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# **HHSC Electronic Visit Verification**

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**Module 5**

**EVV Visit Maintenance**

**March 15, 2019**

# Introduction

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This is Module 5 of the EVV Tool Kit: EVV Visit Maintenance.

**EVV Tool Kit:** A collection of resources that will help prepare contracted providers, Financial Management Services Agencies (FMSAs), and Consumer Directed Services (CDS) employers in the use of EVV.

Click here for information on the [21st Century Cures Act - Texas Implementation](#).



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# Introduction (Cont'd.)

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Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- Module 1: Jan. 15, 2019:
  - [EVV 101 – Introduction to EVV](#)
- Module 2: Feb. 1, 2019:
  - [EVV Roles and Responsibilities - Part I](#)
- Module 3: Feb. 15, 2019:
  - [EVV Roles and Responsibilities – Part II](#)
- Module 4: March 1, 2019
  - [EVV Visit Transactions](#)



# Overview

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This module will define EVV visit maintenance and consists of the following EVV topics:

1. EVV Visit Maintenance
2. EVV Reason Codes
3. EVV Free Text

**Note:** EVV does not replace any contract, program or licensure requirements regarding service delivery or service delivery documentation.



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# EVV Visit Maintenance

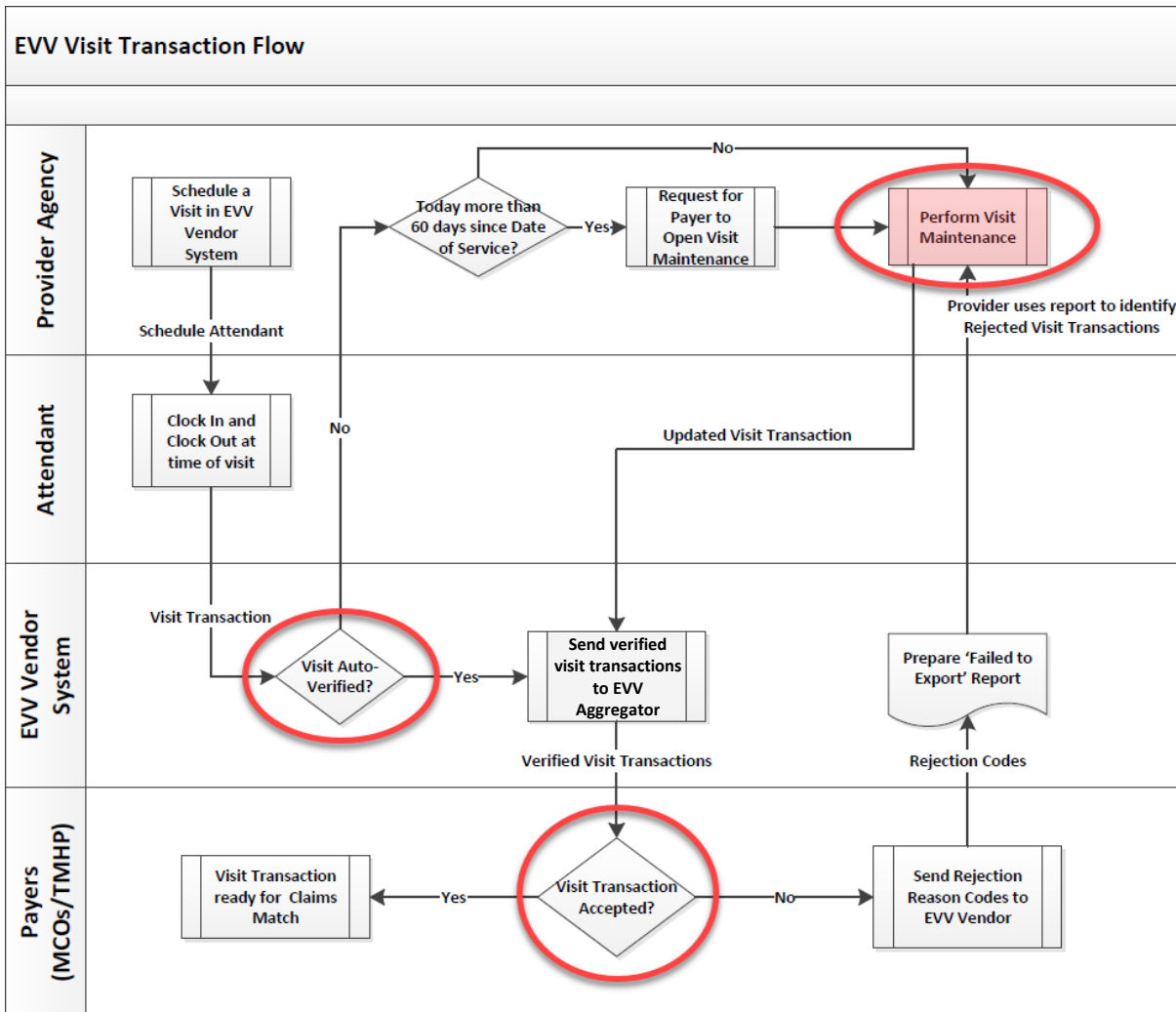
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- EVV visit maintenance allows designated staff of a contracted provider and the CDS employer to edit certain data element(s) of an EVV visit.
- If the EVV system cannot automatically verify an EVV visit, an exception is generated for each part of the visit that could not be auto-verified.
- Certain EVV visit data must be corrected to accurately reflect the delivery of service. This process is referred to as “completing visit maintenance.”



