

## 2015 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.

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### 2015

#### **Reminder: All EVV Vendor Selection Forms Due Jan. 9, 2015**

**Date posted:** January 9, 2015

For statewide implementation of the HHSC EVV initiative for attendant services (effective Feb. 1, 2015) and private duty nursing services (effective May 1, 2015), all applicable provider agencies must select an EVV vendor and submit a completed Medicaid Electronic Visit Verification Provider System Selection Form. This includes financial management services agencies.

To view the original announcement for the HHSC EVV Initiative, go here [www.dads.state.tx.us/evv/ImplementationTimeline.pdf](http://www.dads.state.tx.us/evv/ImplementationTimeline.pdf)

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

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#### **EVV Implementation Date Moved to March 1**

**Date posted:** January 21, 2015

The Texas Health and Human Services Commission (HHSC) is deferring implementation of Electronic Visit Verification (EVV) for attendant services from February 1, 2015 to March 1, 2015. Private duty nursing (PDN) EVV implementation is also being delayed from May 1, 2015 to June 1, 2015.

Provider agencies that already have selected an EVV vendor should continue working with their selected EVV vendor toward successful implementation on March 1. Deferred implementation also allows providers that already have selected a vendor an additional month for staff education and training, as well as to complete full system readiness.

[Click here for an updated HHSC EVV implementation timeline.](#)

Questions regarding EVV can be emailed to [cpc@dads.state.tx.us](mailto:cpc@dads.state.tx.us).

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

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#### **Provider Agencies Must Pick EVV Vendor by Feb. 10**

**Date posted:** February 6, 2015

Agencies that provide services subject to electronic visit verification (EVV) that have not yet picked a Texas Health and Human Services Commission (HHSC)-approved EVV vendor must pick one and submit Form H1002, Provider Electronic Visit Verification Vendor System Selection by **Feb. 10, 2015**.

Agencies that do not pick an EVV vendor by close of business on Feb. 10 will be randomly assigned to one of the four HHSC-approved EVV vendors.

Starting March 1, 2015, all agencies that provide attendant services subject to EVV must use an HHSC-approved EVV system to record on-site visits with individuals. EVV implementation for private

duty nursing (PDN) services starts June 1, 2015.

EVV participation is optional for individuals receiving services in the Consumer Directed Services (CDS) option. However, if they choose to participate in EVV, the Financial Management Services Agency (FMSA) must choose a vendor by Feb. 10, 2015.

To view the full HHSC Medicaid Provider Notification, please go to <http://www.dads.state.tx.us/evv/EvvMedicaidProviderDefaultSelectionNotification.pdf>.

[Form H1002, Provider Electronic Visit Verification Vendor System Selection](#)

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

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## EVV Training Sessions for February

**Date posted:** February 9, 2015

HHSC in collaboration with DADS, TMHP and the managed care organizations (MCOs) are hosting a series of half-day Electronic Visit Verification (EVV) provider training sessions in February.

Providers can attend a morning or afternoon session; the information presented will be the same. Providers may register no more than 2 people from their contracted provider agency. Registration will be on a first-come, first-served basis. [Visit the DADS EVV website to register.](#)

Topics will include:

- EVV Overview, Reason Codes and Visit Maintenance
- EVV Compliance Plan

**\*Please Note: EVV is optional for individuals who have selected the Consumer Directed Services (CDS) option. Financial Management Services Agencies (FMSAs) are not subject to the EVV compliance plan.**

Representatives from HHSC, DADS, TMHP, each MCO and all HHSC-approved EVV vendors will be at each session to answer questions.

Questions about the training can be directed to: [Managed\\_Care\\_Initiatives@hhsc.state.tx.us](mailto:Managed_Care_Initiatives@hhsc.state.tx.us).

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

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## UPDATE to DADS Providers Regarding Fixed Visit Verification Devices

**Date posted:** February 11, 2015

The Texas Health and Human Services Commission (HHSC) has deferred the implementation of Electronic Visit Verification (EVV) until **March 1, 2015**. DADS provider agencies will continue to be unable to order new or replacement Fixed Visit Verification Devices (FVVDs) under the DADS EVV initiative.

If a provider agency requires use of an FVVD for visits from December 23, 2014, through the date of the HHSC EVV initiative implementation, but cannot obtain one, the provider agency must continue to verify actual hours worked by the attendant and manually enter these hours into Santrax using visit maintenance. Provider agencies 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: 02,03,04,05,06,07,09

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## **Update: Some EVV Training Sessions for February Have Been Cancelled**

**Date posted:** February 18, 2015

Because of low registration, the Feb. 20 (Lubbock) and Feb. 28 (El Paso) EVV provider training sessions have been cancelled. Providers who signed up for one of those days have been rescheduled for another day. The location does not change.

- If you signed up for the Lubbock training on the 20th, your registration has been moved to Feb. 19.
- If you signed up for the El Paso training on the 28th, your registration has been moved to Feb. 27.

Questions about the training can be directed to: [Managed\\_Care\\_Initiatives@hhsc.state.tx.us](mailto:Managed_Care_Initiatives@hhsc.state.tx.us).

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

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## **Medicaid Provider Notification: Statewide Implementation of Electronic Visit Verification (EVV) Initiative**

**Date posted:** February 27, 2015

### **Implementation Delay**

#### **Delayed Implementation for EVV**

The Health and Human Services Commission (HHSC) is delaying implementation of electronic visit verification (EVV). HHSC will notify providers no less than 30 days before they are required to begin using EVV.

As previously stated in a provider notification published in early February 2015, all agencies providing services subject to EVV that did not select an EVV vendor by close of business on February 10, 2015 will be assigned to an HHSC-approved EVV vendor for the provision of EVV services. HHSC will make this assignment by default for any provider who failed to notify their managed care organization or TMHP/Accenture by the February 10 deadline.

**NOTE:** Provider agencies delivering private duty nursing (PDN) services or Community First Choice (CFC) services are required to select an EVV vendor by close of business on April 10, 2015.

Provider agencies assigned an EVV vendor by HHSC by default will be notified by HHSC in March 2015. The notification will include contact information for the EVV vendor the provider agency was assigned to. HHSC will also notify each of the EVV vendors. This notification will include a list of provider agency assignments.

Deferred implementation provides more time for EVV vendors and the state to train provider agency staff on the use of EVV, and allows providers that have already selected a vendor additional time for staff training, as well as completion of full system readiness.

### **Covered Services**

The EVV initiative affects Medicaid STAR+PLUS, STAR Health, acute care fee-for-service, and Department of Aging and Disability Services (DADS) service providers who provide the covered services listed below in the home and in the community. Anyone providing covered services to an individual or health plan member must use the selected EVV system to record visit arrival and departure times. The provider agency will use the time recorded in the EVV system to determine billable units/hours before requesting payment.

The following services are subject to EVV requirements:

Services	Description
Managed Care	Personal assistance services (PAS), personal care services (PCS), private duty nursing (PDN) services, and Community First Choice (CFC) services provided in the home and in the community in the managed care STAR+PLUS and STAR Health programs
HHSC acute care fee-for-service	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: <ul style="list-style-type: none"> <li>• Community Attendant Services (CAS)</li> <li>• Community Living Assistance and Support Services (CLASS)               <ul style="list-style-type: none"> <li>◦ Habilitation services and in-home respite</li> </ul> </li> <li>• Family Care (FC)</li> <li>• Medically Dependent Children Program (MDCP)               <ul style="list-style-type: none"> <li>◦ In-home respite and flexible family support</li> </ul> </li> <li>• Primary Home Care (PHC)</li> </ul>
Consumer Directed Services	EVV is optional for individuals who have selected the Consumer Directed Services (CDS) option.

### Notice to DADS providers

All DADS service providers currently using the Santrax EVV system should continue using the Santrax system until further notification.

### Training Information

HHSC, in coordination with Medicaid MCOs, TMHP, EVV vendors, and DADS, began conducting provider training on the operational requirements and the use of EVV in February, 2015. Providers may find information about training sessions and how to register at the following link:

<http://www.dads.state.tx.us/evv>

Additionally, HHSC will be hosting webinars for provider training; EVV vendors will conduct face-to-face training for providers, and vendor training materials can be found on-line at EVV vendor websites.

