



Electronic Visit Verification

EVV Policy Handbook Revisions – November 2021

The below tables describe changes made to HHSC Electronic Visit Verification (EVV) policies. HHSC published new sections and revisions to the [EVV Policy Handbook](#) in November 2021.

The following is the format used for the below tables:

- 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 found in the EVV Policy Handbook.

Claims Matching Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Exceptions to the Claims Matching Process	12220 <ul style="list-style-type: none">• Service Specific Bypass<ul style="list-style-type: none">○ Removed the table that lists programs and services that are bypassed by service• Units Matching Bypass<ul style="list-style-type: none">○ Removed table that lists programs and services bypassed on units
Claims Match Result Codes	12230 <ul style="list-style-type: none">• Claims Status Report<ul style="list-style-type: none">○ Added footnote, "Encounter Invoice Template is a manual process and EVV claims will not be sent to the EVV Aggregator"



Claims Submission Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Claims Submission	12100 <ul style="list-style-type: none">• Introduction to section<ul style="list-style-type: none">○ Added language, "Program providers and FMSAs must meet all timely filing requirements"

Data Collection Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Data Collection	4400 <ul style="list-style-type: none">• No revisions

Electronic Verification Methods Policy (Clock In and Clock Out Methods Policy)

Policy Subsection Name	Policy Subsection Numbers and Revisions
Clock In and Clock Out Methods	7000 <ul style="list-style-type: none">• Policy title changed to "Clock In and Clock Out Methods" from "Electronic Verification Methods Policy"
Manually Entered EVV Visits	7010 <ul style="list-style-type: none">• Added new section, "Manually Entered EVV Visits"<ul style="list-style-type: none">○ Transferred section from EVV Visit Maintenance Policy



Electronic Verification Methods Policy (Clock In and Clock Out Methods Policy) – *Cont.*

Policy Subsection Name	Policy Subsection Numbers and Revisions
Mobile Method	7020 <ul style="list-style-type: none">• Mobile method<ul style="list-style-type: none">○ Added clarification, “Does not use mobile device plan minutes and only uses minimal data”
Alternative Device	7040 <ul style="list-style-type: none">• Added language specific to the device being lost or damaged and the action the program provider, FMSA or CDS employer must take before the program provider or FMSA is held responsible• Added clarification, “The alternative device must always remain in the member’s home even during an evacuation”• Added clarification, “If the service provider or CDS employee removed or used the alternative device outside of the home, the program provider, FMSA or CDS employer may not terminate member services until after an IDT, SPT, or CFT meeting. The member can change provider agencies at any time”
Non-EVV Services	14000 <ul style="list-style-type: none">• Moved Non-EVV Services section out of the Clock In and Clock Out Methods policy and made it a standalone policy in the EVV Policy Handbook and the EVV CDS Employer Handbook



EVV Compliance Reviews Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Compliance Reviews	10000 <ul style="list-style-type: none">• Policy title changed to “EVV Compliance Reviews” from “EVV Compliance Oversight Reviews”• In the introduction:<ul style="list-style-type: none">○ Introduced two new terms for EVV Implementation Groups:<ul style="list-style-type: none">▪ State-Required Personal Care Services▪ Cures Act Personal Care Services○ Updated the grace period start and end dates for dates of service
EVV Usage Reviews	10010 <ul style="list-style-type: none">• Updated definition titles and meanings<ul style="list-style-type: none">○ “Manual visit transactions” to “Manually entered EVV visit transactions”○ “Rejected visit transactions” to “Rejected EVV visit transactions”• Added:<ul style="list-style-type: none">○ Program Provider and FMSA Enforcement Actions○ CDS Employer Enforcement Actions• EVV Usage Report<ul style="list-style-type: none">○ Renamed sub section title from “Report” to “EVV Usage Report”• Introduced EVV FMSA Usage Report and EVV CDS Employer Usage Report



EVV Compliance Reviews Policy – *Cont.*

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Usage Reviews – <i>Cont.</i>	10010 – <i>Cont.</i> <ul style="list-style-type: none">Updated the grace period for dates of service for each implementation group
EVV Landline Phone Verification Reviews	10020 <ul style="list-style-type: none">Renamed section title from “EVV Allowable Phone Identification Reviews” to “EVV Landline Phone Verification Reviews”Added “Program Provider and FMSA Enforcement Actions”Updated the grace period for dates of service for each implementation group
EVV-Required Free Text Reviews	10030 <ul style="list-style-type: none">Renamed section title from “EVV Reason Code and Required Free Text Reviews” to “EVV Required Free Text Reviews”Removed the compliance standard, Misuse of Reason CodesUpdated the grace period for dates of service for each implementation group
HHSC EVV Informal Reviews and MCO Disputes	10040 <ul style="list-style-type: none">Created new subsection
EVV Formal Appeal of the Review	10050 <ul style="list-style-type: none">Added new section



