

# Electronic Visit Verification (EVV) Policy Training for CDS Employers

---

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.



# Introduction to EVV

**NOTE: The information in this training is subject to change as policies are revised and new policies are developed. Please check the HHSC EVV webpage and Amerigroup EVV webpage to monitor changes in EVV Policy.**

# Introduction to EVV

## What is EVV?

EVV is the documentation and verification of service delivery through an EVV system.

## Why is EVV required?

Federal law requires all states to use EVV for Medicaid personal care services (PCS), including services delivered through the Consumer Directed Services (CDS) option. HHSC and state law require the use of EVV for CDS services beginning Jan. 1, 2021, per the [Texas Administrative Code \(TAC\)](#).

## Bonus/Overtime Pay

EVV does not change or impact bonuses in the CDS option and overtime in the CDS option.

## Fraud, Waste, and Abuse

If Amerigroup determines that a CDS employer is not compliant with EVV policy and procedures, it could result in a referral for a fraud, waste, and abuse investigation.

If you are made aware of, or suspect situations that may be considered Medicaid fraud, waste, or abuse, report it to the [HHSC Inspector General](#) online or by calling their toll-free fraud hotline at **800-436-6184**.

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

## What information does EVV confirm?

The EVV system captures and verifies the following information to confirm service delivery:

- The type of service provided
- The name of the recipient to whom the service is provided
- The date and times (clock in and clock out times) the provider (CDS employee) began and ended the service delivery visit
- The location, including the address and geolocation, at which the service was provided
- The name of the person who provided the service
- Other information the commission determines is necessary to ensure the accurate payment of Medicaid claims

# Introduction to EVV (continued)

## EVV Definitions

Term	Definition
Member	A person eligible to receive Medicaid services requiring the use of EVV.
CDS employee (attendant, service provider)	A person who provides an EVV service and who is employed or contracted by a CDS employer.
CDS employer	A member or legally authorized representative (LAR) who chooses to participate in the CDS option. A CDS employer responsible for hiring and retaining a service provider who delivers a service (CDS employee).
Financial Management Service Agency (FMSA)	An entity that contracts with HHSC or a managed care organization (MCO) to provide financial management services to a CDS employer.
EVV system	An EVV vendor system or an EVV proprietary system used to electronically document and verify critical data elements related to the delivery of EVV-required services.
EVV vendor system	An EVV system provided by an EVV vendor selected by the claims administrator, on behalf of HHSC, that an FMSA may opt to use instead of an EVV proprietary system. The EVV vendors are Data Logic Software Inc./Vesta system, and First Data Government Solutions/AuthentiCare system.
EVV proprietary system	An HHSC-approved EVV system that an FMSA may choose to use instead of an EVV vendor system that: is purchased or developed by a program provider or FMSA; is used to exchange EVV data with the EVV Aggregator; complies with the requirements of the Texas Government Code Section 531.024172 or its successors. The FMSA is the proprietary system operator (PSO).
Payer	An entity that pays a Medicaid claim, and includes HHSC and Managed Care Organizations (MCOs).
Visit maintenance	A process used by the FMSA or CDS employer to correct the identification and visit data in the EVV system to accurately reflect the delivery of a service.

## What is Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities?

This form is used to provide information to the CDS employer on requirements for using an EVV system to electronically verify that the CDS employee delivers the required Medicaid services and documents the date and time service delivery begins and ends. EVV replaces paper timesheets for required personal care services.

- The FMSA and CDS employer must complete this form at the time of EVV implementation for a program or service delivered through the CDS option, upon enrollment in the CDS option, any time the CDS employer request a change in designation of EVV responsibilities, and when there is a transfer of the EVV system.
- The FMSA explains the responsibilities of the CDS employer and FMSA for using the EVV system. The CDS employer will choose the appropriate option:
  - Who completes visit maintenance: the CDS employer or the FMSA.
  - Who approves the time worked by the employee:
    - The CDS employer approves time worked in the EVV system; or
    - The CDS employer elects to have the FMSA confirm the time worked in the EVV system based on approval by the CDS employer.
- The FMSA must process and select the appropriate option(s) in the EVV system within five business days of receiving a completed form, unless otherwise directed by HHSC.



# EVV Required Services

# EVV Required Services

## Programs and Services Required to Use EVV:

Texas HHSC determines when a CDS employer or FMSA must use EVV based on the type of services delivered. EVV is required for all programs, services, and service delivery options listed in the [Personal Care Services Required to Use EVV](#) document, regardless of who is delivering the service. Texas EVV requirements do not exempt live-in caregivers.

## Non-EVV services:

A non-EVV service is an authorized service **not** required to use EVV. An example of a non-EVV service is **supported employment**. CDS employers must continue to follow their program requirements for documenting non-EVV services. Using the EVV system does not replace paper documentation for non-EVV services. The CDS employer will determine how the CDS employee will clock in and clock out of the EVV system when switching between EVV services and non-EVV services throughout the day. You will see some examples later in this course, on the page titled “Recording Non-EVV Time Examples”, in the Electronic Verification Methods Policy section.





# EVV Steps for CDS Employers

# EVV Steps for CDS Employers

The EVV process steps for CDS employers are shown here. Steps 1–3 must be completed before the CDS employee can begin clocking in and clocking out.

## Step 1

- Complete Form 1722 – Employer’s Selection for EVV Responsibilities

## Step 2

- Complete all EVV trainings:
  - EVV System
  - EVV Policy

## Step 3

- Train CDS employees (attendant/service provider) on the clock-in and clock-out methods

# EVV Steps for CDS Employers (continued)

The EVV process steps 4 – 6 for CDS employers are shown here. Steps 1-3 must be completed before the CDS employee can begin clocking in and clocking out.

## Step 4

- The CDS employee must:
  - Clock-in at the beginning of service delivery using an approved clock-in and clock-out method.
  - Clock-out at the end of service delivery using an approved clock-in and clock-out method.

## Step 5

- A CDS employer or FMSA, on behalf of the CDS employer, will conduct visit maintenance by:
  - Correcting visit errors from EVV System validations
  - Adjusting Pay Hours
  - Adding Reason Codes as required

## Step 6

- A CDS employer will review and approve time worked:
  - Using the EVV system if selecting Option 1 or Option 2 on Form 1722
  - Outside of the EVV system if selecting Option 3 on Form 1722
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget



# EVV Responsibilities

## FMSA Responsibilities:

- Some of the responsibilities of the FMSA include, but are not limited to:
  - Selecting and onboarding with an EVV system
  - Sharing [Form 1722, Employer's Selection for EVV Responsibilities](#) with CDS employers
  - Providing EVV policy training to CDS employers, if needed
  - Completing visit maintenance, depending on the CDS employer's Form 1722 selection
  - Submitting EVV claims
- The FMSA must have the most current information and other information required to pay the CDS employee available when setting up the information in an EVV system. **For example**, the:
  - Member's phone number
  - Member's address
  - Name of the designated representative (DR), if applicable
  - CDS employee's name
  - Name of the MCO the member selected (if applicable)

## CDS Employer Responsibilities:

- Complete [Form 1722, Employer's Selection for EVV Responsibilities](#) and submit it to your FMSA.
- Complete EVV system and policy training.
- Determine the best clock-in and clock-out methods for your CDS employees and train them on the methods (you may receive assistance from the EVV vendor or your FMSA).
- Keep up-to-date training records of your employee's training using [Form 1732, Management and Training of Service Provider](#), and send Form 1732 to your FMSA.
- Continue to approve time worked by the CDS employee.
- Follow all EVV requirements.
- Use the EVV system selected by your FMSA.
- Complete visit maintenance, depending on your Form 1722 selection.
- **Important:** Make sure your employee is clocking in and clocking out.

## Designated Representative (DR) Responsibilities:

- If a CDS employer (member or LAR) needs support or assistance to meet employer responsibilities, they may choose to appoint a DR.
- A CDS employer can appoint a DR to assist or to perform EVV responsibilities in the CDS Option. A DR must:
  - Be 18 years of age or older.
  - Be a volunteer.
  - Pass a criminal history background check if a non-relative; and
  - Be or become actively involved in the individual's life and be able to complete the self-assessment.
- The CDS employer will specify which EVV tasks the DR will assist with or assume. The CDS employer maintains responsibility for actions taken by the DR. Tasks might include approving time sheets or training CDS employees.

## CDS Employee (attendant/service provider) Responsibilities:

- Take the EVV clock-in/clock-out methods training.
- Clock-in and clock-out using one of the three approved EVV clock-in and clock-out methods:
  - Mobile method
  - Home phone landline
  - Alternative device
- Notify the CDS employer if the preferred clock-in or clock-out methods are not working.