Provider agencies should monitor MCO, TMHP, HHSC and DADS websites for additional information regarding EVV implementation and training opportunities.

## General Information

Provider agencies are encouraged to sign-up for email updates at:  
<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions about EVV implementation or the Medicaid Electronic Visit Verification Provider System Selection Form may be directed to:

Program	Email
Managed Care	<a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a>
DADS fee-for-service programs	<a href="mailto:DADS.EVV@dads.state.tx.us">DADS.EVV@dads.state.tx.us</a>
TMHP (acute care fee-for-service programs)	1-800-925-9126, Option 5

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

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## EVV Vendor Update Regarding Sandata Technologies, LLC

**Date posted:** March 6, 2015

Effective February 27, 2015, Sandata Technologies, LLC, has withdrawn participation from the Health and Human Services (HHSC) Electronic Visit Verification (EVV) initiative. There are now three HHSC-approved EVV vendors: Care Monitoring 2000, DataLogic (Vesta), and MEDsys.

Sandata will continue to support EVV services through May 31, 2015, for all provider agencies currently required to use the EVV system. This includes provider agencies required to use the Santrax system under the DADS EVV initiative, as well as former DADS provider agencies that transitioned to managed care on September 1, 2014.

Providers that selected Sandata for the provision of EVV services under the HHSC EVV initiative must select one of the three remaining HHSC-approved EVV vendors by submitting a new, completed Medicaid Electronic Visit Verification Provider Selection Form no later than Friday, March 20, 2015.

[Click here to view the HHSC Medicaid Provider Notification.](#)

[Click here for the Medicaid Electronic Visit Verification Provider Selection Form.](#)

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

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## Letter to Consumer Directed Services Employers Receiving Services Subject to Electronic Visit Verification

**Date posted:** March 6, 2015

The Department of Aging and Disability Services (DADS), in conjunction with the Health and Human Services Commission (HHSC), mailed Consumer Directed Services (CDS) Employers a letter announcing the statewide implementation of the HHSC Electronic Visit Verification (EVV) system. The HHSC EVV initiative will replace the DADS EVV initiative and expand requirements for the use of EVV

to cover the entire state. Participation in EVV remains optional for CDS Employers.

Read the letter in PDF format: [English](#) | [Spanish](#)

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

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## **Letter to Individuals Receiving Services Subject to Electronic Visit Verification**

**Date posted:** March 6, 2015

The Department of Aging and Disability Services (DADS), in conjunction with the Health and Human Services Commission (HHSC), mailed letters to individuals receiving services subject to electronic visit verification (EVV) announcing the statewide implementation of the HHSC EVV initiative. The HHSC EVV initiative will replace the DADS EVV initiative and expand requirements for the use of EVV to cover the entire state.

Read the letter in PDF format: [English](#) | [Spanish](#)

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

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## **New EVV Implementation Dates and 30-Day Provider Notice**

**Date posted:** March 6, 2015

On February 27, 2015, the Health and Human Services Commission (HHSC) announced it delayed implementation of electronic visit verification (EVV). The timeline of EVV implementation dates are included in the HHSC Provider Notification announcement that serves as notice to providers of the new implementation schedule for the HHSC EVV Initiative.

[Click here to view HHSC Medicaid Provider Notification referenced above.](#)

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

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## **Request of Small Alternative Devices for HHSC Electronic Visit Verification Initiative**

**Date posted:** March 11, 2015

On March 10, 2015, the Health and Human Services Commission (HHSC) released a Medicaid Provider Notification announcing that all provider agencies who provide services subject to the HHSC electronic visit verification (EVV) initiative can begin the process of obtaining small alternative devices for individuals that do not have a landline phone. This small alternative device will be installed in the individual's home for use by the nurse or attendant to document the time the attendant or nurse begins and ends providing services.

The following steps must be followed to order a small alternative device for the individual's/member's home.

1. Present in person the [Medicaid Electronic Visit Verification Small Alternative Device Agreement Form](#) to the individual or member when the person either does not have, or will not allow use of, their home landline phone. (Step 1 does not apply to persons participating in the CDS option.)

- a. HHSC prefers the provider agency present the form within seven calendar days of receiving notice from the person.
2. The provider agency or Financial Management Service Agency must complete the remaining provider agency portions of the Agreement Form and the Order Form before sending to the EVV vendor. HHSC expects completed agreement/order forms be submitted to the EVV vendor as follows:
  - a. Within three calendar days of obtaining the individual's or member's signature from a provider agency; or
  - b. Within three days of receiving a request for a CDS employer from an FMSA.
3. EVV vendor will process and deliver small alternative device(s) to the provider agency, or CDS employer, within 10 calendar days of order receipt:
  - a. If the signed Small Alternative Device Agreement Form is incomplete, the EVV vendor will notify the provider agency or FMSA within three calendar days of receipt of the order for quick resolution.
  - b. For any other administrative concerns regarding small alternative device orders, the EVV vendor will contact the MCO or the Texas Medicaid & Healthcare Partnership (TMHP), as appropriate, within three calendar days of receipt to assist the EVV vendor and provider agency with resolution of the issue.
4. Provider agency or CDS employer will install the small alternative device in the individual's or member's home on or before the first service delivery date following receipt of the small alternative device.

[Click here to read the complete Medicaid Provider Notification.](#)

View the Medicaid Electronic Visit Verification Small Device Agreement and Order Form. [English](#) | [Spanish](#)

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## **Electronic Visit Verification Vendor Update Regarding Care Monitoring 2000**

**Date posted:** March 16, 2015

Effective at 5:00 p.m. on March 12, 2015, Care Monitoring 2000 notified the Health and Human Services Commission (HHSC) they reached capacity for June 1 implementation and have temporarily closed provider enrollment in their EVV solution. Provider agencies who previously selected Sandata Technologies have until March 20, 2015, to select from the following two vendors: DataLogic (Vesta) and MEDsys.

Care Monitoring 2000 remains an HHSC-approved EVV system and an active participating vendor in the HHSC EVV initiative.

[Click here](#) to view the HHSC Medicaid Provider Notification.

[Click here](#) for Form H1002, Provider Electronic Visit Verification Vendor System Selection.

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## **Update Regarding Fixed Visit Verification Devices for Providers Currently Required to Use the Santrax System**

**Date posted:** March 20, 2015

In anticipation of the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) initiative implementation, provider agencies cannot order new or replacement Fixed Visit

Verification Devices (FVVDs) from Sandata Technologies, LLC, under the DADS EVV initiative. This includes providers required to use Sandata's EVV system (Santrax) under the DADS EVV initiative, as well as former DADS provider agencies that transitioned to managed care on September 1, 2014.

If a provider agency requires use of an FVVD for visits from March 1, 2015, through the date the provider agency is required to implement the HHSC EVV initiative, but cannot obtain an FVVD, the provider agency must continue to verify actual hours worked by the attendant and should either:

- manually enter these hours into Santrax using visit maintenance. Provider agencies 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; or
- retain paper timesheets as service delivery documentation.

## Telephone Types Acceptable for EVV Use

**Date posted:** March 30, 2015

### What kind of telephone service is suitable for use with Electronic Visit Verification?

Electronic Visit Verification (EVV) uses the home landline telephone of the individual/member receiving services. For purposes of the Health and Human Services Commission EVV initiative, an **acceptable home landline telephone service**, is defined as a phone line that is provided only at a single specified address (the individual's home) and cannot be used away from that location without contacting a third party to transfer the service to a new specified location. These home landline telephone services may be provided through traditional copper cables, digital subscriber line (DSL), coaxial cable, fiber optic lines, and other transmission methods physically connected to the individual's home.

**IMPORTANT:** Phone service provided over a cellular, satellite, or other mobile network is **not** acceptable. Portable alternative phone services that use voice over internet protocol (VoIP) (examples include MagicJack and Vonage) are also **not** acceptable.

