

Electronic Visit Verification

EVV Policy Handbook Revision Log – September 2022

The information below describes the changes made to the [Electronic Visit Verification \(EVV\) Policy Handbook](#) on Sept. 1, 2022.

The following format is used for the tables below:

- Above each table is an EVV policy name. The tables list the following information about the policy:
 - The left column lists the name of the subsection found in the EVV Policy Handbook.
 - The right column lists the subsection number and revisions made in the EVV Policy Handbook.

Electronic Visit Verification Policy Handbook Introduction

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|---|
| State Laws and Rule | 1200 <ul style="list-style-type: none">• Changed section title to, “State Laws and Texas Administrative Code”.• Updated terminology.• Deleted Human Resource Code reference. |
| Key Terms | 1600 <ul style="list-style-type: none">• Added purpose of Key Terms.• Added Key Terms used throughout the EVV Policy Handbook that were not defined.• Added references to sections in the EVV Policy Handbook for definitions and descriptions. |

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EVV Stakeholders

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--------------------------------------|---|
| Payers | 2100 <ul style="list-style-type: none"> • Added text to help explain existing information. • Updated payer responsibilities. • Updated managed care table by combining Medically Dependent Children’s Program (MDCP) services with STAR Health and STAR Kids programs. |
| EVV Vendors | 2300 <ul style="list-style-type: none"> • Added definition for EVV vendor. • Added Texas Government Code 531.024172. |
| EVV Proprietary System Operator | 2400 <ul style="list-style-type: none"> • Updated definition for Proprietary System Operator (PSO). • Added Texas Government Code 531.024172. |
| Program Provider | 2500 <ul style="list-style-type: none"> • Added definition for program provider. • Updated program provider responsibilities. |
| Financial Management Services Agency | 2600 <ul style="list-style-type: none"> • Added definition for Financial Management Services Agency (FMSA). • Updated FMSA responsibilities. • Added reference to section 16010. |

EVV Stakeholders – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| Member | 2700 <ul style="list-style-type: none"> • Added definition for member. • Updated member responsibilities. |
| CDS Employer | 2800 <ul style="list-style-type: none"> • Added definition for CDS employer. • Updated CDS employer responsibilities. • Added reference to section 16000. |

Programs and Services Required to Use EVV

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|--|
| Programs and Services Required to Use EVV | 3000 <ul style="list-style-type: none"> • Removed hyperlink to PDF. |

EVV System and Setup

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| EVV System and Setup | 4000 <ul style="list-style-type: none"> • Updated text and graphic under Step 3: Complete EVV system Onboarding. |
| EVV Vendor Systems | 4110 <ul style="list-style-type: none"> • Added definition for EVV vendor system. • Updated text. • Deleted EVV vendor responsibilities because the information is in section 2300. |

EVV System and Setup – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|-------------------------|---|
| EVV Proprietary Systems | 4120 <ul style="list-style-type: none"> • Deleted text about EVV Proprietary System Operators (PSOs) because the information is in section 5030. |
| Select an EVV System | 4130 <ul style="list-style-type: none"> • Updated text and process. |
| EVV Training | 4200 <ul style="list-style-type: none"> • Added enforcement action against program providers. • Updated enforcement actions against CDS employers. |
| Service Authorizations | 4500 <ul style="list-style-type: none"> • Updated text to help explain existing information. • Removed reference to Texas Provider Identifier (TPI). • Updated list of HHSC and managed care programs. |
| EVV System Transfer | 4700 <ul style="list-style-type: none"> • Updated text to explain: <ul style="list-style-type: none"> ○ Each type of system transfer. ○ Process during a system transfer. ○ Program provider and FMSA responsibilities. ○ Data transfer requirements. |

EVV System and Setup – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|--|
| Transferring EVV Systems | 4710 <ul style="list-style-type: none"> • Deleted section. |
| How to Transfer to an EVV Vendor in the State Vendor Pool | 4720 <ul style="list-style-type: none"> • Changed section number to 4710. • Changed section title to, “How to Transfer to an EVV Vendor System”. • Added 120-day transfer time frame information from section 4710 Transferring EVV Systems. • Updated program provider and FMSA responsibilities. • Updated vendor transfer process. |
| How to Transfer to an EVV Proprietary System | 4730 <ul style="list-style-type: none"> • Changed section number to 4720. • Updated transfer process and conditions. |

EVV Proprietary System

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|--|
| EVV Proprietary System | 5000 <ul style="list-style-type: none"> • Updated onboarding process and paths. |
| Eligibility to Use an EVV Proprietary System | 5010 <ul style="list-style-type: none"> • Deleted section. |

