

2016 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.

2016

Community First Choice Providers Invited to EVV Training in Austin

Date posted: January 25, 2016

Community First Choice providers have four chances to attend an Electronic Visit Verification (EVV) introductory training in Austin on Feb. 11 or 12. Topics will include EVV 101, Visit Maintenance/Use of Reason Codes, and general EVV compliance. Presenters will be from DADS, HHSC and the MCOs.

The follow training attendees are required to attend who have a:

- Community Living Assistance and Support Services (CLASS) contract with the Department of Aging and Disability Services (DADS) and provide Community First Choice (CFC) services; Personal Assistant Services/Habilitation; or
- Managed care organization (MCO) contract to provide Personal Assistant Services/Habilitation.

Questions can be emailed to dads.evv@dads.state.tx.us. Registration and location information can be found below. You need only register for one session.

Feb. 11, 2016

(8am-12pm OR 1pm-5pm)

William B. Travis Building

1701 N. Congress Ave.

Room: 1-100

Austin, Texas 78701

Register now: <https://www.surveymonkey.com/r/Feb112016>

Feb. 12, 2016

(8am-12pm OR 1pm-5pm)

Brown Heatly Building

4900 N. Lamar Blvd.

Room: 1420/1430

Austin, Texas 78751

Register now: <https://www.surveymonkey.com/r/Feb122016>

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Medicaid Provider Notification: Electronic Visit Verification (EVV) Compliance Enforcement

Date posted: April 1, 2016

Effective April 1, 2016, the Texas Health and Human Services Commission (HHSC), Texas Department of Aging and Disability Services (DADS), and managed care organizations (MCOs) will enforce electronic visit verification (EVV) compliance. Regardless of your implementation date for the use of an EVV system – DataLogic/Vesta or MEDsys – all Medicaid providers under contract to provide one or more of the [services listed in the compliance plan](#) will have their EVV visits reviewed for compliance. [Click here to read the Provider Compliance Plan.](#)

HHSC Revises EVV Provider System Selection Form

Date posted: April 5, 2016

Providers that need to make an initial selection or change their EVV vendor should use [Form H1002, Provider Electronic Visit Verification Vendor System Selection](#) and submit it to TMHP for processing. The form was effective January 2016.

Questions can be emailed to Electronic_Visit_Verification@hhsc.state.tx.us.

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Implementation of Electronic Visit Verification Compliance Enforcement

Date posted: April 27, 2016

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EVV Providers That Disagree with a Contracting Monitoring Review at Exit Conference Have Options

Date posted: July 1, 2016

Provider agencies that are required to use EVV and that disagree with the results of a formal **DADS contract monitoring review** have the right to request an informal review. During that review, the provider agency may present documentation to demonstrate compliance with DADS procedures, rules or contract requirements.

If a contract monitoring results in a recoupment, the provider agency has the right to request a formal appeal of the recoupment.

During the exit conference, the DADS contract specialist will:

- Inform the contractor of the compliance score resulting from the monitoring as well as the significance and consequences of a score of less than 90 percent.
- Provide a copy of the Contract and Fiscal Compliance Monitoring Workbook, Compliance Summary and Demand for Payment Notice, if applicable.

In addition, if the provider is required to implement an immediate protection plan, the contract specialist may return to confirm resolution of identified threats to health and safety after requiring the provider to implement an immediate protection plan.

To learn more about exit conferences, please review [Form 5990, Contract Monitoring Exit Conference](#).

For questions, please contact your DADS contract specialist.

Providers to See Informational EOB on Non-matching LTC/EVV Claims Beginning Oct. 1

Date posted: September 16, 2016

Beginning October 1, 2016, providers will see informational explanation of benefits (EOBs) on Long Term Care (LTC) claims submitted that do not match an EVV visit transaction received by Texas Medicaid & Healthcare Partnership (TMHP) from the HHSC-approved EVV vendors, MEDsys or DataLogic. The EOBs are informational only, and claims will continue to be processed as normal.

- For partial matches, EOB code F0344 will appear stating, "Claim for EVV applicable service does not have associated EVV visit transaction records for all dates of service on the claim."
- If no match is found, EOB code F0345 will appear stating, "Claim for EVV applicable service does not have any associated EVV visit transaction records for this date of service."

If one of the above EOBs appears, providers should work with their EVV vendor to ensure the visit is complete. Claims will not deny for EOBs F0344 and F0345.

Contact information for questions regarding EVV compliance can be found on the [new HHS EVV website](#).