**The list provided below based on inquiries, does not serve as a comprehensive list of "Acceptable Home Landlines. Please refer to definition above for further guidance.**

### HHSC Electronic Visit Verification (EVV) Initiative

Phone Type	Is this phone type approved for EVV use?
Wired phone connected to a phone jack in the wall	YES
Non-wired phone with base connected to a phone jack in the wall (i.e., cordless phone)	YES
Home telephone service where the phone cannot be disconnected and used at a different address/location. This includes phone service through the local: <ul style="list-style-type: none"> <li>• Cable Internet Provider (e.g., Time Warner, Comcast, AT&amp;T, etc.), and</li> <li>• Digital Voice via Verizon's FiOS (Fiber Optic</li> </ul>	YES



Service).	
Cellular Phone or Smart Phone CDS employers can allow their employees to use the employer's personal cell phone	NO
All other Voice over Internet Protocol (VoIP) services including:  <ul style="list-style-type: none"> <li>• Ooma</li> <li>• MagicJack and MagicJack+</li> <li>• netTalk Duo</li> <li>• Vonage</li> <li>• Skype</li> <li>• GoogleVoice</li> </ul>	NO

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## **ALL PROVIDER AGENCIES REQUIRED TO IMPLEMENT HHSC EVV**

**Date posted:** April 8, 2015

### **Registration Available for Training Webinars on New HHSC EVV Reason Codes**

As part of the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) initiative implementation process, the Department of Aging and Disability Services (DADS) staff will conduct two live online training webinars for provider agencies on the new HHSC EVV initiative Reason Codes on April 10 and 15, 2015.

All provider agencies required to use EVV under the HHSC EVV initiative are encouraged to participate in one of these two optional live webinars to learn more about the new HHSC EVV reason codes.

Providers who wish to participate in this optional training must register in advance for one of the HHSC EVV Reason Code training webinar sessions. To register, please click here:

<http://www.dads.state.tx.us/evv/training.cfm>

### **New HHSC EVV Reason Codes and Training Materials Posted**

**Date posted:** April 10, 2015

As part of the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) initiative implementation process, the Department of Aging and Disability Services (DADS) has posted the new HHSC EVV reason codes which will be effective upon implementation of the HHSC EVV initiative. For more information on the HHSC EVV initiative implementation dates, please click here: <http://www.dads.state.tx.us/evv/docs/MedicaidProviderEVVAddtlDates.pdf>.

Click here for the new HHSC EVV Reason Codes:

<http://www.dads.state.tx.us/evv/hhscReasonCode.pdf>

Click here for the HHSC EVV Reason Code Categories:

<http://www.dads.state.tx.us/evv/hhscReasonCodeDefinitions.pdf>.

These new HHSC EVV reason codes will only be available in the new HHSC-approved EVV systems and should only be used by provider agencies who have implemented EVV under the HHSC EVV initiative.

DADS providers who are currently using the Santrax EVV system as part of the DADS EVV initiative should continue to use the DADS EVV reason codes until those providers transition to the HHSC EVV initiative.

The new HHSC EVV Reason Code Training Presentation is available online in the following formats:

- [PowerPoint](#)
- [PDF](#)
- [HTML](#)

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## Telephone Types Acceptable for EVV Use Revised: April 10, 2015, to include the Cellular Phone or Smart Phone Exception for CDS Employers

Date posted: April 10, 2015

### What kind of telephone service is suitable for use with Electronic Visit Verification?

Electronic Visit Verification (EVV) uses the home landline telephone of the individual/member receiving services. For purposes of the Health and Human Services Commission EVV initiative, an **acceptable home landline telephone service**, is defined as a phone line that is provided only at a single specified address (the individual's home) and cannot be used away from that location without contacting a third party to transfer the service to a new specified location. These home landline telephone services may be provided through traditional copper cables, digital subscriber line (DSL), coaxial cable, fiber optic lines, and other transmission methods physically connected to the individual's home.

IMPORTANT: Phone service provided over a cellular, satellite, or other mobile network is **not** acceptable. Portable alternative phone services that use voice over internet protocol (VoIP) (examples include MagicJack and Vonage) are also **not** acceptable.

The list provided below based on inquiries, does not serve as a comprehensive list of "Acceptable Home Landlines. Please refer to definition above for further guidance.

### HHSC Electronic Visit Verification (EVV) Initiative

Phone Type	Is this phone type approved for EVV use?
Wired phone connected to a phone jack in the wall	YES
Non-wired phone with base connected to a phone jack in the wall (i.e., cordless phone)	YES
Home telephone service where the phone cannot be disconnected and	YES

used at a different address/location. This includes phone service through the local: <ul style="list-style-type: none"> <li>• Cable Internet Provider (e.g., Time Warner, Comcast, AT&amp;T, etc.), and</li> <li>• Digital Voice via Verizon's FiOS (Fiber Optic Service).</li> </ul>	
Cellular Phone or Smart Phone (Exception: CDS employers who choose to participate in EVV, can allow their employees to use the employer's personal cell phone)	NO
All other Voice over Internet Protocol (VoIP) services including: <ul style="list-style-type: none"> <li>• Ooma</li> <li>• MagicJack and MagicJack+</li> <li>• netTalk Duo</li> <li>• Vonage</li> <li>• Skype</li> <li>• GoogleVoice</li> </ul>	NO

Version 2.0  
Updated April 8, 2015

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

## HHSC Allowing for Additional Electronic Visit Verification Implementation Dates

**Date posted:** April 14, 2015

Based on provider feedback, the Health and Human Services Commission (HHSC) is allowing provider agencies subject to Electronic Visit Verification (EVV) to implement EVV on the HHSC-defined rolling schedule. Provider agencies can implement as they become operationally ready between April 16 and June 1, 2015.

The following two groups of provider agencies are excluded from the rolling implementation schedule and must implement under the HHSC EVV initiative on June 1, 2015:

- Department of Aging and Disability Services (DADS) provider agencies currently using Santrax under the DADS EVV initiative and which chose to remain with Sandata, but had to re-select another EVV Vendor by March 20; and
- DADS provider agencies currently not participating in the DADS EVV Initiative.

**Operationally ready means:**

- Provider agency staff are fully trained;
- EVV systems are functional and can document service provision, including:
  - Provider agency has entered individual/member and attendant/nurse information in the EVV system;
  - Provider agency has the ability to enter or upload individual/member schedules in the EVV system;
  - Visits can be documented through auto-verification or visit maintenance; and
  - EVV vendor agrees that provider agency is functionally ready to implement EVV by submitting provider agency name, with confirmed implementation date, to each appropriate payor (Managed Care Organization (MCO), Texas Medicaid & Healthcare Partnership (TMHP/Accenture)).
- All visits must be entered into the EVV system prior to billing, with or without a small alternative device (SAD). If the provider agency chooses to implement without SADs, the provider agency is required to document service delivery through visit maintenance within 21 calendar days of when the visit was provided. (The requirement to perform visit maintenance within 21 calendar days of service provision is the standard process under the HHSC EVV initiative.)
- NOTE: Claims not supported by an entry in a HHSC-approved EVV system may be subject to denial or recoupment.

Implementation will be managed as follows:

- **Managed Care and HHSC Fee-for-Service (FFS) Provider Agencies** – may implement EVV on the HHSC-defined *Rolling Implementation Schedule* (see below), as they become operationally ready.
- **DADS EVV Initiative Provider Agencies that Previously Selected Sandata** – DADS and managed care provider agencies using the Santrax system under the DADS EVV Initiative that chose to remain with Sandata for the HHSC EVV Initiative but had to re-select another EVV Vendor by March 20 (due to Sandata's withdrawal) will implement EVV on June 1, 2015.
- **DADS EVV Initiative Provider Agencies that Elected to Transfer to Another EVV Vendor** – DADS provider agencies and managed care provider agencies using the Santrax system under the DADS EVV Initiative that, by the February 10 deadline, elected to transfer from the Santrax system to an alternate EVV system are allowed to implement EVV on the HHSC-defined *Rolling Implementation Schedule* (see below), as they become operationally ready.
- **DADS Provider Agencies Currently Not Participating in DADS EVV Initiative** – DADS provider agencies currently not participating in the DADS EVV Initiative will implement EVV on June 1, 2015.
- **Managed Care, HHSC and DADS FFS providers that failed to select an EVV vendor by the previously outlined timeline dates** – will be default assigned to an EVV vendor by HHSC and will implement EVV on June 1, 2015.