Access the [Guide for Financial Management Services Agencies, Consumer Directed Services Employers, Designated Representatives and CDS Employees to Get Started with Electronic Visit Verification](#) to learn more about EVV responsibilities.



## **Failure to use an EVV system:**

- FMSAs and CDS employers must ensure an approved EVV system is used to document the delivery of EVV-required services.
- Failure to use an approved EVV system to document service delivery for required programs and services will result in denied or recouped EVV claims. Amerigroup will not pay a claim for reimbursement unless the data from the EVV system corresponds with the claim line item and is consistent with an approved prior authorization.
- CDS employers who fail to use an EVV system may be subject to removal from the CDS option (as a last resort).
- If the service provider (CDS employee) fails to clock in and clock out of the EVV system, the FMSA or CDS employer must manually enter the visit into the EVV system. Manually entered visits will negatively impact EVV compliance.



# EVV Policies

# EVV Policies

EVV policies are located in the [EVV Policy Handbook](#) on the HHSC EVV webpage.

In this section, you will learn about the following EVV policies in the EVV Policy Handbook:

- Training Policy (Sections 4200, 4230, 4300)
- Schedules Policy (Section 4600)
- Clock-In and Clock-Out Methods Policy (Section 7000)
- Visit Maintenance Policy (Section 8000)
- EVV Reason Code Policy (Section 9000)
- Reports Policy (Section 13000)

Please refer to the [EVV Policy Handbook](#) for the most up to date EVV policy information.

# EVV Policies (continued)

EVV policies applicable to CDS employers are located on the [HHSC EVV Policy Handbook](#) and [Amerigroup EVV website](#) in the policy section. Please refer to the [EVV Policy Handbook](#) for the most up to date EVV policy information.

## **EVV Training Policy:**

- The EVV Training Policy requires CDS employers to complete all required EVV training:
  - Before using the EVV system, and
  - yearly after that.
- CDS employers must keep up-to-date training records of their training completions and provider training records to their FMSA, HHSC, or Amerigroup, if requested.

# EVV Policies (continued)

## EVV Training Requirements:

CDS employer training requirements vary, depending on which option was selected on Form 1722, Employer's Selection of Electronic Visit Verification Responsibilities.

- **CDS employers that selected Option 1 on Form 1722 are required to take the following EVV training:**
  - Full EVV system training, including clock-in and clock-out methods training (provided by the EVV vendor or EVV PSO).
  - EVV policy training (provided by HHSC, Amerigroup or your FMSA).
  - If the CDS employer has a designated representative (DR), the DR must complete the required EVV training based on the option selected by the CDS employer.
- **CDS employers that selected Option 2 on Form 1722 are required to take the following EVV training:**
  - Full EVV system training, including clock-in and clock-out methods training (provided by the EVV vendor or EVV PSO).
  - EVV policy training (provided by HHSC, Amerigroup or your FMSA).
  - If the CDS employer has a designated representative (DR), the DR must complete the required EVV training based on the option selected by the CDS employer.
- **CDS employers that selected Option 3 on Form 1722 are required to take the following EVV training:**
  - Overview of EVV system training, including clock-in and clock-out methods training (provided by the EVV vendor or EVV PSO).
  - EVV policy training (provided by HHSC, Amerigroup or your FMSA).
  - If the CDS employer has a designated representative (DR), the DR must complete the required EVV training based on the option selected by the CDS employer.



# EVV Policies (continued)

## EVV Training Requirements (continued):

- **If the CDS employer does not take EVV system and EVV policy trainings, the following may result:**
  - CDS employee(s) may experience a delay in payment or inaccurate payments if the EVV system is not used correctly.
  - An FMSA may require the CDS employer to complete a corrective action plan (CAP).
- **The CDS employer must take EVV system and EVV policy trainings to:**
  - Gain a basic understanding of EVV requirements.
  - Train the CDS employee on the approved clock-in and clock-out methods.

Refer to the [EVV Training Requirements Checklists](#) resource on the HHSC EVV webpage to view EVV training requirements, training options to meet the requirements, and training registration/contact information.

# EVV Policies (continued)

## EVV System/Clock In and Clock Out Methods Training

The EVV vendor or PSO (your FMSA) will provide you with:

- Training on their EVV system, including how to order alternative devices, conduct visit maintenance, access reports, etc.
- Training on how to clock in and clock out with the:
  - Mobile method
  - Home phone landline
  - Alternative device

Once you have completed the EVV system training, you can then:

- Determine the best clock-in/clock-out methods for your CDS employees.
- Train your CDS employees on the clock-in/clock-out methods.

**Note:** HHSC does not provide training on how to clock in and clock out using each method.

CDS employers must keep up-to-date training records of service provider (CDS employee) training completions by using [Form 1732, Management and Training of Service Provider](#). Form 1732 should be provided to the FMSA.

# EVV Policies (continued)

## EVV Policy Training

HHSC, Amerigroup, and FMSAs provide EVV policy training. This course is considered HHSC EVV policy training.

Self-paced HHSC EVV policy training is available on the HHS Learning Portal in a variety of formats, and HHSC conducts live training webinars as well. Sign up for [GovDelivery](#) to be notified of new HHSC EVV policy training opportunities.

## Schedules Policy

EVV systems do not require schedules. Schedules are optional in the EVV system for members who selected the CDS option.

The CDS employer can choose to enter a schedule in the EVV system, or not.

Program and Amerigroup requirements vary regarding:

- Using schedules in the EVV system.
- Following a service delivery schedule.
- Service delivery requirements.

FMSAs and CDS employers must follow their program and Amerigroup schedule and service delivery requirements or EVV claims may be recouped.

**Note:** The EVV vendor or EVV PSO (your FMSA) will provide instructions on how the EVV system will verify EVV visits with or without schedules.



# EVV Policies (continued)

## Clock-In and Clock-Out Methods Policy

The Clock-In and Clock-Out Methods Policy requires the CDS employee (service provider) to use one of three approved clock-in and clock-out methods to clock in at the beginning of service delivery and clock out at the end of service delivery when providing services to a member in the home or the community.

**Note:** CDS employees don't have to clock in and clock out for each different EVV-required service being provided during a single visit.

## Clock-In and Clock-Out Methods

The EVV vendors offer the following three approved clock-in and clock-out methods at no charge to the member:

- Mobile method (a downloadable application for use on a smart phone or tablet)
- Home phone landline
- Alternative device

**Note:** If your FMSA is using an EVV proprietary system, ask the EVV PSO (your FMSA) which clock-in and clock-out methods are available for your CDS employee to use. The EVV PSO will not charge the member for a clock-in or clock-out method.

# EVV Policies (continued)

## Mobile Method – Description

- The CDS employee may use a mobile method for clocking in and clocking out of the EVV system in the home or in the community.
- Each EVV vendor or EVV PSO (your FMSA) will supply a downloadable application for use on a smart phone or tablet with Internet connectivity.

**Note:** The mobile method is the recommended clock-in and clock-out method when an EVV service begins or ends in the community.

## Mobile Method – Devices

The CDS employee may use:

- Their own personal smart phone or tablet
- A smart phone or tablet issued by the FMSA
- A smart phone or tablet owned by the CDS employer, if the CDS employer agrees.



## Service Delivery Location

If a CDS employee clocks in or clocks out within 250 feet (EVV allowed geo-perimeter) of the member's home, the default service delivery location is the member home. If a CDS employee clocks in or clocks out beyond the 250-foot radius, the CDS employee must select a service delivery location.

**Service Delivery Locations:** Member Home; Family Home; Neighbors Home; Community; Other

## Mobile Method – Overview

The mobile method (downloadable application):

- Uses a secure login function for each user.
- Records the specific location at the exact time of clocking in and clocking out.
- Does not track location before clocking in, during the visit or after clocking out.
- Does not use mobile device plan minutes and only uses minimal data.
- Does not store Protected Health Information (PHI) on the mobile device.
- Requires having a mobile device that works, has a charged battery, etc.

### Mobile Method – Example

CDS employee Lisa Gibson uses her Android smart phone to log in to the EVV mobile application and clock in when service delivery begins and clock out when service delivery ends.

# EVV Policies (continued)

## Home Phone Landline – Description

If the member agrees, the CDS employee may use the member's home phone landline to call a toll-free number to clock in and out. A landline phone must be used. Phone types that cannot be used for this method include:

- Cellular phones.
- Cellular-enabled devices such as tablets and smart watches.

**Note:** If the CDS employee wants to use a cellphone or tablet to clock in and/or clock out, they must use the mobile method as the clock-in and/or clock-out method.

## Home Phone Landline – Overview

The FMSA must enter the member's primary home phone landline number in the EVV system under the member's profile before the CDS employee can use this method to clock in and clock out.

