

EVV and Hurricane Harvey

As a result of Hurricane Harvey, HHSC Electronic Visit Verification (EVV) and MCOs have issued the following temporary EVV Policy changes for HHSC regions and MCO service delivery areas declared a disaster. The provider agency office or individual/member home must be located in a Federal Emergency Management Agency (FEMA) declared county.

Visits may be subject to recoupment if it is determined the provider agency or individual/member is not located in a FEMA declared county.

If a provider agency or individual/member is located in a county that has not be declared a disaster, but was impacted by Hurricane/Tropical Storm Harvey; you must reach out to your payor for approval.

EVV Visit Maintenance Completion Timeframe:

- Providers affected by Hurricane Harvey will have ninety (90) calendar days from the date of the visit to complete visit maintenance for visits from August 21, 2017 through September 30, 2017.
- Providers must use reason code 130, Disaster or Emergency. Reason code 130:
 - is a preferred reason code;
 - is selected when an attendant or assigned staff is unable to provide all or part of the scheduled services to an individual/member due to a disaster.
 - free text is required in the comment field; the provider must document the:
 - nature of the disaster; and
 - actual time service delivery begins and/or ends.
- Providers may allow their attendants to manually document service delivery time for visits from August 21, 2017 through September 30, 2017.
- The Provider agency must keep all documentation of service delivery from August 21, through September 30, 2017. If documentation is not provided, the visits may be subject to recoupment.
- Service delivery documentation must include the following:
 - Provider Agency Name;
 - HHSC Contract Number or MCO NPI;
 - Individual/Member first and last name;
 - Individual/Member Medicaid ID;
 - Date of the visit;
 - Actual time in and actual time out;
 - Attendant first and last name; and
 - Location of the visit; in the home or in the community.

HHSC and MCOs will work with Providers on a case by case basis if additional time is needed to complete visit maintenance.

Completing Visit Maintenance Prior to Billing:

- Providers may bill visits prior to completing visit maintenance for visits from August 21, 2017 through September 30, 2017.
- Providers must still enter visits that occurred from August 25, 2017 through September 30, 2017 into the EVV system within 90 days.
- Providers must use reason code 130, Disaster or Emergency when completing visit maintenance. Reason code 130:
 - is a preferred reason code;
 - is selected when an attendant or assigned staff is unable to provide all or part of the scheduled services to an individual/member due to a disaster.
 - free text is required in the comment field; the provider must document the:
 - nature of the disaster; and
 - actual time service delivery begins and/or ends.

Attendants Personal Cell Phone

- If the individual/member home landline telephone or the small alternative device (SAD) is not working, attendants may use their personal cell phone.
- Providers may allow attendants to use his/her personal cell phone for visits from August 21, 2017 through September 30, 2017.
- The Individual/Member personal cell phone cannot be used.
- Providers must complete visit maintenance using a new temporary reason code 131; Hurricane-Attendant allowed to use personal cell phone.
- HHSC, payors, EVV Vendors, provider agencies are not liable for:
 - any cost occurred for using personal or burner cell phones
 - any virus(es) on the attendant's personal cell phone
 - hacked, damaged, lost or stolen cell phones
 - nonworking cell phones

HHSC and MCOs are asking providers who are unable to access the EVV system because of storm damage or flooding caused by Hurricane Harvey, to please notify your payor; HHSC and MCOs when possible.

Please contact Electronic_Visit_Verification@HHSC.state.tx.us or your MCO for additional questions or support.