### Rolling Implementation Schedule

The following rolling EVV implementation schedule aligns with provider agency billing schedules:

- April 16, 2015
- May 1, 2015
- May 16, 2015

June 1, 2015

Provider agencies must notify their selected EVV vendor of the EVV implementation date they have chosen **no less than 14 days prior** to their requested implementation date if implementing prior to the June 1, 2015 date. EVV vendors must provide a list of provider agencies to the appropriate MCO or TMHP (for fee-for-service programs), **no less than 10 days prior** to the provider agency's requested implementation date.

[Click here](#) to read the complete Medicaid Provider Notification regarding the updated HHSC EVV initiative implementation dates.

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## **HHSC EVV Information and Deadlines for DADS Provider Agencies**

**Date posted:** April 20, 2015

This alert applies to all DADS-contracted provider agencies required to implement electronic visit verification (EVV) under the Health and Human Services Commission (HHSC) EVV initiative. For more information on HHSC EVV implementation dates, please see the current Medicaid Provider Notification **HHSC EVV Implementation and Services Update** at:

<http://www.dads.state.tx.us/evv/docs/MedicaidProviderEVVAddtlDates.pdf>.

### **Requirements Upon Implementation of EVV under the HHSC EVV Initiative**

Effective the first day of implementation of an HHSC-approved EVV system under the HHSC EVV initiative, the provider agency must ensure that all claims for services are supported by service delivery records that have been verified and fully documented in its HHSC-approved EVV system before those claims may be submitted for payment.

If a claim for a visit is submitted prior to the complete and accurate documentation of that visit in an HHSC-approved EVV system, including the completion of all required visit maintenance for that visit, the visit may be subject to recoupment. This requirement applies to providers that previously used EVV under DADS EVV initiative and to DADS providers that will use EVV for the first time when they implement EVV under the HHSC EVV initiative.

### **Visit Maintenance Deadline**

Effective the first day a provider agency implements the HHSC EVV initiative, the provider agency must complete all visit maintenance within 21 calendar days from the date of service. All visits must be entered in the HHSC-approved EVV system and must have all required visit maintenance completed no later than the 21<sup>st</sup> calendar day after the date of service, or the visits may be subject to recoupment.

Once all service delivery records have been verified and fully documented in an HHSC-approved EVV system, including completion of any required visit maintenance, those visits may be billed according to the appropriate billing deadlines (one year from the end of the service month for DADS providers).

Claims may be subject to recoupment if they are not supported by a complete and accurate EVV entry:

1. for which no visit maintenance was required, OR
2. for which all required visit maintenance has been completed within 21 calendar days of the date of service provision.

Please note that HHSC-approved EVV systems only allow visit maintenance to be performed for 21 calendar days after the date of service. These EVV systems cannot accept any visit maintenance for a visit after 21 calendar days from the date of service.

## Visit Maintenance Deadline Examples

<b>Visit Date (Date of Service)</b>	<b>Visit Maintenance Completion Deadline</b>
April 23, 2015	May 13, 2015
May 5, 2015	May 25, 2015
June 15, 2015	July 5, 2015

## Small Alternative Device (SAD) Values Expiration

SADs generate unique numbers called SAD values that must be entered into the EVV system to document when attendants begin and end providing services.

SAD values are only good for seven calendar days once the SAD value is generated, meaning they expire six calendar days following the date of service. As a result, provider agencies must ensure that their attendants enter their SAD values into the EVV system within seven calendar days including the date of service, or else the SAD values will expire and cannot be entered into the EVV system.

Once a provider has implemented EVV under the HHSC EVV initiative, failure to enter a SAD value into the EVV system constitutes a failure to call in or a failure to call out and will result in the use of a non-preferred reason code during visit maintenance. Use of non-preferred reason codes may negatively impact a provider agency's EVV compliance score and may result in the assessment of liquidated damages or other contract actions should the provider agency's EVV compliance score fall below 90 percent.

## SAD Value Expiration Examples

<b>Visit Date (Date of Service)</b>	<b>SAD Values Expire</b>
April 23, 2015	April 29, 2015
May 5, 2015	May 11, 2015
June 15, 2015	June 21, 2015

## HHSC EVV Temporary Extension to 21-Day Visit Maintenance Time Period in Relation to Claim Submission

**Date posted:** May 1, 2015

The Health and Human Services Commission (HHSC) is extending the timeframe for completing electronic visit verification (EVV) visit maintenance, as outlined below, to address issues that arose following the first EVV implementation rollout on April 16, 2015.

### **Visit Maintenance**

Effective on the date a provider agency implements EVV under the HHSC EVV initiative, including those provider agencies that implemented April 16, 2015, the 21-day requirement to enter visit maintenance in the provider agency's EVV system is extended through the compliance grace period. This extension applies to all provider agencies implementing EVV on or before August 31, 2015.

Provider agencies subject to EVV requirements must complete visit maintenance by September 21, 2015 for all services provided through August 31, 2015 (which is the end of the compliance grace period).

<b>(Examples) Date Service Provided</b>	<b>Visit Maintenance is Due</b>	<b>Number of days to complete visit maintenance</b>
April 16, 2015	September 21, 2015	159
July 15, 2015	September 21, 2015	69
August 31, 2015	September 21, 2015	22
September 1, 2015	September 21, 2015	21

This means that beginning on September 1, the 21-day time period for performing visit maintenance will again be effective. Services delivered on or after September 1, will be subject to the 21-day visit maintenance period.

### **Claim Submission**

Because HHSC is extending the 21-day time period for visit maintenance, a provider agency may submit claims for payment of services provided between April 16 and August 31, 2015, prior to the completion of visit maintenance in the EVV system. However, visit maintenance must be completed on or before September 21, 2015, for all services provided between April 16 and August 31, 2015, regardless of when the claim is submitted.

Claims submitted for services provided between April 16 and August 31, 2015 may be subject to recoupment if a provider agency fails to document the delivery of the service accurately in the EVV system by September 21, 2015. The provider has the option to use paper timesheets as backup to the EVV system through August 31, 2015, and to support claims.

The extension to perform visit maintenance and the approval to submit claims prior to completing visit maintenance in an HHSC-approved EVV system does not affect other aspects of claims submission. All provider agencies must submit claims in accordance with their contracted entity claims submission policy.

[Click here to view the full Medicaid Provider Notification.](#)

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## HHSC Delaying EVV Implementation of Private Duty Nursing Services

**Date posted:** May 15, 2015

The Health and Human Services Commission (HHSC) is delaying the planned June 1, 2015 implementation of Electronic Visit Verification (EVV) for private duty nursing (PDN) services until late 2015. HHSC will provide sufficient advance notice to allow providers and vendors sufficient time for EVV system set-up and training when the new EVV implementation date for PDN services is announced.

[Click here](#) to read the complete Medicaid Provider Notification.

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## HHSC EVV Initiative Provider Compliance Plan Released - Updated May 18, 2015, to remove Private Duty Nursing Requirements

**Date posted:** May 19, 2015

The Texas Health and Human Services Commission (HHSC) has released the [Provider Compliance Plan \(PDF\)](#) for contracted provider agencies required to implement the Electronic Visit Verification (EVV) initiative. The HHSC EVV Initiative Provider Compliance Plan sets compliance standards for managed care organizations (MCOs), HHSC and Texas Department of Aging and Disability Services (DADS) providers required to use EVV.

While the HHSC EVV Initiative Provider Compliance Plan has common elements across MCOs, HHSC and DADS, each of these organizations may have additional requirements for provider agencies and EVV vendors according to their individual contracts.

The Consumer Directed Services (CDS) option **is exempt** from the compliance plan.

