



## Electronic Visit Verification (EVV) Introduction for Program Providers

### EVV Basics

EVV is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits. As required by [federal](#) and [state](#) law, a service provider must use the EVV vendor system or an [HHSC-approved EVV proprietary system](#) to electronically document the delivery of an EVV-required service.

### Getting Started with EVV

Program providers must complete the following before service providers can use an EVV system:

- Step 1** → Select an EVV system
- Step 2** → [Complete all applicable EVV training](#) for [Program Providers](#)
  - EVV system training as delivered by the EVV Vendor or PSO
  - EVV policy training through the [HHSC Learning Portal](#)
  - EVV Portal through the [TMHP Learning Portal](#)
  - Train [all staff](#) who will have access to EVV Portal and EVV system
- Step 3** → [Complete EVV system Onboarding](#)



HHSC EVV webpage

### Visit Transactions (Using EVV)

The following steps explain the steps of EVV and how the EVV system processes [EVV visit transactions](#):

- Step 4** → Service providers must clock in at the beginning of service delivery and clock out at the end of service delivery using an [approved clock in and clock out method](#).
- Step 5** → EVV system [captures and verifies](#) visit data and validates the identification and visit data against Texas Medicaid data. It will then notify program providers of [exceptions](#) in the EVV visit transaction and submit the EVV visit transaction to the [EVV Aggregator](#).
- Step 6** → EVV Aggregator conducts data validation and determines if the EVV visit transaction is accepted or rejected. It will store accepted EVV visit transactions for the [claims matching process](#) and store rejected EVV visit transactions, then return results to the EVV system.
- Step 7** → Program Providers complete [visit maintenance](#), if necessary, to resolve rejected visit transactions sent back by the EVV Aggregator, and add [reason codes](#) and [free text](#) as required.
- Step 8** → Program Providers use the EVV Portal to search and [review visit data](#), and verify EVV visit transactions are accepted prior to billing.
- Step 9** → Program Providers [submit EVV claims](#) to the appropriate claims management system.
- Step 10** → EVV Aggregator matches EVV claims to accepted EVV visit transactions and returns EVV [claims match result codes](#) to the claims management system and the EVV Portal.

**Continuing Responsibilities** The [EVV Policy Handbook](#) defines required tasks for [program providers](#). The [Compliance Job Aid](#) provides tips on being compliant with EVV policy.

**What Services Require the use of EVV?** The lists of [Personal Care Services](#) and [Home Health Care Services](#) required to use EVV are located on the [HHSC EVV webpage](#).

**Stay Updated on EVV Policy Changes and Upcoming Events** All Program providers must sign up for email updates via [GovDelivery](#). This only requires an email address.

**Questions?** The HHSC [Contact Information Guide for Program Providers and FMSAs](#) provides further instructions where to direct more in-depth inquiries.



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