- The FMSA must ensure the landline phone number listed in the member's profile is current.
- If the landline phone number used for clocking in and clocking out doesn't match the member's profile, visit maintenance must be performed in the EVV system.
- FMSAs can enter one or more alternate landline phone numbers if the member frequently receives services in a secondary location.



## Home Phone Landline – Example

CDS employee Maria Hernandez uses the member's home phone landline to call a toll-free phone number to clock in when service delivery begins and clock out when service delivery ends at the member's home.

# EVV Policies (continued)

## Alternative Device – Description

An alternative device is a free, HHSC-approved electronic device that produces codes or information that identify the precise date and time service delivery begins and ends. The CDS employee must document the codes, then call a toll-free number within seven days from the date of the visit to record the clock-in and clock-out. The codes expire after seven days.

The alternative device:

- Is provided at no cost by the EVV vendor or the EVV PSO (your FMSA).
- Must always remain in the member's home, even during an evacuation. If the alternative device does not remain in the home, Amerigroup may make a Medicaid fraud referral to the HHS Office of the Inspector General.

Any phone may be used when calling the toll-free number; however, the CDS employee should never use or request to use the member's cellphone unless the member is a CDS employer and the CDS employer has given the CDS employee authorization to use the CDS employer's cellphone.

## Installing an Alternative Device in the Member's Home

With the member's permission, the CDS employer or employee must place the device in the member's home and should ask the member where they would like the device placed. The device should be in a location where the CDS employee can always reach it.

The CDS employer may attach the device using a zip tie; however, the device must not:

- Be mounted in a location that may be dangerous to a member.
- Cause damage to the member's home.

Examples of where the CDS employer may place or attach the device in the home include:

- Kitchen counter
- Coffee table
- Lockbox located in the garage or on the patio



## Alternative Device – Example

CDS employee Jason Smith uses the alternative device, located in the garage at the member's home, to clock in when service delivery begins and clock out when service delivery ends at the member's home. Codes display on the device, and he writes them down on paper. After the visit, Jason uses his own cellphone to call a toll-free number to call in the codes that were displayed on the alternative device.

# EVV Policies (continued)

## Ordering an Alternative Device from an EVV Vendor

CDS employers, or FMSAs on behalf of a CDS employer, can order an alternative device through an EVV vendor. The EVV vendor will provide instructions on how to order a device.

The EVV vendor has 10 business days to process and ship the alternative device to the requestor upon receipt of a complete order. Depending on the shipping method, it may take additional days to deliver the order.

If a clock-in and clock-out is not available for the CDS employee to use prior to the delivery of an alternative device, the CDS employee must manually document the visit.

**Note:** If your FMSA is using an EVV proprietary system, ask your FMSA if they provide an alternative device and if so, ask them how to order it.



## Malfunctioning Alternative Device

The CDS employee must notify the CDS employer immediately if the alternative device malfunctions or fails to generate codes.

When the CDS employee reports that the device has malfunctioned:

- The CDS employee must manually document the visit.
- The CDS employer or FMSA must contact the EVV vendor or EVV PSO to report the malfunctioning device and order a replacement alternative device.

# EVV Policies (continued)

## Visit Data is Captured During Clock In and Clock Out

When the CDS employee clocks in and clocks out using an approved method, the EVV system captures the following visit data:

- The type of service provided (Service Authorization Data)
- The name of the recipient to whom the service is provided (Member Data)
- The date and times the provider began and ended the service delivery visit
- The location, including the address and geolocation, where the service is provided
- The name of the person who provided the service (Service Provider Data)

## Failure to Clock In and Clock Out – Manually Entered Visits

If the CDS employee fails to, or is unable to, clock in or clock out using one of the approved methods, the CDS employer must manually enter visit data in the EVV system (if Option 1 selected on [Form 1722, Employer's Selection of Electronic Visit Verification Responsibilities](#)) within the visit maintenance time frame.

Manually entered visits will negatively impact the EVV Usage Score, which is used to measure EVV compliance. This is why it's important for CDS employees to use one of the approved clock-in and clock-out methods.

# EVV Policies (continued)

## Failure to Clock In and Clock Out – Steps To Take

If the CDS employee fails to clock in or clock out of the EVV system for any reason, FMSAs or CDS employers must complete the following steps:

- Verify the CDS employee delivered services according to program policy and requirements
- Receive and retain service delivery documentation from the CDS employee. Service delivery documentation should include:
  - FMSA and CDS employer name
  - Member first and last name
  - Member Medicaid ID
  - Services delivered
  - Date of the visit
  - Actual Time In and Time Out
  - Service provider first and last name
  - Location of the visit in the home or in the community
- Enter visit data manually into the EVV system
- Complete visit maintenance using the most appropriate EVV Reason Code(s), EVV Reason Code Description(s) and free text, if applicable
- Ensure the visit is accepted at the EVV Portal (FMSAs complete this step)

# EVV Policies (continued)

## Using Multiple Clock-In and Clock-Out Methods

CDS employees may:

- Use one method to clock in and clock out one day and a different method to clock in and clock out the next day.
- Use one method to clock in and clock out for a single visit or use multiple clock in and clock out methods for a single visit.

Using **one method** to clock in and clock out happens when the CDS employee:

- Only clocks in and clocks out using the mobile method.
- Only clocks in and clocks out using a home phone landline.
- Only clocks in and clocks out using an alternative device.

Using **multiple methods** to clock in and clock out happens when the CDS employee:

- Clocks in using a home phone landline and clocks out using the mobile method.
- Clocks in using the mobile method and clocks out using the home phone landline.

Using Multiple Clock in and Clock Out Methods – Example

- CDS employee Lisa Gibson clocks in using her Android smart phone (the mobile method) and clocks out using the alternative device, located in the member's garage.



# EVV Policies (continued)

## EVV Services Delivered Outside the Member's Home

A CDS employee must record the visit when they begin or end an EVV service outside the member's home by either:

- Using the mobile method; or
- Manually documenting the visit.

The mobile method is the recommended clock-in and clock-out method when an EVV service begins or ends in the community. Using the mobile method for clocking in and clocking out in the community will avoid negative impacts to the EVV Usage Score, which is used to monitor EVV compliance.

CDS employers may contact their EVV vendor or EVV PSO (your FMSA) for more information and training on available methods to document visits in the community.

# EVV Policies (continued)

## Definition of Non-EVV Service

A **non-EVV service** is an authorized service that is not required to use EVV.

The Non-EVV Services Policy explains the options available for CDS employers to document a non-EVV service that occurs during an EVV visit.

CDS employers must continue to follow program documentation requirements for non-EVV services. Using the EVV system does not replace paper documentation for non-EVV services.

The FMSA or CDS employer will determine how the CDS employee will clock in and clock out of the EVV system when delivering non-EVV services and EVV services throughout the day.

## Documenting Non-EVV Service that Occurs During an EVV Visit

The CDS employer may select one of the following options for their CDS employee to document a non-EVV service that occurs during an EVV visit:

- **Option 1:** Clock in to the EVV system and clock out of the EVV system before the non-EVV service begins and clock back in to the EVV system after the non-EVV service has ended.
- **Option 2:** Remain clocked in to the EVV system while delivering the non-EVV service and document the amount of time spent on the non-EVV service.
  - **Note:** Follow the EVV vendor or PSO (your FMSA) instructions on how to subtract the non-EVV service time at the end of the visit and use an appropriate EVV Reason Code Number and EVV Reason Code Description, as necessary.

CDS employers and FMSAs can review the reported non-EVV service time by accessing the Non-EVV Relevant Time Report in the EVV system. The report will show the total hours worked for non-EVV services.

# EVV Policies (continued)

## Recording Non-EVV Time – Examples

CDS employee Maria Hernandez is working from 8 am to 2 pm. She spends five hours on EVV required services from 8 a.m.-noon and 1 p.m.-2 p.m. She spends one hour on non-EVV services from noon-1 p.m.

Maria has two options for clocking in and out.

- **Option 1:** Maria can clock out of the EVV system before the non-EVV service begins and clock back in to the EVV system after the non-EVV service has ended. Maria will:
  - Clock in to the EVV system at 8 a.m. and clock out at noon.
  - Begin the non-EVV service.
  - Clock back in to the EVV system at 1 p.m. and clock out at 2 p.m.
  - Document the non-EVV service in accordance with program policy.
- **Option 2:** Maria can remain clocked in to the EVV system while delivering the non-EVV service and document the amount of time spent on the non-EVV service. Maria will:
  - Clock in to the EVV system at 8 a.m. and clock out at 2 p.m.
  - Record the non-EVV service time in accordance with program policy and report the time to the CDS employer.
    - The CDS employer or FMSA will use the EVV system to indicate one hour of time spent.

