

**Health and Human Services Commission
Electronic Visit Verification (EVV)
Increase in Geo-Perimeter for Mobile Method**

The Texas Health and Human Services Commission (HHSC) is amending Section 7020, Mobile Method, of the Electronic Visit Verification (EVV) Policy Handbook to increase the EVV allowed geo-perimeter for clocking in and clocking out using the mobile method. This increase in the geo-perimeter will address issues that may arise due to the difference between the geo-coordinates identified in the mapping service the state provided EVV system vendor or an EVV proprietary system vendor uses to capture a member's physical location as compared to the actual geo-coordinates recorded at the time when a service provider clocks in or out of their respective EVV system.

The expansion of the geo-perimeter is effective April 1, 2024. The state provided EVV system vendor, HHAeXchange, and Proprietary System Operators (PSOs), may choose to change their geo-perimeter based on what is best for their business practices. They may choose any geo-perimeter distance falling within the EVV allowed range of 250 – 1320 feet. They may also choose the effective date for the change in the geo-perimeter.

HHAeXchange has chosen to expand the geo-perimeter allowed in their system to include the full allowable range (250 – 1320 feet) effective April 1, 2024. Please continue to review and resolve exceptions on the Call Dashboard so that visit transactions can be completed and sent to the Aggregator appropriately. Program providers and FMSAs will not have to resubmit any visit transactions that have already cleared the Aggregator and have been paid.

PSOs should contact their proprietary system vendor to determine if there will be any changes to the geo-perimeter in their EVV proprietary system.

Policy

7020 Mobile Method

A service provider or CDS employee may use the mobile method for clocking in and out of the EVV system in the home or in the community. The state provided EVV system vendor or EVV proprietary system vendor, if the mobile method is offered as a clock in and clock out method, will supply a downloadable application for use on a smart phone or device with internet connectivity.

The EVV allowed geo-perimeter is within 250-1320 feet (1/4 mile) of the member's home. The state provided EVV system vendor or PSO may select a geo-perimeter that meets their business needs if that geo-perimeter falls within the EVV allowed distance.

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If a service provider or CDS employee clocks in or out within the geo-perimeter selected by the state provided EVV system vendor or PSO, the default service delivery location is the member home. The service provider or CDS employee can select a different service delivery location if necessary.

If the service provider or CDS employee clocks in or out beyond the geo-perimeter selected by the state provided EVV system vendor or PSO, the service provider or CDS employee must select a service delivery location.

Service Delivery Location options include:

- Member Home
- Family Home
- Neighbors Home
- Community
- Other

Note: If the service provider or CDS employee clocks in at the home, delivers services in the community and then clocks out at the home, the service delivery location would be member home.

Service providers may use their own personal smart phone or tablet, or a smart phone or tablet issued by the program provider.

Service providers must not use a member's personal smart phone or tablet to clock in and clock out of the EVV system.

CDS employees may use:

- their own personal smart phone or tablet;
- a smart phone or tablet issued by the FMSA;
- a smart phone or tablet owned by the CDS employer if permission is granted; or
- a smart phone or tablet purchased by the CDS employer for the CDS employee's use.

The mobile method is the only clock in and clock out method the service provider or CDS employee may use when delivering EVV services in the community or when traveling out of state. Contact your program representative to determine if your service provider or CDS employee may deliver EVV services while the member is out of state.

The mobile method:

- Utilizes a secure login function for each user;
- records the specific location at the exact time of clocking in and clocking out;

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- does not track location before clocking in, during service delivery or after clocking out;
- does not use mobile device plan minutes and only uses minimal data;
- does not store Protected Health Information (PHI) on the mobile device;
- can be used when an internet connection or a cellular network is not available.

Note: The state provided EVV system vendor, PSOs, and EVV proprietary system vendors must not sell location data or share it with any entity other than a Texas state government agency or contractor acting on behalf of a Texas state government agency.

Service providers and CDS employees:

- must follow instructions from their program provider, FMSA or CDS employer to download and activate the mobile application;
- must obtain their own unique login credentials from their program provider, FMSA or CDS employer;
- must only access the mobile application using their own login credentials;
- must **not** share mobile application login credentials; and
- may share the same mobile device for clocking in and clocking out of the EVV system for the same member using their own mobile application login credentials.

The program provider, FMSA or CDS employer may contact the state provided EVV system vendor or EVV proprietary system vendor, as applicable, for a full list of mobile application specifications, including supported mobile devices.

HHSC, TMHP, the state provided EVV system vendor and MCOs are not liable for:

- any cost incurred while using the mobile method;
- any viruses on the mobile device;
- a hacked, broken, damaged, lost or stolen mobile device; or
- a non-working mobile device.

Service providers and CDS employees may also use the mobile application to view their EVV visits. They will not be able to view visit data for other service providers nor any PHI.