EVV Updates and Reason Codes Webinar Oct. 24

Date posted: October 20, 2016

The EVV Updates and Revised Reason Codes Webinar will be at 11:30 a.m. Central Time, Oct. 24.

You can register at <https://attendee.gotowebinar.com/register/2519934793727944451>

This webinar will provide information on Electronic Visit Verification (EVV) updates and revised reason codes.

After registering, you will receive a confirmation email with information about joining the webinar.

The EVV Webinar will include information on the following topics:

- HHSC EVV Updates

- STAR Kids Transition
- EVV Required Data Elements
- Small Alternative Device
- Call Matching Window
- DataLogic GPS Pilot
- Revised Reason Codes

For more information, please contact us at: Electronic_visit_verification@hhsc.state.tx.us

Revised Reason Codes Effective Dec. 1, 2016

Date posted: November 8, 2016

Revisions have been made to the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) Reason Codes.

Effective Dec. 1, 2016, provider agencies required to use an HHSC approved EVV system must begin using the revised and new reason codes on Dec. 1, 2016. Failure to use the revised and new reason codes may result in claim denial, recoupment or contract action.

Provider agencies must use the most appropriate reason code(s). If HHSC or the appropriate MCO determines a provider agency misused a reason code, the provider agency may be subject to:

- Contract Actions
- Corrective Action Plan
- Liquidated Damages
- Medicaid Fraud Referral

New Reason Codes

Reason Code 121 – Attendant or Assigned Staff - No Call and No Show

- Selected when there is a planned schedule entered in the EVV system and the attendant or assigned staff failed to report to work and did not inform the provider agency until after the missed schedule visit.
- All situations that require documentation must be documented according to program policy.
- This is a preferred reason code.

Reason Code 135 – Confirm Visit with No Schedule

- Selected when the attendant or assigned staff provides services, as requested by the individual/member, but there was no schedule in the EVV system.
- All situations that require documentation must be documented according to program policy.
- This is a preferred reason code.

Reason Code 215 – Reversal of Call-In / Call-Out Times

- Selected when an attendant or assigned staff reverses a call-in for a call-out or a call-out for a call-in.

- This applies to SADs and Landlines.
- This is a preferred reason code.

Revisions to Current Reason Codes

Revisions are italicized. "Assigned Staff" was added to all reason codes.

Reason Code 100 – Schedule Variation

- Selected when the attendant or *assigned staff* provides more or fewer hours of service than scheduled or *provides services at a different time of day than scheduled, as requested by the individual/member.*
- *This reason code cannot be used when an attendant or assigned staff fails to clock-in and/or clock-out, unless the appropriate non-preferred reason code (RC 900, 905, or 910) is also saved to the visit.*
- *Misuse of this preferred reason code may result in contract action(s).*

Reason Code 105 – Services Provided Outside the Home **Supported By Service Plan**

- Selected when the attendant or *assigned staff* cannot call-in or call-out because some or all of the scheduled services were provided outside of the home in accordance with program policy.

Reason Code 115 – Individual or Member Agreed or Requested Attendant or Assigned Staff Not Work Schedule

- Selected when the attendant or *assigned staff* does not work and the individual/member was contacted and agreed, or the individual/member contacted the agency and requested the attendant or *assigned staff* not work.

Reason Code 120 – Invalid Attendant or Assigned Staff or Individual or Member ID Entered **Verified Services Were Delivered**

- Selected when an attendant or *assigned staff* did not accurately or completely enter their employee EVV ID or the individual/member's EVV ID into the EVV system.

Reason Code 200 – Small Alternative Device Has Been Ordered (Initial or Replacement Order)

- Selected when a small alternative device has been ordered, but the provider has not yet received the device. *Misuse of this preferred reason code may result in contract action(s).*

Reason Code 210 – Missing Small Alternative Device

- Selected when the SAD cannot be located in the individual/member's home. If the SAD is not located within 14 calendar days, *the provider agency must request a replacement device.*
- Removed language "that originally requested the device".

Reason Code 300 – Phone Lines Not Working Attendant or Assigned Staff Not Able to Call Verified Services Were Delivered

- Selected when a call-in or a call-out is not possible due to technical problems with the landline phone (*e.g., individual's/member's phone not working, phone line is disconnected or EVV vendor system issues*). *Continuous vendor system issues must be reported to the EVV vendor. Please notify payor(s) within 48 hours or unresolved vendor system issues.*

Reason Code 305 – Malfunctioning Small Alternative Device or Invalid Small Alternative Device Value Verified Services Were Delivered

- Selected when a SAD malfunctions *or* provides invalid values.