**Note:** CDS employers must contact their EVV vendor or EVV PSO to determine how to document non-EVV services for members with prescheduled visits.

# EVV Policies (continued)

## Visit Maintenance Policy and Reason Code Policy

In this section, you will learn:

- The definition of visit maintenance
- When visit maintenance must be completed
- The visit maintenance timeframe
- How to do submit a Visit Maintenance Unlock Request if beyond the visit maintenance timeframe

This information is available in [Section 8000 Visit Maintenance](#) and [Section 9000 EVV Reason Code](#) in the EVV Policy Handbook.

## Training on How to Complete Visit Maintenance

CDS employers who perform visit maintenance receive training (initially before using the EVV system and annually) from the EVV vendor or PSO (FMSA) on how to complete EVV visit maintenance in the EVV system. **Amerigroup does not provide this training.**

# EVV Policies (continued)

## Visit Maintenance Definition

**Visit maintenance** is the process used by the FMSA or CDS employer to correct the identification data and visit data in the EVV system to accurately reflect the delivery of a service.

Visit maintenance is like correcting a paper timesheet. Instead of making the correction on the paper timesheet, the FMSA or CDS employer will make the correction in the EVV system. Refer to Section [4400 Data Collection](#) in the EVV Policy Handbook for more information about identification and visit data.

**For example:** Visit maintenance must be completed when the CDS employee forgets to clock in or clock out using the mobile method, home phone landline, or alternative device.

**It is the CDS employer's choice** to decide who completes visit maintenance in the EVV system and it is documented on [Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities](#).

- If option 1 is selected, CDS employers are responsible for completing visit maintenance.
- If options 2 or 3 are selected, FMSAs are responsible for completing visit maintenance.

# EVV Policies (continued)

## Required Visit Maintenance

The CDS employer must complete visit maintenance when the:

- EVV system cannot “auto-verify” (automatically confirm an EVV visit based on existing identification and visit data in the EVV system).
- EVV system identifies exceptions (errors).
- EVV Aggregator (centralized database that collects, validates, and stores statewide EVV visit data transmitted by an EVV system) rejects the EVV visit transaction due to incorrect or missing data.
- FMSA or CDS employer reduces bill hours after the EVV system auto-verifies the EVV visit transaction.
- EVV system is unavailable.
- CDS employee fails to use the EVV system.



# EVV Policies (continued)

## Auto Verification

When a CDS employee clocks in or clocks out during service delivery, the EVV system:

- Records the visit data.
- Verifies the clock-in and clock-out method.
- Compares the visit data to the member's data in the EVV system.

If all the visit data and the identification data in the EVV system match, the EVV system will automatically verify the visit, also known as “auto-verify”. An **auto-verified EVV visit** means the EVV system found no exceptions or errors.

If the EVV visit transaction is missing a clock-in or a clock-out, or if the data collected at the time of clock-in or clock-out does not match the data elements in the EVV system, the FMSA or CDS employer must clear all exceptions through visit maintenance.

An **exception** is an error that needs to be addressed.

# EVV Policies (continued)

## Clearing Exceptions

The EVV system may generate one or more exceptions (errors) when the EVV system cannot auto-verify the data collected at the time of clock-in or clock-out.

To clear an exception (error), the FMSA or CDS employer must complete visit maintenance in the EVV system by:

- Updating the identification or visit data for a member, if required.
- Selecting the most appropriate EVV Reason Code(s), if required.
- Confirming the visit.

Selecting the most appropriate EVV Reason Code(s) explains the reason for completing visit maintenance. The process involves:

- Selecting an EVV Reason Code Number.
- Selecting an EVV Reason Code Description.
- Entering required free text, if applicable.

The following are some examples that describe when the EVV system will not auto-verify a service visit:

- Clock-in or clock-out time is less than or greater than an existing scheduled visit in the EVV system.
- Clock-in time or clock-out time is missing.
- Service delivery is outside the home and the CDS employee is not using the mobile method to clock in or clock out.
- CDS employee calls from a number not registered in the member's profile.



# EVV Policies (continued)

## EVV Reason Code Policy

The EVV Reason Code Policy describes the requirements for using reason codes when completing visit maintenance in the EVV system.

- **Reason Code Number(s)** describe the purpose for completing visit maintenance on an EVV visit transaction.
- **Reason Code Description(s)** describe the specific reason visit maintenance is necessary.

CDS employers must select the most appropriate Reason Code Number(s), Reason Code Description(s) and must enter any required free text when completing visit maintenance in the EVV system.

If the EVV visit is missing a clock-in or clock-out, the CDS employer must use Reason Code Number 900 Non-Preferred, the appropriate Reason Code Description(s), and any other applicable EVV reason code.

CDS employers can use multiple Reason Code Numbers and Reason Code Descriptions to clarify more than one exception when completing visit maintenance on a single visit.

Exceptions that could cause visit maintenance include, but are not limited to:

- Service provider (CDS employee) forgot to clock in or clock out
- Visit did not begin, or end as scheduled due to an emergency
- The clock-in and clock-out method was not accessible when services began
- EVV system unavailable

If the system is unavailable the service provider (CDS employee) must document service delivery information and submit to the FMSA or CDS employer.

FMSAs and CDS employers must keep all service delivery documentation and enter EVV visits into the EVV system once operational.

Refer to 1400 Failure to Use an EVV System for more information regarding service delivery documentation.

# EVV Policies (continued)

## EVV Reason Code Free Text Requirements

**Free text** is additional information the CDS employer enters to further describe the need for visit maintenance.

CDS employers completing visit maintenance in the EVV system must enter additional information in the free text field when:

- The visit is missing a clock-in time, a clock-out time, or both.
  - Enter the actual missing clock-in or clock-out time.
- Using the following Reason Code Numbers:
  - 131-Emergency
  - 600-Other
  - 900-Non-preferred

**Important: Failure to document required free text may result in enforcement actions, including recoupment of associated claim(s).**

Access the full list of available reason codes, reason code descriptions, and free text requirements in the [HHSC EVV Reason Codes](#) document on the HHSC EVV website.

# EVV Policies (continued)

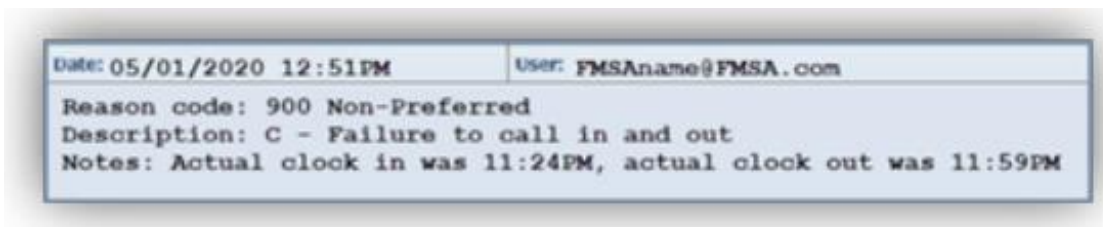
## Reason Code/Free Text Example

CDS employee Maria Hernandez forgot to clock in and clock out using the mobile method. Visit maintenance must be performed in the EVV system. In the EVV system, you would:

- Select Reason Code: 900 Non-preferred
- Select Reason Code Description: C – Failure to call in and out
- Enter free text to document the actual clock-in time: “Actual clock-in was 11:24PM, actual clock-out was 11:59PM”

Refer to [Section 9010, EVV Reason Code Free Text Requirements](#) to view more examples of free text.

Access the full list of current Reason Code Numbers, Reason Code Descriptions, and free text requirements for each Reason Code in the [HHSC EVV Reason Codes document](#) on the HHSC EVV webpage.



The screenshot shows a user interface for the EVV system. At the top, it displays the date and time as 'Date: 05/01/2020 12:51PM' and the user as 'User: FMSAname@FMSA.com'. Below this, the 'Reason code' is set to '900 Non-Preferred'. The 'Description' is 'C - Failure to call in and out'. The 'Notes' field contains the text: 'Actual clock in was 11:24PM, actual clock out was 11:59PM'.

## Timeframe to Complete Visit Maintenance/Enter Manual Visits

CDS employers have 95 calendar days from the date of the visit to complete visit maintenance. This is known as the visit maintenance time frame. HHSC may extend the visit maintenance time frame as needed.

After the visit maintenance time frame has expired, the EVV system locks the EVV visit transaction and the CDS employer may only complete visit maintenance if the Amerigroup approves a Visit Maintenance Unlock Request.

CDS employers must also enter manual visits within the visit maintenance time frame.