Version 2.0  
Updated May 18, 2015

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## EVV Requirements for Delivery of Community First Choice Program Services

**Date posted:** May 19, 2015

This notification provides information to Home and Community-based Services (HCS), Texas Home Living (TxHmL), Deaf Blind with Multiple Disabilities (DBMD), and Community Living Assistance and Support Services (CLASS) program providers about their responsibilities regarding the implementation of electronic visit verification (EVV) under Community First Choice (CFC). The Health and Human Services Commission (HHSC) will implement CFC on June 1, 2015, and any HCS, TxHmL, DBMD, or CLASS provider contracting with a managed care organization (MCO) to provide CFC services in STAR+PLUS and STAR Health will be required to use EVV.

[Click here to view the full Medicaid Provider Notification regarding EVV requirements under CFC.](#)

Updated: June 2, 2015

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## Information Letter No. 15-34: Electronic Visit Verification Requirements for Delivery of Community First Choice Program Services



**Date posted:** May 21, 2015

DADS has released the following Information Letter to Home and Community-based Services (HCS), Texas Home Living (TxHmL), Deaf Blind with Multiple Disabilities (DBMD), and Community Living Assistance and Support Services (CLASS) providers about their responsibilities regarding the implementation of EVV under Community First Choice (CFC). Any HCS, TxHmL, DBMD, and CLASS program provider contracting with a Medicaid managed care organization (MCO) to provide CFC services in STAR+PLUS and STAR Health will be required to use EVV.

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

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## **DADS EVV Data Access for Provider Agencies**

**Date posted:** May 22, 2015

The Department of Aging and Disability Services (DADS) has been working with Sandata Technologies, LLC, (Sandata) to ensure that provider agencies who currently have data in the Sandata Electronic Visit Verification (EVV) system (Santrax) will continue to have access to that data after May 31, 2015, to complete visit maintenance and to run reports in Santrax.

Provider agencies are required to continue using Santrax until they implement EVV under the Health and Human Services Commission (HHSC) EVV initiative with an HHSC-approved EVV vendor (no later than June 1, 2015).

### **Access to Santrax Telephone Lines**

Sandata will turn off all Santrax EVV telephone lines for all provider agencies at 11:59 p.m. on May 31, 2015.

**After 11:59 p.m. on May 31, 2015:**

- **Attendants will NOT be able to call in or call out to Santrax; and**
- **Fixed Visit Verification Device (FVVD) values will NOT be able to be called into Santrax.**

Provider agencies should make every effort to enter all FVVD values into Santrax before 11:59 p.m. on May 31, 2015.

### **Visits that Start on May 31 and End on June 1**

If a visit begins on May 31, 2015, and ends **after** 11:59 p.m. on May 31, 2015, provider agencies will need to:

- perform visit maintenance on the visit; and
- use *Reason Code 18: Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered* to explain why the attendant was unable to call-out for visits that started on May 31, 2015, and ended on June 1, 2015. This is a preferred reason code.

### **Visits After May 25 with FVVDs**

If provider agency was unable to enter all FVVD values for visits after May 25, 2015, into Santrax before 11:59 p.m. on May 31, 2015, provider agencies will need to:

- perform visit maintenance on the visit; and

- use *Reason Code 18: Phone Lines Not Working – Attendant Not Able to Call – Verified Services Were Delivered* to explain why those missing FVVD values were not entered in the system for visits after May 25, 2015. This is a preferred reason code.

## Access to Visit Maintenance and Corrections to Data in Santrax

Provider agencies are required to complete all necessary visit maintenance and to ensure that visits in Santrax are completely and accurately documented prior to billing. **If providers fail to ensure that all data is entered correctly in Santrax, including Medicaid ID numbers, contract numbers, etc., those visits may be subject to recoupment during DADS contract monitoring visits.** Please make sure all data is correct and accurate for each visit in Santrax prior to billing.

- **Providers NOT Using Any Third-party Software with an Interface to Santrax**

Provider agencies who do **NOT** use any third-party software with a direct interface to Santrax will continue to have access to Santrax to perform visit maintenance and to make data corrections using the Data Management Tool through **11:59 p.m. on November 30, 2016**, unless notified of a different date.

However, these provider agencies are strongly encouraged to ensure that all visit maintenance has been completed and that all documentation is complete and accurate for all visits in Santrax no later than 11:59 p.m. on August 31, 2015.

- **Providers Using Third-party Software with an Interface to Santrax**

Provider agencies who use **ANY** third-party software with a direct interface to Santrax, such as automated billing and payroll software solutions, will continue to have access to Santrax to perform visit maintenance and to make data corrections using the Data Management Tool only through **11:59 p.m. on August 31, 2015**.

At 11:59 p.m. on August 31, 2015, all Santrax interfaces with all third-party software systems will be cut and no further data updates will transfer from Santrax to any third-party software system.

Any visit maintenance or data corrections completed in Santrax **after** 11:59 p.m. on August 31, 2015, will **not** be automatically transferred into any third-party automated billing or payroll software systems, and this may result in inaccurate claims being submitted, which could result in recoupments for the affected visits.

Therefore, all provider agencies who use any third-party software with a direct interface to Santrax **MUST** ensure that **ALL** visit maintenance has been completed and that **ALL** documentation is complete and accurate for all visits in Santrax no later than 11:59 p.m. on August 31, 2015.

## Access to Santrax Reports

Provider agencies will continue to have access to Santrax to view EVV data and run reports through 11:59 p.m. on November 30, 2016, unless notified of a different date.

## Access to Sandata Customer Care

Provider agencies will continue to have access to technical support for issues with Santrax through Sandata's toll-free customer service line at 1-855-781-2079 through 11:59 p.m. on November 30, 2016, unless notified of a different date.

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## Ensuring HHSC EVV Data Integrity

**Date posted:** June 3, 2015

Data integrity is a critical component of the Health and Human Services Commission (HHSC) electronic visit verification (EVV) initiative. The HHSC EVV Initiative Provider Compliance Plan requires provider agencies to ensure all required data elements are uploaded or entered into the EVV system completely, accurately, and in a timely manner.

Payors – such as a managed care organization, Accenture, or DADS – routinely review provider claims and may reject or recoup claims if the required EVV system data fields are not complete or accurate.

HHSC encourages provider agencies to work with their EVV vendor to ensure all required and conditionally required data fields contain complete and accurate data before submitting a claim. Each EVV system offers a variety of detailed reports that can help provider agencies identify data entry errors and missing required data.

[Click here](#) to view the complete HHSC Provider Notification.

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## Register Now for June and July 2015 HHSC EVV Training

**Date posted:** June 11, 2015

DADS, MCOs and TMHP contracted provider agencies required to use HHSC EVV are invited to attend an EVV provider training session in June or July. The training, presented by DADS in partnership with HHSC, the MCOs and TMHP, will provide information about HHSC EVV Reason Codes, Visit Maintenance and the HHSC EVV Compliance Plan. Representatives from HHSC, DADS, TMHP, each MCO and all HHSC-approved EVV vendors will be at each location and each session to answer questions.

Participants will also learn how provider agencies' use of the HHSC EVV system will be evaluated under the HHSC EVV compliance plan.

At the end of each training session, DADS will provide additional training regarding what happens to **DADS contracted providers** who do not meet the HHSC EVV compliance requirements.

Independent of these training sessions, MCOs and TMHP will educate their contracted providers regarding what happens when they do not meet the HHSC EVV compliance requirements. Contact your payer for information regarding the MCO and TMHP Provider Compliance Trainings.

Providers can attend either the morning (8 a.m.-Noon) or afternoon (1-5 p.m.) session; the information is the same at both. Space is limited, so please register early. Registration is limited to no more than 2 people per contracted provider agency. Each person must register individually using the registration links below.

Please select only one training session. Registration is first come, first served for each training session.