Reason Code 310 – *Malfunctioning* Mobile Application

- Selected when *the EVV mobile application malfunctions and prevents an attendant or assigned staff* from documenting the time service delivery begins and/or ends.

Reason Code 400 – Individual or Member Does Not Have Home Phone Verified Services Were Delivered

- Selected when an individual/member *does not have a home landline phone and requires* the use of a small alternative device but one has not yet been requested *by the individual/member*.

Reason Code 500 – In-Home Respite Services

- Selected when *unscheduled* in-home respite services are provided.

Reason Code 700 – Downward Adjustment to Billed Hours

- Selected when the timed billed is adjusted downward to offset rounding. The EVV system applies rounding rules to the total actual hours for each visit.
- Each visit is rounded to the nearest quarter hour (0, 15, 30, 45 minutes past the hour) based on the *total* actual hours.
- *Misuse of this preferred reason code may result in contract action(s)*

[Read More About Reason Codes](#)

Important Reminders on Cell Phone Use with EVV

Date posted: November 17, 2016

When an attendant provides services to a member in the home or the community, the attendant must use an HHSC approved EVV system and the member's home landline telephone or an HHSC-approved small alternative device (SAD). SADs must be affixed in the member's home with a zip tie that has the vendor's name printed on it and should never leave the home. Cell phones should **never** be used to call in and out of the EVV system in place of a landline or when the SAD has not yet been installed in the home.

Important Reminders

- Cell phones do not replace a home landline.
- Cell phones can only be used to call SAD values into the system.
- Any cell phone can be used to call in SAD values into the system **except** for the member's cell phone.
- Only CDS employers have the option to allow their employees to use the CDS employer's personal cell phone to call in and out of the EVV system.

Questions can be emailed to Electronic_Visit_Verification@hhsc.state.tx.us.

EVV Quarterly Stakeholder Meeting slated for Jan. 25 in Austin

Date posted: December 1, 2016

HHSC is hosting an Electronic Visit Verification (EVV) Quarterly Stakeholder meeting to share EVV updates and hear feedback from EVV stakeholders on Jan. 25, 2017, 9 a.m.-4 p.m. at 701 W. 51st Street in Austin (John H. Winters Human Services Complex). Sign-up is on a first-come, first-served basis. Space is limited, so please limit registration to no more than 2 people from your agency or organization.

Each person attending must register. Exact location details can be found on the registration site.

This stakeholder meeting will provide the following:

- EVV updates
- Panel of experts to answer EVV related questions
- EVV training and EVV Compliance
- Experts from Managed Care Organizations

HHSC EVV approved vendors will also be present.

Questions about the EVV Quarterly Stakeholder meeting can be sent to electronic_visit_verification@hhsc.state.tx.us.

DataLogic Vesta Provider Agencies Reminder

Date posted: December 29, 2016

This is a reminder that contract managers performing a contract monitoring visit or investigation will not review the Client Visit Log in the Vesta system, but will only review the 12 standard reports, which includes the EVV Visit Log. The Client Visit Log is an internal provider report in the Vesta system that EVV payors do not have access to.

The EVV Visit Log may be found under the Standard Reports Tabs and is used to review service delivery and claims submission. The claims you submit for reimbursement must match the number of hours listed under the "Pay Hour" column on the EVV Visit Log. Contract managers will not review the Client Visit Log as evidence of claim submission.

Please ensure your agency can pull the EVV Visit Log for each individual in your EVV system. If you cannot pull the EVV Visit Log, you need to notify your EVV vendor immediately.

The EVV Visit Log may not populate data which can be caused by the following:

- Missing HCPCS or Invalid HCPCS billing code combos
- Missing or Invalid Contract Number
- Missing or Invalid Tax Identification Number (TIN) (invalid=incorrect number of characters)
- Missing or Invalid National Provider Identification Number (NPI) (invalid=incorrect number of characters)
- Missing or Invalid Texas Provider Identification (TPI) (United Health Care only) (invalid=incorrect number of characters)
- Missing or Invalid Medicaid ID (invalid=incorrect number of characters)
- Incorrect Payor assigned to the individual

If a contract manager or your agency are unable to pull the EVV Visit Log for individuals selected for review or if all required data elements; including "Pay Hours" on the EVV Visit Log do not match the claims submitted for reimbursement, those visits/hours maybe be subject to recoupment.

Beginning Jan. 1, 2017, you will see this statement in your Vesta system and on the printed Client Visit Log as a reminder: **"The Client Visit Log is not for Compliance Monitoring or evidence of Claims submission"**.

If you have any questions about this alert please send an email to electronic_visit_verification@hhsc.state.tx.us.