# EVV Policies (continued)

## Visit Maintenance Unlock Request Process

Process to send an **EVV Visit Maintenance Unlock Request**:

1. Access the EVV Visit Maintenance Unlock Request for CDS Employers on [Amerigroup's EVV webpage](#).
  - Scroll down to the *EVV Visit Maintenance (VM) Unlock Request Information* section
2. Download the form from the *Amerigroup VM Unlock Request Form* sub-section.
3. Review the **Instructions** tab and use it to complete the **CDS Employer VMUR** tab.
4. When done, save the file. Email the request securely to Amerigroup at [TXEVVSupport@amerigroup.com](mailto:TXEVVSupport@amerigroup.com).
5. **Important!! Request emails must:**
  - Include a contact name, email address and phone number.
  - Be sent securely. Request emails not sent securely could result in a Health Insurance Portability and Accountability Act (HIPAA) violation and Amerigroup will deny the request.

## Amerigroup Processing of Visit Maintenance Unlock Requests

Amerigroup must process Visit Maintenance Unlock Requests within **10** business days of receiving a secure and complete request.

- **Exception:** If the request was submitted as supporting documentation of a claims appeal, Amerigroup must process it within **30** business days of receiving a secure and complete request.

Amerigroup may request more information from the CDS employer when processing the request. If so, CDS employers must submit the additional information back to Amerigroup within **10** business days.

- **Exception:** Within 30 days if the request for more information is part of a claims appeal

## Amerigroup Denial of Visit Maintenance Unlock Request

If Amerigroup denies the request, we must notify the CDS employer through email within 10 business days of the request with the reason for the denial. The email will include information explaining how to:

- Submit a new Visit Maintenance Unlock Request.
- Request a claims appeal, if applicable.
- Submit a formal complaint against Amerigroup.

Amerigroup may automatically deny a Visit Maintenance Unlock Request for the following reasons:

- The request was not sent through a secure method.
- The request is incomplete or missing required information.

## Amerigroup Approval of Visit Maintenance Unlock Request

If Amerigroup **approves** the Visit Maintenance Unlock Request, we will send it to the EVV vendor or EVV PSO within three business days of the approved request.

- Only approved data elements listed on the Visit Maintenance Unlock Request will be unlocked for editing.
- The EVV vendor or EVV PSO must only allow changes to the fields approved by Amerigroup.

**Note:** Amerigroup must approve the Visit Maintenance Unlock Request:

- When Amerigroup previously provided incorrect or incomplete information on the prior authorization for a member and the updated authorization will require updates to EVV visit transactions outside of the EVV visit maintenance time frame.
- When Amerigroup submits a retroactive authorization for a member that will require the FMSA or CDS employer to resubmit an EVV visit transaction or EVV claim outside of the EVV visit maintenance time frame.
- Upon request by HHSC and within the initial request time frame specified in the policy.



## EVV Vendor/EVV PSO Processing of Visit Maintenance Unlock Requests

Once the EVV vendor or EVV PSO receives the approved Visit Maintenance Unlock Request from Amerigroup, the EVV vendor or EVV PSO must validate the information submitted.

The EVV vendor has 10 business days from receipt of the approved Visit Maintenance Unlock Request to complete visit maintenance or schedule a meeting with CDS employer to complete visit maintenance.

If the information submitted by the CDS employer is incorrect, invalid, or missing data elements, the EVV vendor/EVV PSO will not unlock EVV visit transaction(s) for visit maintenance. Once the information is corrected, the CDS employer must submit a new Visit Maintenance Unlock Request to Amerigroup.

## Visit Maintenance Completion

It is the responsibility of the FMSA and CDS employer to ensure all required data elements are correct and visit maintenance is complete before the FMSA submits an EVV claim to the appropriate claims management system.

If the CDS employer needs to complete visit maintenance on an accepted EVV visit transaction that has already been billed, the FMSA must complete certain steps. Refer to Section 8070 Visit Maintenance and Billing EVV Claims in the EVV Policy Handbook for more information.

## Last Visit Maintenance Date Policy

If visit maintenance is completed, the EVV system will record the date the visit maintenance was done.

The EVV system will update the Last Visit Maintenance Date when certain fields are updated. Refer to 8080 Last Visit Maintenance Date in the EVV Policy Handbook for more information.

**Remember:** If the last visit maintenance date is *after* the EVV claim receipt date, then the EVV claim is subject to recoupment (the payment for that visit could be taken back by Amerigroup). To avoid recoupment, FMSAs must submit an adjusted EVV claim if visit maintenance is completed after the initial EVV claim submission.

# EVV Policies (continued)

## How the EVV System Calculates Bill Hours

The EVV system calculates bill hours on an EVV visit transaction by rounding the actual hours worked to the nearest quarter hour increment:

Actual Hours Worked	Quarter Hour Increment	Bill Hours
0 - 7 minutes	0 minutes	0.00
8 - 22 minutes	15 minutes	0.25
23 - 37 minutes	30 minutes	0.50
38 - 52 minutes	45 minutes	0.75
53 - 67 minutes	60 minutes or 1 hour	1.00

The EVV system rounds up to the next quarter hour increment when the actual hours worked are eight minutes or more than the previous quarter hour increment. The EVV system rounds down to the previous quarter hour increment when the actual hours worked are seven minutes or less from the previous quarter hour.

For Example: If a service provider (CDS employee) works two hours and 53 minutes of actual hours for a shift, the bill hours will round up to three hours.

The EVV system **does not** round each clock-in or clock-out time; it rounds the total duration of the actual hours worked for each visit.

**Important: The FMSA or CDS employer may never increase bill hours beyond the actual hours worked.**

## EVV System Standard Reports Policy

The following EVV system standard reports are available to CDS employers, FMSAs, Amerigroup, and HHSC state staff in the \*EVV system:

- EVV Alternative Device Order Status Report
- EVV Attendant History Report
- EVV CDS Employer Usage Report (will be available in 2022)
- EVV CDS Service Delivery Log
- EVV Clock In/Clock Out Usage Report
- EVV Landline Phone Verification Report
- EVV Reason Code Usage and Free Text Report
- EVV Service Delivery Exception Report
- EVV Units of Service Summary Report
- Non-EVV Relevant Time Report

\*EVV system means an EVV vendor system (e.g., Vesta or AuthentiCare) or an EVV proprietary system.

## Reports Descriptions:

- **EVV Alternative Device Order Status Report:** Used to verify and track the status of alternative device orders.
- **EVV Attendant History Report:**
  - Verifies which CDS employees provided services to a member for a requested date range.
  - Shows accepted EVV visits for CDS employees for a requested date range.
- **EVV CDS Employer Usage Report:**
  - Displays the EVV Usage Score for the preceding quarter(s), for each Medicaid member that selects the CDS option with Amerigroup.
  - Used by Amerigroup to determine the EVV Usage Score and conduct EVV Usage Reviews.
  - Allows CDS employers to monitor the EVV Usage compliance requirement.

## Reports Descriptions (continued):

- **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.
  - **Note:** Review this report in the EVV system to make sure the employee's time worked is correct. Just as the paper time sheet is reviewed to make sure it is correct, the EVV CDS Service Delivery Log is reviewed to make sure it is correct.
- **EVV Clock-In/Clock-Out Usage Report:** Displays the CDS employee's:
  - Use of EVV clock-in and clock-out methods.
  - Number of 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:**
  - Displays the phone number used for clocking in and clocking out of the EVV system and the phone type (e.g., landline, mobile, etc.).
  - Used to conduct EVV compliance landline phone verification reviews to ensure the phone number used for clocking in and clocking out is a landline number and not an unallowable phone type, such as a pay phone number or a cellphone number.

## Reports Descriptions (continued):

- **EVV Reason Code Usage and Free Text Report:**
  - Displays the EVV Reason Code Number, Reason Code Description and any free text entered on accepted EVV visit transactions during a specified month.
  - Used to conduct EVV compliance reviews for reason code and required free text.
- **EVV Service Delivery Exception Report:**
  - Shows the number of visits that varied from the schedule or authorization, as well as the number of visits that were not approved, for a requested date range.
  - This data must include services regardless of service delivery locations including home or community location, and 'GPS' coordinates when the mobile method is used to clock in and clock out.
- **EVV Units of Service Summary Report:**
  - Displays daily, weekly, and monthly totals of hours of services delivered for a Medicaid ID.
  - Identifies breaks in service for a Medicaid ID.
- **Non-EVV Relevant Time Report:** Displays the CDS employee's time spent on non-EVV services during each visit for a requested date range (if the CDS employee didn't clock in and out for non-EVV time).

# EVV Policies (continued)

## Review and Approve Time Worked:

As mentioned earlier in this course, one of your EVV responsibilities as a CDS employer is to review and approve time worked by the CDS employee.