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# EVV Visit Transaction Flow



Visit maintenance must be performed if the visit does not auto-verify and/or if the visit transaction is not accepted.



# EVV Visit Maintenance Exceptions

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Examples of visit exceptions include, but are not limited to when an attendant:

- Fails to clock in or clock out
- Works more or less hours than scheduled
- Delivers service outside the home and does not use the mobile application method to clock in and clock out
- Calls from a phone number not registered in the EVV system
- Makes multiple or incomplete calls

Exceptions are indicated in the EVV system.



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# EVV Visit Maintenance Exceptions (Cont.)

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- Correcting exceptions is similar to correcting an attendant's paper time sheet.
- For a single visit, there may be more than one exception generated.
- Contracted providers must *select the most appropriate* reason code(s) and enter any required free text in the comment field in order to explain and clear each exception before confirming the visit.



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# EVV Visit Maintenance Requirements

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- All visit maintenance must be completed *within 60 calendar days* from the date of service.
- The visit record is locked after 60 days and cannot be unlocked and edited without payer approval.
- The [EVV Visit Maintenance Unlock Request](#) form must be used to request approval from the payer to open visit maintenance for the visit(s) the contracted provider wishes to correct.



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# Data Elements

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Data elements that are not allowed to be changed through the open visit maintenance request process include:

1. Actual time in
2. Actual time out
3. Actual hours
4. Actual visit date
5. Removal of reason codes (a new reason code can be added but not removed through this process)



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# EVV Visit Maintenance Requirements (Cont'd.)

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- The contracted provider or CDS employer/FMSA must complete visit maintenance prior to submitting a claim associated with the EVV visit.
- Claims are subject to recoupment or denial if they are submitted **before** all required visit maintenance has been completed in the EVV system.



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# EVV Reason Code

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- An EVV reason code is a standardized HHSC-approved three-digit number and description that is used during visit maintenance to explain the specific reason a change was made to an EVV visit record. Contracted providers and CDS employers must use the **most appropriate** EVV reason code(s) when clearing each exception generated by the EVV system. Certain EVV reason codes require the user to enter free text such as the actual clock in and clock out time.
- Once a reason code is saved to a visit, it cannot be deleted.



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# Misuse of EVV Reason Codes

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HHSC and MCOs will review EVV reason codes to ensure:

- EVV reason code(s) has not been misused
- The required and correct free text has been entered
- If determined the contracted provider or CDS employer misused EVV reason code(s); the payer may take one of the following actions:
  - Require additional training;
  - Be placed on a corrective action plan;
  - Imposition of contract actions; and/or
  - Referral to the Inspector General's Office for fraud, waste, or abuse.



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# EVV Reason Code Free Text

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- Each EVV reason code allows free text to be entered in the comments section of a visit.
- Several EVV reason codes require specific free text.
- Failure to enter required free text could result in recoupment of the visit.
- Free text requirements are listed in bold on the HHSC Reason Code List.



# EVV Reason Code List Location

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- The current EVV reason codes will be revised effective Sept 1, 2019.
- The revised EVV reason codes will be posted soon.
- The current EVV reason codes can be found on the EVV website at:

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification/evv-reason-codes>



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# FAQ 1 – EVV Visit Maintenance

**Question:** Where do I get more information on EVV visit maintenance?

**Answer:** The [EVV website](#) and the [HHSC EVV Provider Policy Handbook](#) are good sources of information.



# FAQ 2 – EVV Visit Maintenance



**Question:** How do I request to open visit maintenance in the EVV system after 60 days from the date of the visit?

**Answer:** For step by step instructions for completion and submittal, access the HHSC [EVV Visit Maintenance Unlock Request](#) form from the HHSC EVV website.

# EVV Visit Maintenance Tip



- Know your contracted provider agency's information, such as:
  - ✓ Payer
  - ✓ Contract Number(s)
  - ✓ NPI(s) or API(s)
  - ✓ TIN(s)
  - ✓ TPI
- Is this information up-to-date?

# What's Next?

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## **March 22, 2019: Live Webinar Q&A Session**

- Topic: EVV Visit Transactions and Visit Maintenance
  - [Register for the webinar.](#)
  - [Email](#) questions ahead of time and include in the subject line "webinar question."

## **April 1, 2019 Web Alert:**

- EVV Process Flow: Beginning to End
- FAQs

## **April 15, 2019 Web Alert:**

- EVV Aggregator and EVV Portal



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# Thank you

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**Email EVV questions to:**

**[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)**