### Training Locations and Registration Links:

- **June 22, 2015 – Houston**

Texas Department of Transportation (TxDOT) Auditorium  
7600 Washington Ave.  
Houston, TX 77007

Register now: <https://www.surveymonkey.com/s/houston62215>

**June 23, 2015 – Houston**

Texas Department of Transportation (TxDOT) Auditorium  
7600 Washington Ave.  
Houston, TX 77007

Register now: <https://www.surveymonkey.com/s/houston62315>

• **June 24, 2015 – Houston**

Texas Department of Transportation (TxDOT) Auditorium  
7600 Washington Ave.  
Houston, TX 77007

Register now: <https://www.surveymonkey.com/s/houston62415>

• **June 29, 2015 – Harlingen**

The University Center  
2424 Boxwood St.  
Harlingen, Texas 78550  
University Center Auditorium

Register now: <https://www.surveymonkey.com/s/Harlingen062915>

• **June 30, 2015 – Harlingen**

The University Center  
2424 Boxwood St.  
Harlingen, Texas 78550  
Room 133

Register now: <https://www.surveymonkey.com/s/harlingen063015>

• **July 1, 2015 – Harlingen**

The University Center  
2424 Boxwood St.  
Harlingen, Texas 78550  
University Center Auditorium

Register now: <https://www.surveymonkey.com/s/harlingen07115>

• **July 9, 2015 – Grand Prairie**

DADS Region 3 Office  
801 S. State Highway 161  
Lone Star Room #200  
Grand Prairie, TX 75051

Register now: <https://www.surveymonkey.com/s/GP070915>

• **July 10, 2015 – Grand Prairie**

DADS Region 3 Office  
801 S. State Highway 161  
Lone Star Room #200  
Grand Prairie, TX 75051

Register now: <https://www.surveymonkey.com/s/GP071015>

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## **HHSC EVV Information: SAD Education Flyer Now Online**

**Date posted:** June 29, 2015

Provider agencies required to implement the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) initiative that have clients who do not have a landline phone or do not approve use of their landline phone for EVV, must request a small alternative device (SAD) from their HHSC-approved EVV vendor.

The attached flyer, which compares each vendor's SAD to everyday objects, can be used by provider

agency staff to teach the client about the device that will be placed in their home. Provider agencies may present the flyer at the same time the EVV Small Alternative Device Agreement Form is presented to the client for signature.

[Click here to view the Small Alternative Device \(SAD\) Education Flyer.](#)

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## Email Addresses Updated for EVV Questions

**Date posted:** August 4, 2015

Both HHSC and DADS have new email addresses for questions regarding Electronic Visit Verification (EVV).

- HHSC questions can be directed to: [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)
- DADS questions can be directed to: [DADS.EVV@dads.state.tx.us](mailto:DADS.EVV@dads.state.tx.us)

Please update your contact lists and address books with these new email addresses. Please **delete** the [CPC@dads.state.tx.us](mailto:CPC@dads.state.tx.us) address.

For more information about EVV, please visit <http://www.dads.state.tx.us/evv/>.

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## Medicaid Provider Notification: HHSC Electronic Visit Verification

**Date posted:** August 4, 2015

### Temporary Suspension of Visit Maintenance Requirement And Announcement of the Texas EVV Experience Survey

The Health and Human Services Commission (HHSC) recognizes its partners and provider agencies have experienced a number of challenges implementing electronic visit verification (EVV). In light of these challenges, many provider agencies are successfully using their EVV system's functionality as it was intended, with minimal disruption. Those provider agencies should continue to use their EVV system to ensure the provider agency is able to achieve compliance with the HHSC EVV Initiative Provider Compliance Plan.

HHSC is providing immediate relief for provider agencies that have experienced system downtime, delayed distribution of small alternative devices, and other issues with their EVV system or vendor. These issues may have delayed or impeded the provider's ability to use the EVV system to its full extent during the compliance plan grace period. For these providers, HHSC is temporarily suspending the requirement to complete visit maintenance. This suspension is applicable to visits occurring on or after the date the provider agency implemented EVV, and extends through the end of the compliance plan grace period. During this suspension, paper timesheets are sufficient to support any visit which cannot, or has not, been auto-verified in an EVV system since the date the provider agency implemented EVV under the HHSC EVV initiative. To understand how this temporary suspension may affect you, please read this notice in its entirety.

HHSC is grateful to everyone for their patience and understanding as the agency and Medicaid payors around the state continue working toward resolution of problems associated with HHSC-approved EVV systems. HHSC also thanks you for your continued efforts to ensure Medicaid members statewide continue to receive the services they need.

In an effort to capture information about provider experience with EVV, HHSC asks that you please take a few minutes to complete the anonymous, **Texas EVV Experience Survey**, available online at <https://www.surveymonkey.com/r/G8CJHTZ>. Please limit your responses to the experiences with your EVV system over the last 30 days. **The survey will close at 7:00 p.m. on August 14, 2015.**

In the coming weeks, HHSC will be conducting an operation compliance review of each EVV vendor's system. The feedback we receive through this survey will be valuable to the reviews. HHS appreciates your willingness to participate in this survey.

## **Suspension of the Visit Maintenance Requirement**

Effective August 3, 2015, a provider agency that implemented EVV under the HHSC EVV initiative on or after April 16, 2015, and that has experienced challenges that have prevented the use of the EVV system to its full extent, is not required to (but may) complete visit maintenance in their EVV solution. This temporary suspension of the requirement to perform visit maintenance extends through the compliance plan grace period.

### **If I choose to continue to complete visit maintenance on visits occurring since my implementation date, what reason code do I use to identify system problems?**

HHSC is authorizing provider agencies to use Reason Code (RC) 310 to document problems related to their EVV system during the compliance plan grace period only. RC 310 may only be used to document system problems when no other code appears reasonable and the EVV system problem hinders the provider from performing any actions in the EVV system. RC 310 was originally intended to document mobile application problems but because the use of mobile applications has not been authorized, HHSC intends to use this code during the compliance plan grace period. Provider staff is required to enter free text (a brief narrative) to document the system issue (e.g., what action you are not able to perform as a result of the system problem and any other information that will assist in identifying and resolving the issue). Provider staff should report system issues requiring the use of RC 310 to their EVV vendor and the payor of the EVV-eligible service.

### **How does this affect the documentation of service delivery for EVV eligible Medicaid services?**

**All provider agencies are required to continue using their EVV solution to record eligible attendant visits.** However, a provider agency that has experienced challenges with EVV implementation is not required to complete visit maintenance in the EVV solution for visits that occurred since the provider agency's implementation date through the compliance plan grace period. If the visit is not auto-verified or visit maintenance is not completed in the EVV system, the provider agency must maintain sufficient documentation including timesheets to support the occurrence of eligible attendant visits.

### **When does the visit maintenance suspension begin and end?**

The suspension of the 21-day visit maintenance requirement applies to all EVV-eligible Medicaid services delivered by a provider agency beginning the day the provider agency implemented EVV under the HHSC EVV initiative (April 16, May 1, May 16, or June 1, 2015, or later) and extends through the compliance plan grace period. HHSC will not require any provider agency choosing to use paper timesheets in lieu of performing visit maintenance to complete visit maintenance for any EVV eligible service visit occurring prior to the end of the compliance plan grace period.

### **What is the difference between this suspension of visit maintenance and the previous suspension issued by HHSC?**

This Provider Medicaid Notification supersedes the HHSC notification released May 1, 2015, titled *Temporary Extension to 21-Day Visit Maintenance Time Period in Relation to Claim Submission*, which required visit maintenance to be performed by September 21, 2015, for all EVV eligible services provided beginning the date of provider agency's EVV implementation through August 31, 2015.

Refer to communication at: <http://www.dads.state.tx.us/evv/Changeto21day.pdf>

### **How will this temporary suspension affect claims submission?**

Visits occurring prior to September 1, 2015, do not require visit maintenance for claims submission.

This temporary suspension does not affect other aspects of claims submission. All provider agencies must submit claims in accordance with their contracted entity claims submission policy.

Any claim affected by this visit maintenance suspension, may be subject to recoupment if the provider agency fails to document the delivery of the service accurately through the use of paper timesheets or other documentation to support claims.

