



Date: March 11, 2020
To: Home and Community-based Services (HCS)
Texas Home Living (TxHmL) Program Providers
Subject: Information Letter No. 20-07
Electronic Visit Verification in the HCS and TxHmL Program

In December of 2016, the 21st Century Cures Act added Section 1903(l) to the Social Security Act to require all states to implement the use of electronic visit verification (EVV). Section 1903(l) requires EVV be used for all Medicaid personal care services requiring an in-home visit by a service provider. HHSC will require HCS and TxHmL program providers to use EVV for the following services:

- Community First Choice Personal Assistance Services/Habilitation (CFC PAS/HAB)
- Respite (in-home only)
- Day Habilitation (in-home only)

EVV is a computer-based system that verifies that a service event occurs and electronically documents the following:

- the individual receiving the service
- the service provider
- the location, including the address, at which the service was provided
- the date and time the service delivery begins
- the date and time service delivery ends
- the type of service provided
- other information HHSC determines necessary to ensure the accurate payment of a claim for services

To be prepared to use EVV, HCS and TxHmL program providers must follow the HHSC Cures Act implementation schedule.

HHSC Cures Act Implementation Schedule

Action	Date	Description
Select and EVV system	By April 1, 2020	HCS and TxHmL program providers must: <ul style="list-style-type: none"> • select an EVV vendor system or elect to use their own EVV proprietary system • submit the appropriate system onboarding form
Practice using EVV with claims matching for CFC/PAS HAB	By July 1, 2020	<p>After HCS and TxHmL program providers complete the system onboarding activities and required training, they must ensure that service providers for the required services begin using the EVV system, no later than July 1, 2020, to practice clocking in and out using EVV.</p> <p>Program providers will be able to practice EVV claims matching without a service claim being denied.</p> <p>Results of the claims match will be available to the program providers in the EVV portal. If the EVV visit transaction does not match the service claim, HHSC will not deny payment of the service claim for this reason during this period.</p> <p>Note: HHSC will not perform the matching process for in-home respite and in-home day habilitation until further notice.</p>

Action	Date	Description
EVV claims matching with denials begins	December 1, 2020	<p>CFC PAS/HAB claims without a matching EVV transaction will be denied. For a service requiring EVV that is provided on or after December 1, 2020, HHSC reimburses a program provider for the service only if the program provider ensures that the EVV visit transaction matches the service claim submitted to HHSC.</p> <p>Note: HHSC will not perform the matching process for in-home respite and in-home day habilitation until further notice.</p>
Complete required training	By December 1, 2020	<p>HCS and TxHmL program providers must complete the following training:</p> <ul style="list-style-type: none"> • EVV vendor • EVV portal <p>EVV policy</p>

April 1, 2020: Selecting an EVV System and Begin the Onboarding Process

- To select an EVV vendor or use an EVV proprietary system and to begin the onboarding process, HCS and TxHmL program providers must comply with the HCS and TxHmL [EVV Vendor Alert](#).
- HHSC will assign an EVV vendor to an HCS or TxHmL program provider that doesn't select an EVV vendor or choose to use an EVV proprietary system by April 1, 2020.

No Later than July 1, 2020: Begin Practicing Using the EVV System

After HCS and TxHmL program providers complete the system onboarding activities and required training, HCS and TxHmL program providers must ensure that service providers for the required services begin using the EVV system, no later than July 1, 2020, to practice clocking in and out using EVV.

EVV Claims Matching

To ensure EVV is used for required services and to ensure accurate payments, HHSC will begin matching service claims to EVV visit transactions prior to payment of the service claim. This process will compare certain data elements on a service claim to EVV information to ensure billed services are supported by EVV data.

- Service claims for in-home respite and in-home day habilitation will not be subject to the EVV match until separate bill codes are created to distinguish between services delivered in the home or in another location. Additional information will be provided in a future information letter on new bill codes.
- HCS and TxHmL program providers will continue to submit service claims in the Client Assignment Registration (CARE) in accordance with current program policy and procedures.
- CARE will forward the service claim to the Texas Medicaid and Healthcare Partnership (TMHP) to determine if the service claim matches the EVV visit transaction. Once the EVV Aggregator makes this determination, the claim match results will be sent back to CARE.

EVV Claims Matching Practice Period: July 1, 2020

- Starting July 1, program providers will be able to practice EVV claims matching without a service claim being denied.
- Results of the claims match will be available to the program providers in the EVV portal. If the service claim does not match the EVV visit transaction, HHSC will not deny payment of the service claim for this reason.
- HHSC will provide more information to HCS and TxHmL program providers about the practice period for EVV claims matching via GovDelivery, including the exact start date.

December 1, 2020: EVV Claims Matching with Denials Begins

- All service events occurring on or after Dec. 1, 2020, for an EVV required service must be captured in the EVV system and accepted into the TMHP EVV Aggregator.
- For CFC PAS/HAB, HHSC will deny a service claim if the service claim does not match an accepted EVV visit transaction in the TMHP EVV Aggregator.
 - ▶ Service claims for in-home respite and in-home day habilitation will not be subject to the EVV match until separate bill codes are created to distinguish between services delivered in the home or in another location. Additional information will be provided in a future information letter.

More information about the claims matching process and denials is provided in EVV training.

By December 1: Complete EVV Training

HCS and TxHmL program providers must complete EVV vendor system training, EVV portal training and EVV policy training as described in the [EVV Required Training Checklist](#). Additional training information can be found on the [HHSC EVV Training webpage](#).

For a service requiring EVV that is provided on or after December 1, 2020, HHSC reimburses a HCS or TxHmL program provider for the service only if the program provider ensures that:

- a service provider accurately documents the service using an EVV system
- the EVV visit transaction is transmitted and accepted into the EVV Aggregator
- service claims are submitted to HHSC in accordance with HHSC rules and the EVV Policy Handbook
- the EVV visit transaction matches the service claim submitted to HHSC as described in the EVV Policy Handbook

Receive EVV Updates

HHSC recommends HCS and TxHmL program providers sign up for [EVV GovDelivery updates](#) to receive more information about EVV for HCS and TxHmL program providers as it becomes available. EVV Updates with the subject line "Cures Act EVV" means the information is important and applies to HCS and TxHmL program providers.

EVV Resources

The [HHSC EVV webpage](#) provides more information and resources.

HCS and TxHmL program providers can email EVV vendor and EVV portal questions to EVV@TMHP.com.

Additional EVV-related questions can be emailed to Electronic_Visit_Verification@hhsc.state.tx.us.

Sincerely,

[Signature on file]

Michelle Erwin
Deputy Director of Policy and Program
Medicaid and CHIP Services