have a home phone available for EVV and are authorized or scheduled to receive services less than once a week. These individuals do not qualify for a Fixed Visit Verification device. **This is a preferred reason.**

- **Reason Code 20– Attendant Failed to Call In — Verified Services Were Delivered**

Reason Code 20 is used when an attendant fails to use the EVV system to call in. Free text is required in the comment field to document the actual "call in" time. This is a non-preferred reason code.

- **Reason Code 21– Attendant Failed to Call Out — Verified Services Were Delivered**

Reason Code 21 is used when an attendant fails to use the EVV system to call out. Free text is required in the comment field to document the actual "call out" time. This is a non-preferred reason code.

- **Reason Code 22– Individual Agreed or Requested Attendant Not Work Schedule**

Reason Code 22 is selected when the attendant does not work and the individual was contacted and agreed to the change in schedule, or the individual contacted the agency and requested the attendant not work. All situations that require documentation must be documented according to program policy. This is a preferred reason code.

- **Reason Code 26– Medicaid Reinstatement: Service Hours Worked**

Reason Code 26 is selected when visits that were documented on paper time sheets during the time period when the individual's Medicaid eligibility was suspended, and the provider chooses to deliver services, are entered into the EVV system through visit

maintenance after the individual's Medicaid eligibility has been reinstated. This is a preferred reason code.

Please Note

- Reason Codes; 06, 20, 21, 28, all require free text in the comment field. If the free text does not include the following information; the visit may be subject to recoupment:
 - Reason Code 06; must include the actual time service delivery begins and end;
 - Reason Code 20; must include the actual time service delivery begins;
 - Reason Code 21; must include the actual time service delivery ends; and
 - Reason Code 28; must include the actual time service delivery begins and ends.
 - Reason Code 99 requires free text in the comment field that documents the reason this reason code was used; if not, the visit may be subject to recoupment.
 - If Reason Code 28 is used for the same individual over a period greater than 14 calendar days, a replacement Fixed Visit Verification device should be ordered. If a replacement FVV Device is not ordered after the 14th business day; the visit may be subject to recoupment.
 - If Reason Codes 10 or 29 are used for the same individual over a period greater than 14 calendar days, the visit may constitute a misuse of Reason Codes 10 or 29. If DADS identifies misuse of any preferred codes, DADS may require the provider agency to use a fixed visit verification device and the provider's EVV compliance score may be negatively affected.
 - The word "Telephony" has been revised to "call in and/or call out".
 - The word "PCA" has been revised to "attendant"
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Changes to Certain Electronic Visit Verification Reason Codes Effective Dec. 1, 2014

Date posted: October 31, 2014

Based on stakeholder input, The Texas Department of Aging and Disability Services (DADS) reviewed the Electronic Visit Verification (EVV) reason codes. As a result, DADS has revised, reinstated, and added new reason codes.

DADS providers who are required to use the EVV system, must begin using the revised, reinstated and new reason codes on December 1, 2014.

EVV reason codes and training is available at <http://www.dads.state.tx.us/evv/>. View the changes at <http://www.dads.state.tx.us/evv/news.cfm>.

Any questions regarding this alert can be sent to cpc@dads.state.tx.us.

Addressed to Regions: 02,03,04,05,06,07,09

Updated DADS Electronic Visit Verification (EVV) Reason Code Training Now Available

Date posted: November 25, 2014

Texas Department of Aging and Disability Services (DADS) providers who are required to use the EVV system must begin using revised, reinstated and new reason codes effective December 1, 2014. These changes were made based on stakeholder input.

Providers can also view reason code changes at <http://www.dads.state.tx.us/evv/news.cfm>.

Questions regarding these changes or general questions relating to EVV can be sent to the DADS EVV Mailbox at cpc@dads.state.tx.us.

- [View the training in PDF format](#)
- [View Quiz Answers in PDF format](#)

Addressed to Regions: 02,03,04,05,06,07

Provider Agency Selection of an EVV Vendor for HHSC EVV Initiative

Date posted: December 8, 2014

Beginning February 1, 2015, all Medicaid-enrolled service providers (provider agencies) who provide Medicaid services that are subject to electronic visit verification (EVV) are required to use a Health and Human Services Commission (HHSC) approved EVV system to record on-site visitation with the individual/member. All applicable provider agencies, including Financial Management Services Agencies (FMSAs), must select an EVV vendor and submit a completed Medicaid Electronic Visit Verification Provider System Selection Form by **January 9, 2015**.

The [Medicaid Electronic Visit Verification Provider System Selection Form](#) may be downloaded or printed from <http://www.dads.state.tx.us/evv/news.cfm>.

HHSC has also announced an [updated EVV implementation timeline](#).

Questions regarding EVV can be sent to the DADS EVV Mailbox at cpc@dads.state.tx.us.

Addressed to Regions: 02,03,04,05,06,07

Notice to DADS Providers Currently Using Electronic Visit Verification Regarding Fixed Visit Verification Devices

Date posted: December 30, 2014

Effective immediately, DADS providers in Regions 2, 3, 4, 5, 6, 7, and 9 who are currently participating in the DADS Electronic Visit Verification (EVV) initiative will no longer be able to order new or replacement Fixed Visit Verification Devices (FVVDs) from Sandata Technologies. Any pending or new orders will not be fulfilled under the DADS EVV initiative.

If an Individual requires use of an FVV device for visits between December 23, 2014 and January 31, 2015, but cannot obtain one, provider agencies must verify actual hours worked by the attendant and manually enter these hours using visit maintenance. Providers should select *Reason Code 17 – Individual Does Not Qualify for Fixed Visit Verification Device – Verified Services Were Delivered*, a preferred reason code, to document these visits.

Addressed to Regions: 02,03,04,05,06,07