**How does this affect the provider compliance plan and start date?**

The HHSC EVV Initiative Provider Compliance Plan has not changed and the provider agency compliance start date of September 1, 2015, remains the same. The HHSC EVV Initiative Provider Compliance Plan is available online at:

<http://www.dads.state.tx.us/evv/complianceplan/HHSC EVV Provider Compliance Plan.pdf>

**Provider Survey on the Texas EVV Experience**

HHSC has posted the Texas EVV Experience Survey online. The survey is open to all provider agencies that are required to implement an EVV system under the HHSC EVV initiative. The survey will close at 7:00 p.m. on August 14, 2015.

**General Information**

Provider agencies are encouraged to sign-up for email updates at:

<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions about EVV implementation may be directed to:

Contacts	Email
<ul style="list-style-type: none"> <li>• HHSC EVV general questions and complaints regarding an EVV vendor:</li> <li>• Complaints regarding an MCO:</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a></li> <li>• <a href="mailto:HPM_Complaints@hhsc.state.tx.us">HPM_Complaints@hhsc.state.tx.us</a></li> </ul>
<ul style="list-style-type: none"> <li>• DADS (contracted fee-for-service providers)</li> <li>• EVV website:</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="mailto:DADS.EVV@dads.state.tx.us">DADS.EVV@dads.state.tx.us</a></li> <li>• <a href="http://www.dads.state.tx.us/evv">http://www.dads.state.tx.us/evv</a></li> </ul>
<ul style="list-style-type: none"> <li>• TMHP (questions regarding HHSC EVV vendor selection and CCP Policy &amp; Compliance)</li> </ul>	<ul style="list-style-type: none"> <li>• 1-800-925-9126, Option 5</li> </ul>
<ul style="list-style-type: none"> <li>• MCO (contracted STAR+PLUS, STAR Health, Dual Demonstration/MMP providers)</li> </ul>	<p>Amerigroup</p> <ul style="list-style-type: none"> <li>• 1-855-817-5790</li> </ul> <p>Cigna HealthSpring</p> <ul style="list-style-type: none"> <li>• 1-877-653-0331</li> <li>• Email: <a href="mailto:ProviderRelationsCentral@healthspring.com">ProviderRelationsCentral@healthspring.com</a></li> </ul>

	<p>Molina</p> <ul style="list-style-type: none"> <li>• 1-866-449-6849</li> </ul> <p>Superior</p> <ul style="list-style-type: none"> <li>• 1-877-391-5921</li> </ul> <p>UnitedHealthcare</p> <ul style="list-style-type: none"> <li>• 1-888-887-9003</li> <li>• Email: <a href="mailto:uhc_cp_prov_relations@uhc.com">uhc_cp_prov_relations@uhc.com</a></li> </ul>
<ul style="list-style-type: none"> <li>• HHSC EVV Vendors</li> </ul>	<p>CARE Monitoring 2000, LLC (CM2000)</p> <ul style="list-style-type: none"> <li>• 1-855-899-1667</li> <li>• Email: <a href="mailto:support@cm2000.com">support@cm2000.com</a></li> </ul> <p>Data Logic (Vesta) Software, Inc.</p> <ul style="list-style-type: none"> <li>• Tech Support : Email: <a href="mailto:support@vesta.net">support@vesta.net</a></li> <li>• Training Email: <a href="mailto:info@vestaevv.com">info@vestaevv.com</a></li> </ul> <p>MEDsys Software Solutions, LLC</p> <ul style="list-style-type: none"> <li>• (877) 698-9392; Option 1</li> </ul>

## HHSC EVV: Delay in Payors Imposing Compliance Penalties

**Date posted:** September 1, 2015

The Health and Human Services Commission (HHSC), Department of Aging and Disability Services (DADS) and Managed Care Organizations (MCOs) recognize the continued system challenges faced by providers in using the Electronic Visit Verification (EVV) system. While all required providers are expected to fully utilize EVV, the respective payors (HHSC, MCOs and DADS) have agreed to not impose penalties around compliance levels at this time. HHSC will issue detailed guidance on compliance for EVV usage and will provide a minimum of a 30-day notice prior to any compliance penalties being issued.

[Read the full HHSC EVV Medicaid Provider Notification.](#)

## Delay in Payors Imposing Compliance Penalties

**Date posted:** October 2, 2015

The Health and Human Services Commission (HHSC), Department of Aging and Disability Services (DADS) and Managed Care Organizations (MCOs) recognize the continued system challenges faced by providers in using the Electronic Visit Verification (EVV) system. While all required providers are expected to fully utilize EVV, the respective payors (HHSC, MCOs and DADS) have agreed to not impose penalties around compliance levels at this time. HHSC will issue detailed guidance on compliance for EVV usage and will provide a minimum of a 30-day notice prior to any compliance penalties being issued.



[Read the full HHSC EVV Medicaid Provider Notification.](#)

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## **Medicaid Provider Notification: HHSC Electronic Visit Verification**

**Date posted:** October 2, 2015

### **Notification Regarding CM2000's Mass EVV Communication**

Providers, you may have received an email communication from CM2000 this morning regarding HHSC's decision to not renew CM2000's contract. HHSC has fulfilled its current contractual obligations and has, within our rights, merely declined to renew CM2000's contract and will allow it to expire by its own terms on November 6, 2015. HHSC provided formal notification of our intent to CM2000 and we discussed our decision several times with the vendor. In the upcoming days, HHSC will begin communication with the CM2000 team regarding transaction activities. HHSC intends to enforce CM2000's Turnover obligations and to transition CM2000's Electronic Visit and Verification (EVV) providers to the remaining HHSC approved EVV vendors as soon as possible.

[Read the full HHSC EVV Medicaid Provider Notification.](#)

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## **CM2000 Users - Register Now for an EVV Vendor System Demonstration - Deadline for Reselection is October 30, 2015**

**Date posted:** October 5, 2015

Providers who had selected or were defaulted to Care Monitoring 2000 (CM2000) as their Electronic Visit Verification (EVV) vendor under the Health and Human Services Commission (HHSC) EVV initiative are invited to attend an HHSC sponsored EVV system demonstration in October. The EVV system demonstrations will be conducted by the HHSC approved EVV vendors and include an overview of their EVV system functionality.

Event dates and registration information is below. Registration is limited to 2 people per contracted provider agency currently using CM2000 system; each person must register separately. Providers currently using the CM2000 EVV system have priority registration. Registration is on a first-come, first-served basis.

Email questions to: [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)

### **Register Today**

#### **Houston**

**October 7, 2015**

8 a.m.-5 p.m.

Texas Department of Transportation Auditorium

7600 Washington Ave.

Houston, TX 77007

Register now: <https://www.surveymonkey.com/r/EVVDEMO>

#### **Houston**

**October 8, 2015**

8 a.m.-5 p.m.

Texas Department of Transportation Auditorium

7600 Washington Ave.

Houston, TX 77007

Register now: <https://www.surveymonkey.com/r/EVVDEMO>

**Harlingen****October 12, 2015**

8 a.m.-5 p.m.

2424 Boxwood Street, Room 133

Harlingen, Texas 78550

Register now: <https://www.surveymonkey.com/r/EVVDEMO>**Harlingen****October 13, 2015**

8 a.m.-5 p.m.

2424 Boxwood Street, Room 133

Harlingen, Texas 78550

Register now: <https://www.surveymonkey.com/r/EVVDEMO>**Belton****October 19, 2015**

8 a.m.-5 p.m.

Central Texas Council of Governments

2180 North Main Street

Belton, Texas 76513

Register now: <https://www.surveymonkey.com/r/EVVDEMO>**Belton****October 20, 2015**

Central Texas Council of Governments

2180 North Main Street

Belton, Texas 76513 8 a.m.-5 p.m.

Register now: <https://www.surveymonkey.com/r/EVVDEMO>

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## **HHSC EVV Notice: Don't Miss HHSC-approved EVV Vendor Demonstrations on Oct. 15, 19 and 20**

**Date posted:** October 13, 2015

It's not too late to register for the HHSC-approved Electronic Visit Verification vendor demonstrations in Belton Oct. 19 and 20. This event is for providers who were using Care Monitoring 2000 (CM2000) as their EVV provider.