- If you selected **Option 1** on Form 1722, you will:
  - Review and approve time in the EVV system.
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget.
- If you selected **Option 2** on Form 1722, you will:
  - Review and approve time in the EVV system.
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget.
- If you selected **Option 3** on Form 1722, you will:
  - Review and approve time outside of the EVV system. Please work with your FMSA to discuss this process.
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget.



# EVV Compliance Requirements



# EVV Compliance Requirements

## EVV Compliance Requirements:

EVV compliance requirements for CDS employers include:

- **EVV Usage:**
  - CDS employers must meet the minimum EVV Usage Score.
  - The requirements are in the EVV Policy Handbook in [Section 11000, EVV Usage Policy](#).
- **EVV Landline Phone Verification:**
  - CDS employers must ensure a valid phone type is used if the CDS employee uses a home phone landline to clock in and/or clock out.
  - The requirements are in the EVV Policy Handbook in [Section 7030 Home Phone Landline](#).
- **EVV Required Free Text**
  - CDS employers must document required free text.
  - The requirements are in the EVV Policy Handbook in [Section 9010 EVV Reason Code and Free Text Requirements](#).

## EVV Usage:

The EVV Usage compliance requirement measures whether or not the service provider (CDS employee) is using one of the approved clock-in and clock-out methods when providing services that require EVV (mobile method, home phone landline, and/or the alternative device), and considers visit transactions accepted by the EVV Aggregator.

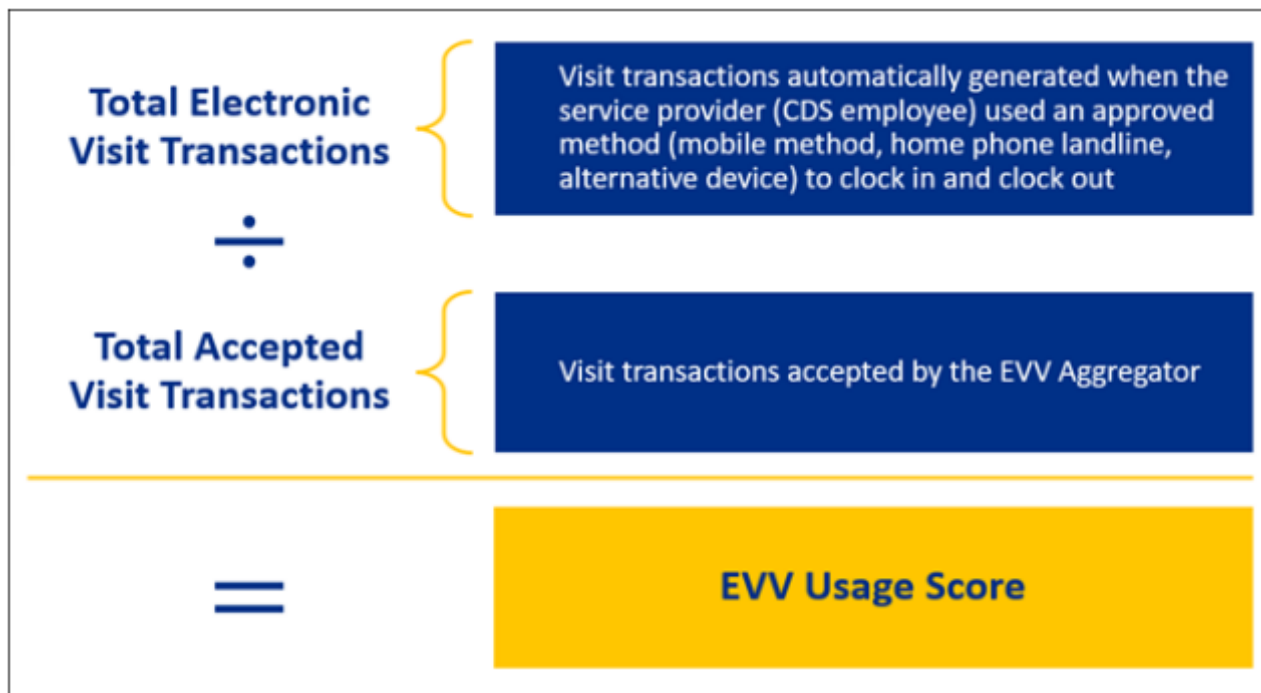
How is the EVV Usage compliance requirement measured? In the EVV Usage Score. It is a number, in percent format, rounded to the nearest percentage point, per selected quarter or month (e.g., 85%).

# EVV Compliance Requirements (continued)

## EVV Usage Score Calculation for CDS Employers:

The EVV Usage Score for CDS employers equals the Manual EVV Visit Transaction Score. This score is calculated by dividing the total number of electronic (non-manual) visit transactions by the total number of accepted visit transactions.

CDS employers are monitored at the Member level; each Member who has selected the CDS option will receive an EVV Usage Score.



# EVV Compliance Requirements (continued)

## CDS EVV Usage Score Requirements by Fiscal Year Quarter:

CDS employer EVV Usage Score requirements are based on service delivery dates.

Fiscal Year (FY)	Quarter (Q)	Service Delivery Dates	EVV Usage Score
FY 22	Q1	09/01/2021 – 11/30/2021	Grace Period
FY 22	Q2	12/01/2021 – 02/28/2022	Grace Period
FY 22	Q3	03/01/2022 – 05/31/2022	Grace Period
FY 22	Q4	06/01/2022 – 08/31/2022	Grace Period
FY 23	Q1	09/01/22 – 11/30/2022	40%
FY 23	Q2	12/01/2022 – 02/28/2023	60%
FY 23	Q3	03/01/2023 – ongoing	80%

# EVV Compliance Requirements (continued)

## EVV Landline Phone Verification:

The EVV landline phone verification compliance requirement means that phones used to clock in or clock out through the landline method must be a landline telephone, and not a cellular phone or device, such as a tablet or smart watch.

**Note:** If the CDS employee wants to use a cellphone or tablet, they must use the mobile method (not the home phone landline method).

## EVV Required Free Text:

The EVV required free text compliance requirement means that CDS employers completing visit maintenance in the EVV system must enter additional information in the free text field when:

- The visit is missing a clock-in time, a clock-out time, or both. (Enter the actual missing clock-in/clock-out time.)
- Using the following Reason Code Numbers:
  - 131-Emergency
  - 600-Other
  - 900-Non-preferred

**Free text** is additional information the CDS employer enters to further describe the need for visit maintenance.

CDS employers that selected Option 1 on Form 1722 must enter any required free text in the EVV system when completing visit maintenance (e.g., missing clock in time). If not entered, FMSAs may reach out to CDS employers.



# EVV Compliance Reviews

# EVV Compliance Reviews

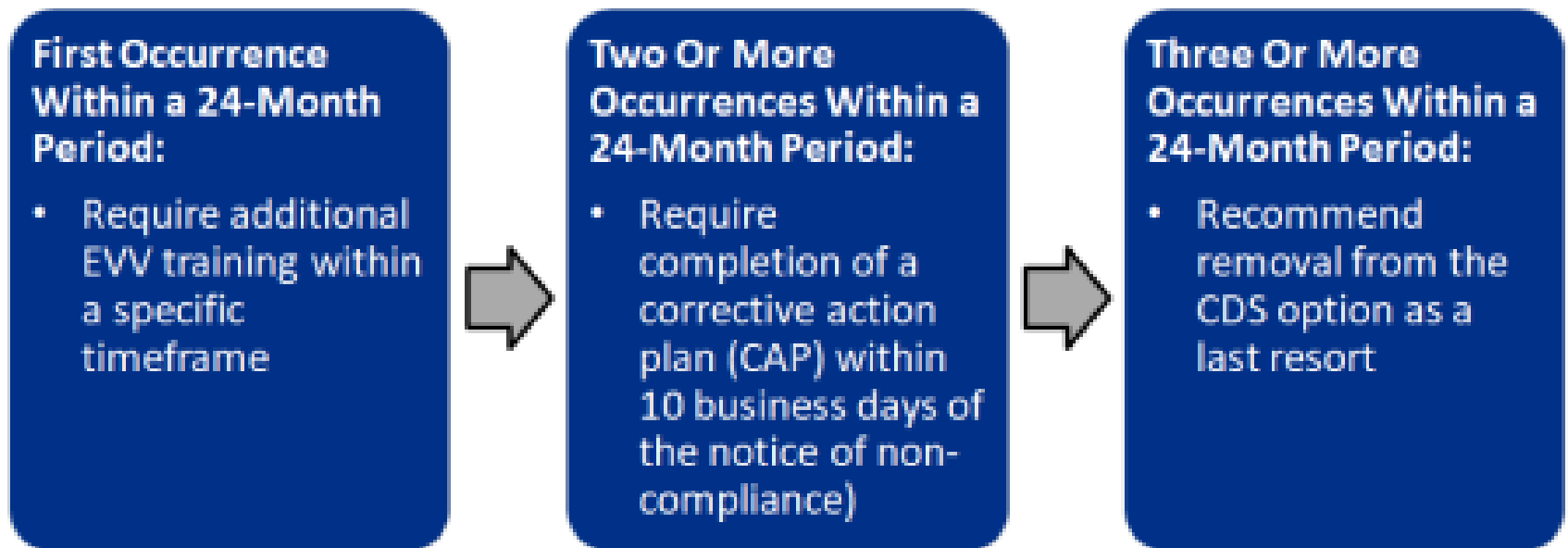
In this section, you will learn about EVV compliance reviews conducted by Amerigroup to ensure CDS employers are meeting the EVV compliance requirements. Amerigroup conducts:

