

Health and Human Services Commission Electronic Visit Verification Reports Policy (Revised)

Policy

Effective December 1, 2020, the Health and Human Services Commission (HHSC) has revised the Electronic Visit Verification (EVV) Reports Policy to include additional reports.

The EVV Reports Policy covers EVV standard reports that HHSC and Managed Care Organizations (MCOs) use for oversight and data analysis; such as but not limited to:

- Contract monitoring
- Recoupment
- EVV compliance oversight reviews
- Fraud, waste, and abuse reviews

Program providers and financial management services agencies (FMSAs) must access the HHSC EVV standard reports located in the EVV Portal and EVV systems.

Consumer Directed Services (CDS) employers must access HHSC EVV standard reports in the EVV system.

EVV Portal Standard Reports

Below are the EVV standard reports available to program providers, FMSAs, MCOs, and state staff in the EVV Portal.

EVV Attendant History Report

- Verifies which service attendants and CDS employees provided services to a member for a requested date range

EVV Claim Match Reconciliation Report

- Identifies claims that received a match code of EVV07 or EVV08 and an informational match code of EVV02, EVV03, EVV04, EVV05 or EVV06 at the time of claims matching
- Displays the match code the claim would receive on the report run date. These include match codes EVV01, EVV02, EVV03, EVV04, EVV05 or EVV06
- Serves as a tool for program providers, FMSAs and payers to research informational claim matching codes.

EVV Clock In/Clock Out Usage Report

- Displays the service attendant's and CDS employee's:
 - Use of EVV clock in and clock out methods
 - Total visits worked within a specific date range
 - Percentage of total visits worked for each clock in and clock out method within a specific date range

EVV Provider Report

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- Displays contract or enrollment data used by the program provider or FMSA during setup in the EVV system.
- Displays the program provider or FMSA EVV system onboarding date, start date and end date.

EVV Reason Code Usage and Free Text Report

- Used to conduct EVV compliance oversight reason code and required free text reviews. See the *EVV Compliance Oversight Reviews policy* for more information.
- Displays the EVV reason code number, reason code description and any free text entered on accepted EVV visits transactions during a specified month, sorted by each program provider's or FMSAs unique identifier.
- Allows program providers and FMSAs, on behalf of the CDS employers, to search reason code usage and entered free text by Medicaid ID.

EVV Units of Service Summary Report

- Displays daily, weekly and monthly totals of services delivered for a Medicaid ID
- Identifies breaks in service for a Medicaid ID

EVV Usage Report

- Used to conduct EVV compliance oversight usage reviews. See the *EVV Compliance Oversight Reviews policy* for more information.
- Displays the EVV Usage Score for each program provider and FMSA for the preceding quarter(s)

EVV Visit Log

- Displays the hours of service delivered by the service attendant or CDS employee to the member.
- Includes all EVV accepted visit data sent to the EVV Aggregator for service delivery visits on or after Sept. 1, 2019.
- Displays the:
 - Schedule, if applicable
 - Actual hours
 - Location
 - EVV clock in and clock out method for each visit

EVV System Standard Reports

Below are the EVV system standard reports available to program providers, FMSAs, CDS employers, MCOs, and state staff.

EVV Alternative Device Order Status Report

- Used to verify and track the status of alternate devices orders

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EVV Attendant History Report*

- Verifies which service attendants and CDS employees provided services to a member for a requested date range

EVV CDS Service Delivery Log

- Displays EVV visit data for CDS employers for a requested date range
- Data is based only on completed and verified visits from the EVV system

EVV Clock In/Clock Out Usage Report*

- Displays the service attendant's and CDS employee's:
 - Use of EVV clock in and clock out methods
 - Total visits worked within a specific date range
 - Percentage of total visits worked for each clock in and clock out method within a specific date range

EVV Landline Phone Verification Report

- Used to conduct EVV compliance oversight landline phone reviews. See the *EVV Compliance Oversight Reviews policy* for more information.
- Displays the phone number used for clocking in and clocking out of the EVV system to ensure the home phone landline number is an allowable phone type.

EVV Reason Code Usage and Free Text Report*

- Used to conduct EVV compliance oversight reason code and required free text reviews. See the *EVV Compliance Oversight Reviews policy* for more information.
- Displays the EVV reason code number, reason code description and any free text entered on accepted EVV visits transactions during a specified month, sorted by each program provider's or FMSAs unique identifier.
- Allows program providers and FMSAs, on behalf of the CDS employers, to search reason code usage and entered free text by Medicaid ID.

EVV Units of Service Summary Report*

- Displays daily, weekly and monthly totals of services delivered for a Medicaid ID
- Identifies breaks in service for a Medicaid ID

Non-EVV Relevant Time Report

- Displays service attendant and CDS employee time spent on non-EVV services during each visit for a requested date range.

*Data is exported from the EVV Portal.

EVV Vendor Ad Hoc Reporting

Ad hoc reports are EVV non-standard reports. HHSC and MCOs will not use ad hoc reports for contract oversight monitoring or reviews.

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The EVV vendor, or EVV proprietary system operator (PSO) where applicable, must provide ad hoc reporting of any EVV data available in the EVV system at no additional cost to HHSC, MCOs, program providers, FMSAs or CDS employers.

For questions regarding ad hoc reporting, contact your EVV vendor or EVV PSO.

EVV Portal Search Tools

HHSC, MCOs, program providers and FMSAs can perform the following searches for EVV visit transactions in the EVV Portal.

Accepted Visit Search

- Displays the current accepted EVV visit transactions within a specific date range.

Visit History Search

- Allows users to search for EVV visit transactions that have been accepted or rejected by the EVV aggregator.
- Search results display all changes made to an EVV visit transaction through visit maintenance in the EVV system; including EVV visit transactions rejections and the EVV rejection code(s).

EVV Claim Search

- Allows users to search for EVV claims.
- Search results display EVV claims, claims match result codes and other claim information.
- Claims with a claim mismatch result codes will not have an EVV Visit ID because the EVV Aggregator was unable to match those claims to a visit.

For additional questions about:

- EVV standard reports in the EVV Portal, contact evv@tmhp.com
- EVV standard reports in the EVV system, contact your EVV vendor or EVV PSO
- EVV policy, contact your payer