[Click here to register](#) for a morning or evening session; each session will cover the same information. More [details are available on the DADS EVV training website](#).

Another HHSC-approved demonstration will be from 3:45 – 5:45 p.m. on Oct. 15 at the Hyatt Lost Pines in Bastrop as part of a Texas Association for Home Care & Hospice (TAHCH) event.

You do not have to register and you do not have to be a member of TAHCH to attend. Call LaToya Scott or Katie Mills at 512-338-9293 to learn more.

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## **Despite Recent Vendor Disruption, EVV Remains Mandatory in Texas**

**Date posted:** October 15, 2015

The recent disruption experienced by providers using the CM2000 EVV system has left some individuals/members and attendants to think that EVV no longer is required in Texas. That is not correct.

If you provide attendant-like services in one of the programs at the end of this notice, you must participate in EVV.

## What Should Providers Do?

Providers should share the March 2015 "[Letter to Individuals Receiving Services Subject to Electronic Visit Verification \(PDF\)](#)" with individuals/members and attendants as a reminder of the EVV mandate. [The letter also is available in Spanish \(PDF\)](#).

In addition, providers who were using CM2000 should use paper time sheets or other supporting documentation that meet program policy requirements while selecting and transitioning to a new EVV system.

## Vendor Demonstrations

Providers who were using CM2000 have until October 30, 2015 to choose a new vendor. Vendor demonstrations are taking place around the state through October 20, 2015. [Visit the EVV News and Announcements page for more information](#).

When choosing a new EVV vendor, providers will need to use [Form H1002, Provider Electronic Visit Verification Vendor System Selection](#).

Email questions to: [Electronic\\_Visit\\_Verification@hsc.state.tx.us](mailto:Electronic_Visit_Verification@hsc.state.tx.us).

## Programs That Must Participate in EVV

### Managed Care

- STAR+PLUS and STAR Health programs and Dual Eligible Integrated Care Demonstration
  - Personal assistance services (PAS) and personal care services (PCS) provided in the home and in the community
  - In-home respite care
  - Community First Choice (CFC) Services: habilitation and PAS

### HHSC fee-for-service

- Comprehensive Care Program (CCP)
  - Personal care services (PCS) provided in the home and in the community

### DADS fee-for-service

- Community Living Assistance and Support Services (CLASS)
    - Residential habilitation and in-home respite services
    - CFC services provided in the home and in the community for CLASS individuals beginning June 1, 2015
  - Medically Dependent Children Program (MDCP)
    - In-home respite services and flexible family support services
  - Community attendant services (CAS)
  - Family care (FC)
  - Primary home care (PHC)
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# Despite Recent Vendor Disruption, EVV Remains Mandatory in Texas

**Date posted:** October 15, 2015

The recent disruption experienced by providers using the CM2000 EVV system has left some individuals/members and attendants to think that EVV no longer is required in Texas. That is not correct.

If you provide attendant-like services in one of the programs at the end of this notice, you must participate in EVV.

## What Should Providers Do?

Providers should share the March 2015 "[Letter to Individuals Receiving Services Subject to Electronic Visit Verification \(PDF\)](#)" with individuals/members and attendants as a reminder of the EVV mandate. [The letter also is available in Spanish \(PDF\)](#).

In addition, providers who were using CM2000 should use paper time sheets or other supporting documentation that meet program policy requirements while selecting and transitioning to a new EVV system.

## Vendor Demonstrations

Providers who were using CM2000 have until October 30, 2015 to choose a new vendor. Vendor demonstrations are taking place around the state through October 20, 2015. [Visit the EVV News and Announcements page for more information](#).

When choosing a new EVV vendor, providers will need to use the revised [Medicaid Electronic Visit Verification Provider Systems Selection form](#).

Email questions to: [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us).

## Programs That Must Participate in EVV

### Managed Care

- STAR+PLUS and STAR Health programs and Dual Eligible Integrated Care Demonstration
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    - In-home respite services and flexible family support services
  - Community attendant services (CAS)
  - Family care (FC)
  - Primary home care (PHC)
- 

## **When Changing EVV Vendors, You Need to Allow 120 Days to Complete the Process**

**Date posted:** October 16, 2015

Providers that want to change from HHSC-approved EVV system vendor to another must complete and submit [Form H1002, Provider Electronic Visit Verification Vendor System Selection](#) at least 120 calendar days before the planned effective change date.

This requirement **does not** apply to providers required to change from CM2000 to another HHSC-approved EVV system.

Before requesting a change, providers should evaluate the alternate vendor system carefully because once a change request has been submitted, the process cannot be modified or stopped.

Email questions to [Electronic\\_Visit\\_Verification@hsc.state.tx.us](mailto:Electronic_Visit_Verification@hsc.state.tx.us).

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## **When Changing EVV Vendors, You Need to Allow 120 Days to Complete the Process**

**Date posted:** October 16, 2015

Providers that want to change from HHSC-approved EVV system vendor to another must complete and submit a new [Medicaid Electronic Visit Verification Provider System Selection Form \(PDF\)](#) at least 120 calendar days before the planned effective change date. Submission instructions are on page 2 of the form.

This requirement **does not** apply to providers required to change from CM2000 to another HHSC-approved EVV system.

Before requesting a change, providers should evaluate the alternate vendor system carefully because once a change request has been submitted, the process cannot be modified or stopped.

Email questions to [Electronic\\_Visit\\_Verification@hsc.state.tx.us](mailto:Electronic_Visit_Verification@hsc.state.tx.us).

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## **Electronic Visit Verification (EVV) Extended from 21 to 60 Calendar Days**

**Date posted:** November 2, 2015

Providers now have 60 days, not 21 calendar days, to complete required visit maintenance in the EVV system for all EVV eligible Medicaid services. This change is retroactive to September 1, 2015 service dates. [Read more \(in PDF format\)](#).

## **Missing, Incomplete or Inaccurate Data Will Result in EVV System Lockout from Visit Maintenance Entry**

This is the second notification to provider agencies of the required data elements they must use in an approved Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) system, and to remind providers to make sure data is entered into the EVV system completely and accurately. [Read more \(in PDF format\)](#).

### **FAQ Guide to Transferring from CM2000 to another EVV Vendor**

A frequently asked questions guide has been created to help providers transition from CM2000 to another EVV vendor. [Read more \(in PDF format\)](#).

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## **EVV Provider Updates**

**Date posted:** November 2, 2015

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## **Reminder - Missing, Incomplete or Inaccurate Data Will Result in Partial EVV System Lockout on Dec. 14, 2015**

**Date posted:** November 16, 2015

Providers with missing, incomplete or inaccurate data in the EVV system have a limited time to enter this data into their EVV system. The data elements that were not included in the last communication have been identified with an "A" in list below. The Health and Human Service Commission (HHSC) is allowing additional time to complete the entry because not all required data elements were included in the last communication.

Providers that do not correct the missing, incomplete or inaccurate data by **Monday, December 14, 2015, midnight**, will experience a partial lock out of the system. A system lockout will prevent agencies from completing timely visit maintenance until all required data is entered into the system. Providers will retain limited system access until all necessary data is addressed to completion. [Click here for more details in PDF format](#).

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## **Mandatory Compliance Begins April 1, 2016**

**Date posted:** December 22, 2015

Beginning April 1, 2016, HHSC, DADS and the MCOs will enforce EVV compliance, regardless of implementation date. HHSC will issue more detailed guidance by Jan. 31, 2016. [Read the complete EVV Medicaid Provider Notification in PDF format.](#)

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## **HHSC EVV Announcement: Mandatory Compliance Begins April 1, 2016**

**Date posted:** December 22, 2015

Beginning April 1, 2016, HHSC, DADS and the MCOs will enforce EVV compliance, regardless of implementation date. HHSC will issue more detailed guidance by Jan. 31, 2016. [Read the complete EVV Medicaid Provider Notification in PDF format.](#)

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