

Provider Update

Electronic Visit Verification Coming to Amerigroup

Summary: As required by the 83rd Texas Legislative Session, Electronic Visit Verification (EVV) for Personal Attendant Services (PAS) and Personal Care Services (PCS) will be implemented for STAR+PLUS beginning February 1, 2015 and May 1, 2015 for Private Duty Nursing (PDN) services. Mandatory compliance of EVV for PAS and PCS will be required May 1, 2015. Mandatory compliance of EVV for PDN services will be required August 1, 2015.

✦ **What this means to you:** Home health agencies or any provider rendering PAS, PCS, and/or PDN services to STAR+PLUS members in their homes will be required to comply with the legislative mandate.

What is EVV?

EVV is electronic visit verification. It is a method by which a person, including but not limited to a personal care attendant, who enters a STAR+PLUS member's home to provide a service will document their arrival time and departure time using a telephonic or alternative verification system. This visit information will be recorded and used as an electronic version of a paper time sheet to be submitted for claim filing and claim processing.

When will EVV be implemented into the STAR+PLUS program?

The Texas Department of Health and Human Services (HHSC) requires Managed Care Organizations (MCOs) to comply with the implementation of EVV systems beginning February 1, 2015. MCOs must have this requirement fully implemented, including mandatory provider use of the EVV system, no later than May 1, 2015 for PAS and PCS, and no later than August 1, 2015 for PDN Services.

What does this mean to you as a provider?

Amerigroup* expects that all participating and nonparticipating providers who provide PAS (S5125) and PCS under the Agency models will select their EVV vendor and train all staff. Use of the EVV system for reporting member visits for the services stated previously will be required as of February 1, 2015, however, there will be no claim or compliance penalties applied until claim dates of service May 1, 2015 and after.

Amerigroup expects that all participating and nonparticipating providers who provide P-DN services (T1000, T1002, T1003) under the Agency models will select their EVV vendor and train all staff. Use of the EVV system for reporting member visits for the services stated previously will be required as of May 1, 2015, however, there will be no claim or compliance penalties applied until claim dates of service August 1, 2015 and after.

**In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.*

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Effective February 1, 2015 Amerigroup will require all participating and nonparticipating providers who provide PAS and PCS under the Agency models to have attendants use EVV to record visits for Amerigroup members.

Effective May 1, 2015 Amerigroup will require all participating and nonparticipating providers who provide PDN services to have nursing staff use EVV to record visits for Amerigroup members.

PAS and PCS provided under the Consumer Direction/Self-Directed (CDS/SD) models have been declared by HHSC as being optional under the EVV requirements. Optional means Amerigroup members enrolled in these program models for service delivery will actively make a choice with their Financial Management Service Agency (FMSA) to fully or partially participate in the use of an EVV system, or not participate in the use of an EVV system.

Amerigroup will not require an FMSA to contract with more than one EVV vendor to provide system access.

Frequently Asked Questions:

Can a provider elect not to use EVV?

No. Amerigroup will amend all provider contracts and the Amerigroup provider manual to reflect required compliance with this mandatory STAR+PLUS program contract requirement. This requirement is also mandatory for all FMSAs even though the use of EVV is optional in the CDS/SD member population.

Do providers have a choice of EVV vendors?

Yes. HHSC completed a competitive bid process and has selected 4 vendors. Amerigroup is required to contract with each EVV vendor. Providers will be required to select and use one of these vendors to record the services described above. Providers can select an EVV vendor via the Texas Health and Human Services Commission's Medicaid Electronic Visit Verification Provider System Selection Form located at providers.amerigroup.com/TX > Provider Resources & Documents > State Communications. **The deadline for providers to select their vendor is January 9, 2015.** The State selected vendors are: Care Monitoring 2000, DataLogic Software, MEDsys Software Solutions, and Sandata Technologies. Vendor contact information is listed below.

Will there be a cost to the provider for the access and use of the selected EVV vendor system?

No. Per HHSC's agreement with each MCO and each selected EVV vendor, there will be no cost passed onto the provider for defined services as required by the HHSC contract. Should an EVV vendor offer services in addition to the state's defined service requirements, those may be purchased by providers at their discretion and cost.



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Will claim payment be affected by the use of EVV?

Yes. Amerigroup is required to ensure each PAS, PCS, and/or PDN service unit authorized and billed to Amerigroup matches the applicable EVV record. Amerigroup will evaluate the claim and EVV record upon claim review. As a result, any discrepancy may result in the claim being denied or recouped/recovered. More information will be provided on this process during provider training sessions prior to mandatory compliance on May 1, 2015 implementation.

Will training be offered to providers?

Yes. Each EVV vendor is required to train providers selecting their system on the system's use and capabilities. Amerigroup will also provide training on our program's compliance and monitoring of the provider's use of the EVV system. Amerigroup will post its scheduled sessions on our website at www.providers.amerigroup.com/TX.

LIST OF HHSC APPROVED EVV VENDORS

Care Monitoring 2000, LLC (CM2000)

Website: <http://www.cm2000.com/texas.aspx>

Contact:	Email:	Phone:
Alan Morris Sales Account Manager	alan.morris@cm2000.com	Cell: (214) 771-6316 Office: (855) 209-2345
Greg Lotz Sales Account Manager	greg.lotz@cm2000.com	Cell: (727) 433-3636 Office: (855) 209-2345

DataLogic (Vesta) Software, Inc.

Website: www.vestaevv.com

Contact:	Email:	Phone:
Gloria Garza, Ph.D. Business Development Director	Gloria@vesta.net	(956) 412-1424
Angela Byrd, Vesta EVV Specialist	angela@vesta.net	(956) 412-1424

MEDsys Software Solutions, LLC

Website: www.medsyshcs.com

Contact:	Email:	Phone:
Texas Dedicated Support and Sales Number	(877) 698-9392 Option 2 for sales	
Jeff Calcaterra	jcalcaterra@medsyshcs.com	(419) 491-3335 Ext. 722
Hank Hernly	hhernly@medsyshcs.com	(419) 491-3335 Ext. 702

Sandata Technologies, LLC

Website: www.sandata.com/resources/santrax-electronic-visit-verification-for-tx-evv-mandate

Contact:	Email:	Phone:
Toll Free Texas Hotline	texasbev@sandata.com	(800) 544-7263
Michelle Spinelli (Primary contact)		(800) 544-7263 Ext. 1204
Vincent Fasano (Alternate contact)		(800) 544-7263 Ext.1323
Joe Martinez (Alternate contact)		(800) 544-7263 Ext. 1363
Rich Clark (Alternate contact)		(800) 544-7263 Ext. 1197



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What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call our Provider Services team at 1-800-454-3730.

Bexar/Travis (San Antonio/Austin area)

El Paso

Harris/Jefferson (Houston/Beaumont area)

Lubbock/Amarillo

Tarrant (Ft. Worth area)

Western Region Rural Service Area

Vanessa Guzman 1-800-589-5274 ext. 54925

Deborah Kurtzrock 1-877-405-9871 ext. 59503

Eric Preston 1-800-325-0011 ext. 55446

Dana Franks 1-800-589-5274 ext. 52317

l'Esha Hudson-Buggs 1-800-600-4441
ext. 57793

Nancy Beltcher 1-800-589-5274 ext. 52317



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