EVV Proprietary System – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|---|
| Reimbursement for Use of an EVV Proprietary System | 5020 <ul style="list-style-type: none"> • Changed section number to 5010. |
| EVV Proprietary System Operator Responsibilities | 5030 <ul style="list-style-type: none"> • Changed section number to 5020. • Updated PSO responsibilities. |
| EVV Proprietary System Onboarding Process | 5040 <ul style="list-style-type: none"> • Changed section number to 5030. • Updated onboarding process. • Added key personnel information. |
| EVV Proprietary System Operational Readiness Review | 5050 <ul style="list-style-type: none"> • Changed section number to 5040. • Updated the Operational Readiness Review process. |
| Success or Failure of the Operational Readiness Review | 5060 <ul style="list-style-type: none"> • Changed section number to 5050. • Updated the information when a program provider or FMSA achieves a 100% score or fails the ORR. |
| EVV Proprietary System General Operations | 5070 <ul style="list-style-type: none"> • Changed section number to 5060. • Updated PSO responsibilities. |

EVV Proprietary System – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|--|
| Access to the EVV Proprietary System | 5080 <ul style="list-style-type: none"> • Changed section number to 5070. • Updated PSO responsibilities. • Added information about PSOs that are also FMSAs. |
| Required EVV Proprietary System Standard Reports | 5090 <ul style="list-style-type: none"> • Deleted section. |
| Proprietary System Operator Compliance Reviews | 5100 <ul style="list-style-type: none"> • Changed section number to 5080. • Changed section title to, "Proprietary System Operator Compliance". • Added three subsections: <ul style="list-style-type: none"> ○ EVV Compliance Reviews ○ Compliance with HHSC EVV Business Rules for Proprietary Systems and HHSC EVV Policy ○ Fraud, Waste and Abuse |
| HHSC Cancellation of EVV Proprietary System Approval | 5200 <ul style="list-style-type: none"> • Deleted section. |
| Transferring EVV Systems | 5300 <ul style="list-style-type: none"> • Deleted section. |
| Proprietary System Fraud, Waste and Abuse | 5400 <ul style="list-style-type: none"> • Deleted section. |

EVV Visit Transaction

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|---|
| EVV Visit Transaction | 6000 <ul style="list-style-type: none"> • Updated EVV visit transaction definition and description. • Updated information in steps 1 through 7. • Updated graphic under EVV Steps 4 through 7. |
| EVV System | 6100 <ul style="list-style-type: none"> • Updated text. |

Clock In and Clock Out Methods

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--------------------------------|---|
| Clock In and Clock Out Methods | 7000 <ul style="list-style-type: none"> • Updated PSO and EVV vendor responsibilities. • Deleted subsection, "Failure to Clock In or Clock Out of the EVV system," because the information is in section 1400 Failure to use an EVV System. |
| Manually Entered EVV Visits | 7010 <ul style="list-style-type: none"> • Added more information about manually entered EVV visits. |

Clock In and Clock Out Methods – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|--|
| Mobile Method | <p>7020</p> <ul style="list-style-type: none"> • Updated text to reference geo-perimeter. • Clarified when to use the mobile method. • Added clock in and clock out requirements. |
| Alternative Device | <p>7040</p> <ul style="list-style-type: none"> • Described alternative device codes. • Clarified the ordering process for an alternative device. • Updated order of existing content. |
| Using Multiple Clock In and Clock Out Methods | <p>7050</p> <ul style="list-style-type: none"> • Simplified language. • Clarified process for using multiple clock in and clock out methods for a single EVV visit. |
| EVV Services Delivered Outside the Member’s Home | <p>7060</p> <ul style="list-style-type: none"> • Updated use of the mobile method. • Added reference to section 10010 EVV Usage Reviews. • Updated service provider requirements. |

Visit Maintenance

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|--|
| Visit Maintenance | 8000 <ul style="list-style-type: none"> • Updated description of visit maintenance. |
| Required Visit Maintenance | 8010 <ul style="list-style-type: none"> • Deleted repeated definitions. • Added explanation of exceptions. |
| Auto-Verification, Exceptions and Schedules | 8020 <ul style="list-style-type: none"> • Changed section title to, "Auto-Verification". • Updated text to match wording used throughout the handbook. • Deleted the following subsections because the information is in section 4600 Schedules: <ul style="list-style-type: none"> ○ Program policy requirement for schedules ○ The EVV system and schedules • Changed subsection title, "No Schedules," to, "Auto-Verification without a Schedule". |
| Visit Maintenance Time Frames | 8050 <ul style="list-style-type: none"> • Changed section title to, "Visit Maintenance Time Frame". |

Visit Maintenance – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|----------------------------------|--|
| Visit Maintenance Unlock Request | <p>8060</p> <ul style="list-style-type: none"> • Added FMSA requirement when a request is submitted. • Added conditions under which payers will approve Visit Maintenance Unlock Requests (VMURs). • Added payer must notify FMSA in writing when a CDS employer’s VMUR was approved or denied. • Added information about VMURs requesting to manually enter EVV visits. • Changed the subsection title, “Unlock Request Process,” to, “Visit Maintenance Unlock Request Process”. • Updated information about the VMUR process. • Added N/A- Export Only to VMUR fields. • Updated information in subsection, “Payer Request for More Information”. • Updated list of automatic denials of VMURs. • Updated information in subsection, “Payer Approval of Request”. |