- **EVV Usage Reviews:**

- Amerigroup will review the EVV Usage Score quarterly to ensure the minimum EVV Usage Score is met.
- EVV Usage Reviews are conducted after the visit maintenance timeframe has expired based on the last date of the quarter to determine compliance.
- Reminder: CDS employers are monitored at the Member level; so, each Member who has selected the CDS option will receive an EVV Usage Score.
- Grace Period for EVV Usage Reviews:
  - EVV Usage Reviews will begin after the visit maintenance timeframe has expired and the grace period has ended. The grace period ended August 31, 2022.
- Report Used to Conduct EVV Usage Reviews:
  - Amerigroup will use the EVV CDS Employer Usage Report to determine the EVV Usage Score and conduct EVV Usage Reviews. CDS employers can access this report in the EVV system.

- **EVV Usage Reviews (continued):**

- EVV Usage Score – Enforcement Actions for CDS Employers:
  - Failure to meet and maintain the minimum EVV Usage Score in a state fiscal year quarter may result in Amerigroup sending a non-compliance notice to enforce one or more of the following progressive enforcement actions:





- **EVV Landline Phone Verification Reviews:**

- Amerigroup will review the phone number used for clocking in and clocking out of the EVV system to ensure the phone number is from an allowable phone type.
- **For example:** Is the phone used to clock in and clock out through the landline method a landline telephone?
- Grace Period/Review Schedule:
  - EVV Landline Phone Verification Reviews will begin after the grace period ends. The grace period ended Dec. 31, 2021.
  - EVV Landline Phone Verification Reviews will be at the Amerigroup's discretion and may occur any time after the date of the visit if the phone number used to clock in and clock out has already been captured in the EVV system.

# EVV Compliance Reviews (continued)

- **EVV Landline Phone Verification Reviews (continued):**
  - Report Used to Conduct EVV Landline Phone Verification Reviews:
    - Amerigroup will use the EVV Landline Phone Verification Report (located in the EVV system) to conduct EVV Landline Phone Verification Reviews.
    - Shown here is an example of the EVV Landline Phone Verification Report. In the Listed Phone Type column, there are some instances of “mobile,” indicating an unallowable landline phone type was used.

EVV Landline Phone Verification Report									
Service Delivery Date Range: 1/1/2021 - 11/30/2021									
Payer: All									
Provider : 9999999999 Provider Name, Inc.									
CDS Employer : All									
Member: All									
TIN : All									
Unallowable Devices Only: No									
Multiple Phone Numbers: No									
Member Id	Member First Name	Member Last Name	Phone Number	Listed Phone Type	Listed Carrier	Month	NPI/API	Provider Name	Payer
000000000	AVA	SMITH	(444) 444-4444	Landline	Windstream Communications	Jan-21	9999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Apr-21	9999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	May-21	9999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Jun-21	9999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Jul-21	9999999999	PROVIDER NAME, INC.	HHSC

Unallowable landline phone type shows as “Mobile”

- **EVV Landline Phone Verification Reviews (continued):**
  - FMSA Actions When an Unallowable Phone Type is Identified:
    - When an unallowable phone type is identified, **FMSAs** must notify the CDS employer that the phone number is an unallowable landline phone type and:
      - Work with the CDS employer to verify and document that the phone type is an allowable phone type; or
      - Remove the unallowable landline phone type from the EVV system as the member's home phone landline and work with the CDS employer to ensure a valid landline number or another approved clock-in and clock-out method is used.
  - CDS Employer Actions When an Unallowable Phone Type is Identified:
    - When an unallowable phone type is identified, **CDS employers** must take **one** of the following actions:
      - Provide documentation to the FMSA demonstrating the current home phone landline number is an allowable phone type;
      - Provide a valid home phone landline number to the FMSA; or
      - Choose another approved clock-in and clock-out method for the service provider to use and inform the FMSA of the new method.

- **EVV Landline Phone Verification Reviews (continued):**
  - EVV Landline Phone Verification Reviews: CDS Employer Enforcement Actions:
    - When the CDS employer fails to meet required actions within 10 business day of being notified by the FMSA:
      - The FMSA can remove the unallowable landline phone type from the EVV system as the member's home phone landline, and
      - The FMSA can follow [TAC 40, Part 1, Chapter 41, Subchapter B, Rule §41.221](#) relating to failure to submit complete service delivery documentation or meeting CDS employer responsibilities and place the CDS employer on a corrective action plan (CAP).

- **EVV Required Free Text Reviews:**
  - Amerigroup will review EVV visit transactions to determine if required free text is entered on the visit when using a reason code.
  - **For example:** Free text is required if Reason Code 900 is used, and the visit is missing a clock-in time, a clock-out time, or both.
  - Failure to document any required free text may result in recoupment of associated claim(s).
  - Grace Period for EVV Required Free Text Reviews:
    - EVV Required Free Text Reviews will begin after the visit maintenance timeframe has expired and the grace period ends. The grace period ended Dec. 31, 2021.

# EVV Compliance and Compliance Reviews (continued)

- **EVV Required Free Text Reviews (continued):**
  - Reports Used to Conduct EVV Required Free Text Reviews:
    - Amerigroup will use the EVV Reason Code Usage and Free Text Report or the EVV Visit Log Report (located in the EVV Portal) to conduct EVV Required Free Text Reviews. FMSAs can use either report to monitor compliance of required free text.
    - Shown here is an example of the EVV Reason Code Usage and Free Text Report from the EVV Portal. Free text is required when Reason Code 900-C is used, and the missing clock-in and clock-out times were entered in the free text as required.

EVV Reason Code Usage and Free Text Report													
Filters :: [Year: 2021] :: [Month: June] :: [NPI/API: 9999999999] :: [Service Delivery Option: CDS]													
Medicaid ID		Individual Last Name		Individual First Name									
333333333		SMITH		JANE									
EVV System Name		Reason Code Number		Reason Code		Reason Code Description							
DataLogic		900		Non-Preferred		C - Failure to call in and out							
Visit Date		Visit ID		Service Group		Service Code		HCPCS		Modifiers		EVV Attendant ID	
Actual Call In		Actual Call Out		Reason Code Number		Reason Code		Reason Code Description		Reason Code Free Text Description			
06/06/2021		5555555501				S5125		U3:UC:U7:		9999JONES			
		55502		900		Non-Preferred		C - Failure to call in and out		8 a.m. & 5 p.m.			
		55503		900		Non-Preferred		C - Failure to call in and out		8 a.m. & 5 p.m.			
		55504		900		Non-Preferred		C - Failure to call in and out		8 a.m. & 5 p.m.			
				900		Non-Preferred		C - Failure to call in and out		8 a.m. & 5 p.m.			

Free text entered in the EVV system displays for each Reason Code (missing clock in and clock out times in this example)

Free text is required when Reason Code 900-C is used

# EVV Compliance and Compliance Reviews (continued)

- **EVV Required Free Text Reviews (continued):**
  - Reports Used to Conduct EVV Required Free Text Reviews (continued):
    - Here's an example of the EVV Visit Log Report — it also shows free text entered in the EVV system during visit maintenance.