EVV Proprietary System Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Reimbursement for Use of an EVV Proprietary System	5020 <ul style="list-style-type: none">• Added new section
EVV Proprietary System Onboarding Process	5040 <ul style="list-style-type: none">• Added statement, "The PSO must have a fully developed and compliant EVV PSO system which meets all HHSC requirements by the Readiness Review begin date for the selected Onboarding Session"
Approval or Disapproval of the EVV Proprietary System	5060 <ul style="list-style-type: none">• Renamed subsection title to "Success or Failure of the Readiness Review"
EVV Proprietary System General Operations	5070 <ul style="list-style-type: none">• Renamed the sub header from Electronic Verification Methods to Clock In and Clock Out Methods

EVV Reason Code Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Reason Code	9000 <ul style="list-style-type: none">• Introduction to section<ul style="list-style-type: none">○ Added a fourth bullet, "EVV system unavailable," under bullet list:<ul style="list-style-type: none">▪ "Exceptions that could cause visit maintenance include but are not limited to"



EVV Reason Code Policy – *Cont.*

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Reason Code – <i>Cont.</i>	9000 – <i>Cont.</i> <ul style="list-style-type: none">Added service delivery requirements when EVV system is unavailable
EVV Reason Code Free Text Requirements	9010 <ul style="list-style-type: none">Moved Compliance subsection above the table with examples of required free text
(Not Applicable)	Removed section, “Misuse of EVV Reason Code Requirements” from policy

EVV System Selection Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Select an EVV System	4130 <ul style="list-style-type: none">Added sub header about the appointment, role and responsibilities of the EVV System Administrator

EVV System Transfer Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Transferring EVV Systems	4710 <ul style="list-style-type: none">Differentiated between transferring from a state vendor pool and an EVV proprietary system



EVV Training Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Training	4200 <ul style="list-style-type: none">• Introduction to section<ul style="list-style-type: none">○ Added enforcement actions for program providers, FMSAs and CDS employers when they do not take required trainings○ Added language explaining the EVV vendor or EVV PSO will not grant access to the EVV system until required training is complete
EVV Training Requirements for Program Providers	4210 <ul style="list-style-type: none">• Added clarification to term, "EVV system user"• Added new term, "EVV portal user"• Adjusted the table to specify required training
EVV Training Requirements for FMSAs	4220 <ul style="list-style-type: none">• Added clarification to term, "EVV system user"• Added new term, "EVV portal user"• Adjusted the table to specify required training
Training Requirements for CDS Employers	4230 <ul style="list-style-type: none">• Added "Note: HHSC policy training is available in Spanish and English"
EVV Training Registration	4250 <ul style="list-style-type: none">• Updated the HHSC EVV Operations email address



Reports Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Portal Standard Reports	13010 <ul style="list-style-type: none">Broke down the EVV Claim Match Reconciliation Report into:<ul style="list-style-type: none">EVV01 ReportEVV07 or EVV08 Report
EVV System Standard Reports	13020 <ul style="list-style-type: none">Added EVV Service Delivery Exception Report

Schedules Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Schedules	4600 <ul style="list-style-type: none">Revised the policy to restate:<ul style="list-style-type: none">The EVV system does not require schedulesProgram and payer requirements varyProgram providers, FMSAs and CDS employers must follow their program and payer schedule requirements or EVV claims may be recoupedThe EVV vendor or EVV PSO will explain how the EVV system verifies EVV visit transactions with or without a schedule

Service Authorizations Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Service Authorizations	4500 <ul style="list-style-type: none">No revisions



Usage Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
EVV Usage	11000 <ul style="list-style-type: none">• Updated definition titles and meanings:<ul style="list-style-type: none">○ Manual visit transactions to Manually entered EVV visit transactions○ Rejected visit transactions to Rejected EVV visit transactions
Manually Entered EVV Visit Transactions	11020 <ul style="list-style-type: none">• Renamed section title to "Manually Entered EVV Visit Transactions" from "Graphical User Interface (GUI) Visit Transactions"• Discontinued the term "Graphical User Interface (GUI)"
Rejected EVV Visit Transactions	11030 <ul style="list-style-type: none">• Updated Data Elements and EVV Visit Rejection Reasons table
EVV Usage Reviews	11040 <ul style="list-style-type: none">• Combined below sections into one section, EVV Usage Reviews:<ul style="list-style-type: none">○ EVV Usage Review Period○ EVV Usage Reviews By Program Type○ EVV Usage Report
Compliance	11050 <ul style="list-style-type: none">• Created new section for compliance



Visit Maintenance Policy

Policy Subsection Name	Policy Subsection Numbers and Revisions
Manually Entered EVV Visits	This policy subsection moved to the Clock In and Clock Out Methods policy (Section 7010)