Visit Maintenance – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|---|
| Visit Maintenance Unlock Request – Cont. | <p>8060 – Cont.</p> <ul style="list-style-type: none"> • Updated information in subsection, “EVV Vendor and EVV PSO Approval and Denial”. • Added time frame that PSOs must complete visit maintenance from receipt of approved VMUR. • Updated information about assistance from EVV vendors and payers on VMURs. • Added reference to VMUR Job Aid. |
| Visit Maintenance and Billing EVV Claims | <p>8070</p> <ul style="list-style-type: none"> • Added program provider and FMSA requirement for exceptions to timely filing. |

EVV Reason Code

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|---|
| EVV Reason Code | <p>9000</p> <ul style="list-style-type: none"> • Updated explanation of Reason Code Number(s) and Reason Code Description(s). • Deleted information about exceptions because it is in section 8020 Auto-Verification. |

EVV Compliance Reviews

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| EVV Compliance Reviews | <p>10000</p> <ul style="list-style-type: none"> • Added exclusion of CDS option for EVV Required Free Text Reviews. • Specified what applies to program providers only. |
| EVV Usage Reviews | <p>10010</p> <ul style="list-style-type: none"> • Updated definitions for: <ul style="list-style-type: none"> ○ Manually Entered EVV Visit Transaction. ○ Rejected EVV Visit Transaction. • Changed "non-compliance notice" to "notice of non-compliance". • Updated text to state the EVV CDS Employer Usage Report is available in the EVV system. • Added time frame for when to complete training due to enforcement actions. • Added consequences for not completing enforcement actions. • Updated payer due diligence. • Added FMSA responsibility to facilitate communication between payers and CDS employers. • Added leap year date to EVV Usage Review dates. |

EVV Compliance Reviews – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|---|
| EVV Landline Phone Verification Reviews | 10020 <ul style="list-style-type: none"> • Changed “notification” to “notice of non-compliance”. |
| EVV Required Free Text Reviews | 10030 <ul style="list-style-type: none"> • Added a note for CDS option about required Free Text Reviews. |
| HHSC EVV Informal Reviews and MCO Disputes | 10040 <ul style="list-style-type: none"> • Changed “rules” to “TAC”. • Updated information: <ul style="list-style-type: none"> ○ About requesting an EVV Informal Review. ○ To include contact information about MCO disputes. |
| EVV Formal Appeal of the Review | 10050 <ul style="list-style-type: none"> • Changed section title to, “Formal Appeal of HHSC Enforcement Actions”. • Deleted “contract termination” and “recoupment” to align with Texas Administrative Code Section 357.484. |

Usage

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|--|
| Usage | <p>11000</p> <ul style="list-style-type: none">• Updated text:<ul style="list-style-type: none">○ To include EVV Usage Score.○ About Manually Entered EVV Visit Transaction.○ About Rejected EVV Visit Transaction. |
| EVV Usage Score | <p>11010</p> <ul style="list-style-type: none">• Deleted definitions for:<ul style="list-style-type: none">○ Manually Entered EVV Visit Transaction.○ Rejected EVV Visit Transaction.• Added definition of non-rejected visit transactions.• Deleted past service delivery dates. |
| Manually Entered EVV Visit Transactions | <p>11020</p> <ul style="list-style-type: none">• Changed section title to, "Manual EVV Visit Transaction Score".• Updated text with Manual EVV Visit Transaction Score descriptions from section 11010 EVV Usage Score. |

Usage – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---------------------------------|---|
| Rejected EVV Visit Transactions | <p>11030</p> <ul style="list-style-type: none"> • Changed section title to, “Rejected EVV Visit Transaction Score”. • Updated Rejected EVV Visit Transaction Score explanation. • Added examples from section 11010 EVV Usage Score. |
| EVV Usage Reviews | <p>11040</p> <ul style="list-style-type: none"> • Changed section title to, “How EVV Usage Reviews are Conducted”. • Deleted the following subsections because the information is in section 10010 EVV Usage Reviews: <ul style="list-style-type: none"> ○ Review Period Schedule ○ EVV Usage Report |
| Compliance | <p>11050</p> <ul style="list-style-type: none"> • Deleted section. |

EVV Claims

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---------------------------|---|
| Claims Match Result Codes | <p>12230</p> <ul style="list-style-type: none"> • Added definition for Claims Match Result Codes. • Updated information that explains the different result codes. |

Non-EVV Services

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| Non-EVV Services | 14000 <ul style="list-style-type: none">• Added FMSAs and CDS employers where applicable.• Updated examples about recording non-EVV time. |

EVV CDS Employer Policies

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| CDS Complaints | 16070 <ul style="list-style-type: none">• Updated CDS email address. |