**EVVLOG2019v1.0**

## EVV Visit Log Report

Filters :: [Visit Date Range Begin Date: 9/1/2019] :: [Visit Date Range End Date: 9/6/2019] :: [NPI/API: 1234567890]

Provider Legal Name	Provider DBA	NPI	API	TIN	Location ID	RGN	Provider #	Payer										
Provider Name	1234567890							MCO1 (MCO)										
Medicaid #	Individual Last	Individual First	Individual															
11111111	Last Name	First Name																
TX Attend ID	Employee Last	Employee First	Discipline															
1234	Last Name	First	ATTENDANT															
Visit ID	Service Code	Date	In	Out	Hours	Location	Date	In	Actual Hours	Bill Hours	Units	Location	Phone	Clock In Method	Clock Out Method	Last VM	Auto Verified ?	
HCP/CS	Modifier	RC #	RC Description		Free Text													
508369			09/01/2019	12:00 P	04:00 P	4	MEMBER HOME	09/01/2019		4.00	16	MEMBER HOME		GUI	GUI	09/03/2019 01:40 PM	N	
S5125	U3:U7	200	A - Alt device ordered		Code 200A: Token Device Ordered. Called Client. Verified with Family Member that Attendant began shift at 12:00 PM and ended shift at 4:00 PM on 09/01/2019. igsalvez 9/02/2019/verified aprado 9/3/19													
50837			09/02/2019	12:00 P	04:30 P	4.50	MEMBER HOME	09/02/2019		4.50	18	MEMBER HOME		GUI	GUI	09/07/2019 08:32 AM	N	
S5125	U3:U7	200	A - Alt device ordered		Code 200A: Token Device Ordered. Called Client. Verified with Caregiver that Attendant began shift at 12:00 PM and ended shift at 4:30 PM on 09/02/2019. smartinez 9/05/2019/verified aprado 9/7/19													
508370			09/03/2019	12:00 P	04:30 P	4.50	MEMBER HOME	09/03/2019		4.50	18	MEMBER HOME		GUI	GUI	09/07/2019 08:32 AM	N	
S5125	U3:U7	200	A - Alt device ordered		Code 200A: Token Device Ordered. Called Client. Verified with Caregiver that Attendant began shift at 12:00 PM and ended shift at 4:30 PM on 09/03/2019. smartinez 9/05/2019/verified aprado 9/7/19													
5083			09/04/2019	12:00 P	05:30 P	5.50	MEMBER HOME	09/04/2019		5.50	22	MEMBER HOME		GUI	GUI	09/07/2019 08:33 AM	N	
S5125	U3:U7	600	Other		Code 600: Agency EVV System Exception. Unable to address with any other Reason Code. Called Client. Verified with Caregiver that Attendant began shift at 12:00 PM and ended shift at 5:30 PM on 09/04/2019. Agency EVV Exception: 200A: New/Replacement SAD Ordered 14 days smartinez 9/07/2019/verified aprado 9/7/19													
5083707			09/05/2019	12:00 P	05:30 P	5.50	MEMBER HOME	09/05/2019		5.50	22	MEMBER HOME		GUI	GUI	09/07/2019 08:33 AM	N	
S5125	U3:U7	600	Other		Code 600: Agency EVV System Exception. Unable to address with any other Reason Code. Called Client. Verified with Caregiver that Attendant began shift at 12:00 PM and ended shift at 5:30 PM on 09/05/2019. Agency EVV Exception: 200A: New/Replacement SAD Ordered 14 days smartinez 9/06/2019/verified aprado 9/7/19													
508373			09/06/2019	12:00 P	05:30 P	5.50	MEMBER HOME	09/06/2019		5.50	22	MEMBER HOME		GUI	GUI	09/13/2019 11:43 AM	N	
S5125	U3:U7	200	A - Alt device ordered		Code 200A: Token Device Ordered. Called Client. Verified with Family Member that Attendant began shift at 12:00 PM and ended shift at 5:30 PM on 09/06/2019. igsalvez 9/09/2019/verified figueroa 09/13/2019													
Medicaid #	Individual Last	Individual First	Individual Phone	Service Group														

- **How to Prevent Findings of Non-Compliance:**

- CDS employers must ensure service providers (CDS employees) use EVV to clock in and clock out when delivering EVV-required services.
- Using EVV methods to clock in and clock out:
  - Captures visit data electronically in the EVV system
  - Prevents manual entry of visit data in the EVV system
  - Helps ensure the minimum EVV Usage Score is met
  - Helps prevent enforcement actions
  - Reduces the need for visit maintenance
- **Note:** If a clock-in or clock-out method is not available for the service provider to use prior to the delivery of an alternative device, the FMSA or CDS employer must create a visit in the EVV system (manually enter the visit) within the visit maintenance timeframe.

- **Monitoring EVV Compliance:**

- CDS employers must monitor compliance reports monthly, at a minimum, in the EVV system and perform the following:
  - Use the EVV system as required.
  - Complete all required visit maintenance and provide necessary information to FMSA.
  - Train or re-train service providers on clock-in and clock-out methods.
  - Ask questions.





# EVV Resources for CDS Employers

# EVV Resources for CDS Employers

- Amerigroup EVV website: <https://provider.amerigroup.com/texas-provider/resources/electronic-visit-verification>
  - The Amerigroup EVV website is a valuable resource for CDS Employers. Information is categorized into topics.
- HHSC EVV website: <https://www.hhs.texas.gov/providers/long-term-care-providers/long-term-care-provider-resources/electronic-visit-verification>
  - The HHSC EVV webpage is a valuable resource for CDS employers. Information is categorized into topics
  - Access the [EVV Consumer Directed Services Option webpage](#) from our webpage to view specific information and resources just for you!
  - For example, the [EVV Compliance Job Aid for CDS Employers](#), which provides guidance on how CDS employers can stay in compliance with EVV.
  - A News section is located at the bottom of the webpage. All GovDelivery postings (EVV email updates) are listed here in chronological order.

# EVV Resources for CDS Employers (continued)

- Sign up for GovDelivery with HHSC to receive EVV email updates:  
[https://public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic\\_id=TXHHSC\\_247](https://public.govdelivery.com/accounts/TXHHSC/subscriber/new?topic_id=TXHHSC_247)
  - Policy updates (new and revised).
  - Training opportunities and registration.
  - Important EVV information and guidance for CDS employers.
- CDS Employer Contact Information Guide:  
<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/cds-evv-contact-information-guide.pdf>
  - If you have an EVV-related question and are not sure who to contact or how to contact them, access the EVV Contact Information Guide for CDS Employers on the HHSC or Amerigroup EVV website. It provides a list of topics and points of contact for EVV-related questions and issues.

# EVV Resources for CDS Employers (continued)

- HHSC EVV Policy Handbook:  
<https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook>
- For questions or concerns about EVV please contact Amerigroup by sending an email to [TXEVVSupport@amerigroup.com](mailto:TXEVVSupport@amerigroup.com).



# Review Steps for CDS Employers

# EVV Review Steps for CDS Employers

In this EVV Policy Training, you learned about the EVV process steps for CDS employers. Remember, Steps 1-3 must be completed before the CDS employee can begin clocking in and clocking out.

## Step 1

- Complete Form 1722 – Employer’s Selection for EVV Responsibilities

## Step 2

- Complete all EVV trainings:
  - EVV System
  - EVV Policy

## Step 3

- Train CDS employees (attendant/service provider) on the clock in and clock out methods.

## Step 4

- The CDS employee must:
  - Clock in at the beginning of service delivery using an approved clock-in and clock-out method.
  - Clock out at the end of service delivery using an approved clock-in and clock-out method.

## Step 5

- A CDS employer or FMSA, on behalf of the CDS employer, will conduct visit maintenance by:
  - Correcting visit errors from EVV System validations
  - Adjusting Pay Hours
  - Adding Reason Codes as required

## Step 6

- A CDS employer will review and approve time worked:
  - Using the EVV system if selecting Option 1 or Option 2 on Form 1722
  - Outside of the EVV system if selecting Option 3 on Form 1722
  - Submit the approval to the FMSA so the FMSA can compare time worked to the budget



# Review Learning Objectives

# EVV Review Learning Objectives

In this course, you learned about:

- EVV and why it's required.
- Programs and services required to use EVV in the CDS delivery option.
- EVV steps for CDS employers.
- EVV responsibilities for FMSAs, CDS employers, DRs, and CDS employees.
- EVV clock-in and clock-out methods.
- Reviewing and approving EVV time worked.
- EVV policies in the HHSC EVV Policy Handbook.
- EVV visit maintenance and the Visit Maintenance Unlock Request process for CDS employers.
- EVV compliance requirements and compliance reviews.
- EVV resources for CDS employers.





**How does a CDS Employer  
obtain a certificate for  
completing the EVV Policy  
Training?**

# How to obtain a certificate for completing the EVV Policy Training?

- If the CDS Employer registers and attends one of the Amerigroup monthly webinar sessions, an email will be sent to the CDS Employer confirming their attendance and completion of the training for CDS Employers. **Note:** you must be on the webinar for the entire duration of the training to receive credit.
- If the CDS Employer views the Amerigroup EVV Policy Training video at their own pace, they will need to send an email to [TXEVVSupport@amerigroup.com](mailto:TXEVVSupport@amerigroup.com) with their name, the member's name and Medicaid ID number, and provide confirmation the date and time they completed watching the full video. An email response will be sent back confirming their completion of the training.
- For questions about EVV, send an email to Amerigroup's EVV email address: [TXEVVSupport@amerigroup.com](mailto:TXEVVSupport@amerigroup.com)

