HHSC Electronic Visit Verification

Module 6

EVV Process Flow: Beginning to End

April 1, 2019

Introduction

This is Module 6 of the EVV Tool Kit: EVV Process Flow: Beginning to End.

EVV Tool Kit: A collection of resources that will help prepare contracted providers, Financial Management Services Agencies (FMSAs), and Consumer Directed Services (CDS) employers in the use of EVV.

Click here for information on the 21st Century Cures Act - Texas Implementation.

Introduction (cont.)

Previous modules are available in the EVV Tool Kit section of the HHSC EVV website:

- Module 1: Jan. 15, 2019:
    EVV 101 – Introduction to EVV

- Module 2: Feb. 1, 2019:
    EVV Roles and Responsibilities - Part I

- Module 3: Feb. 15, 2019:
    EVV Roles and Responsibilities – Part II

- Module 4: March 1, 2019:
    EVV Visit Transactions

- Module 5: March 15, 2019:
    EVV Visit Maintenance

Overview

This module will review the EVV process flow that has been covered in Tool Kit modules one through five, and consists of the following EVV topics:

- EVV Process Flow

- EVV FAQs

Note: EVV does not replace any contract, program or licensure requirements regarding service delivery or service delivery documentation.
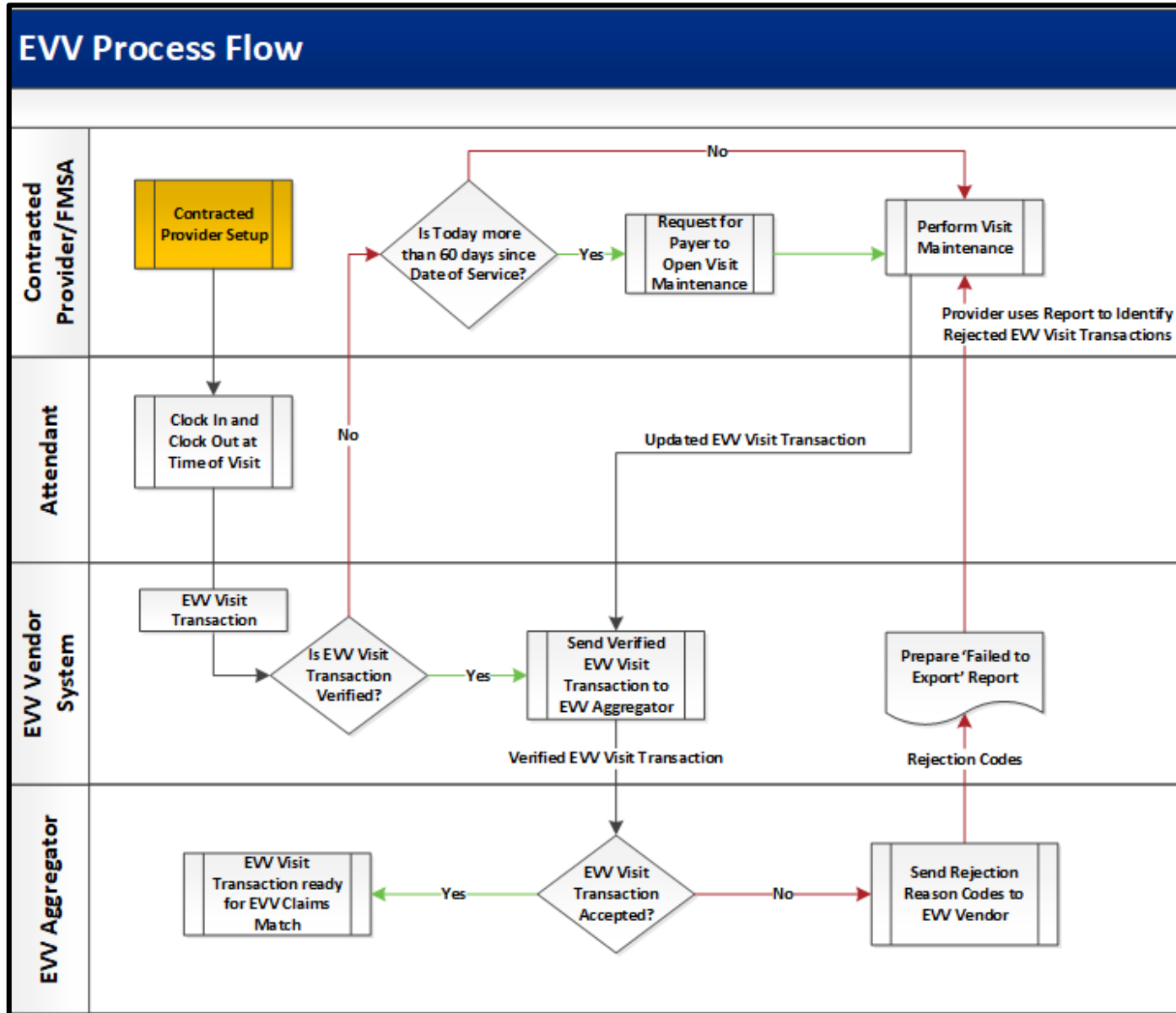
EVV Process Flow – Step 1
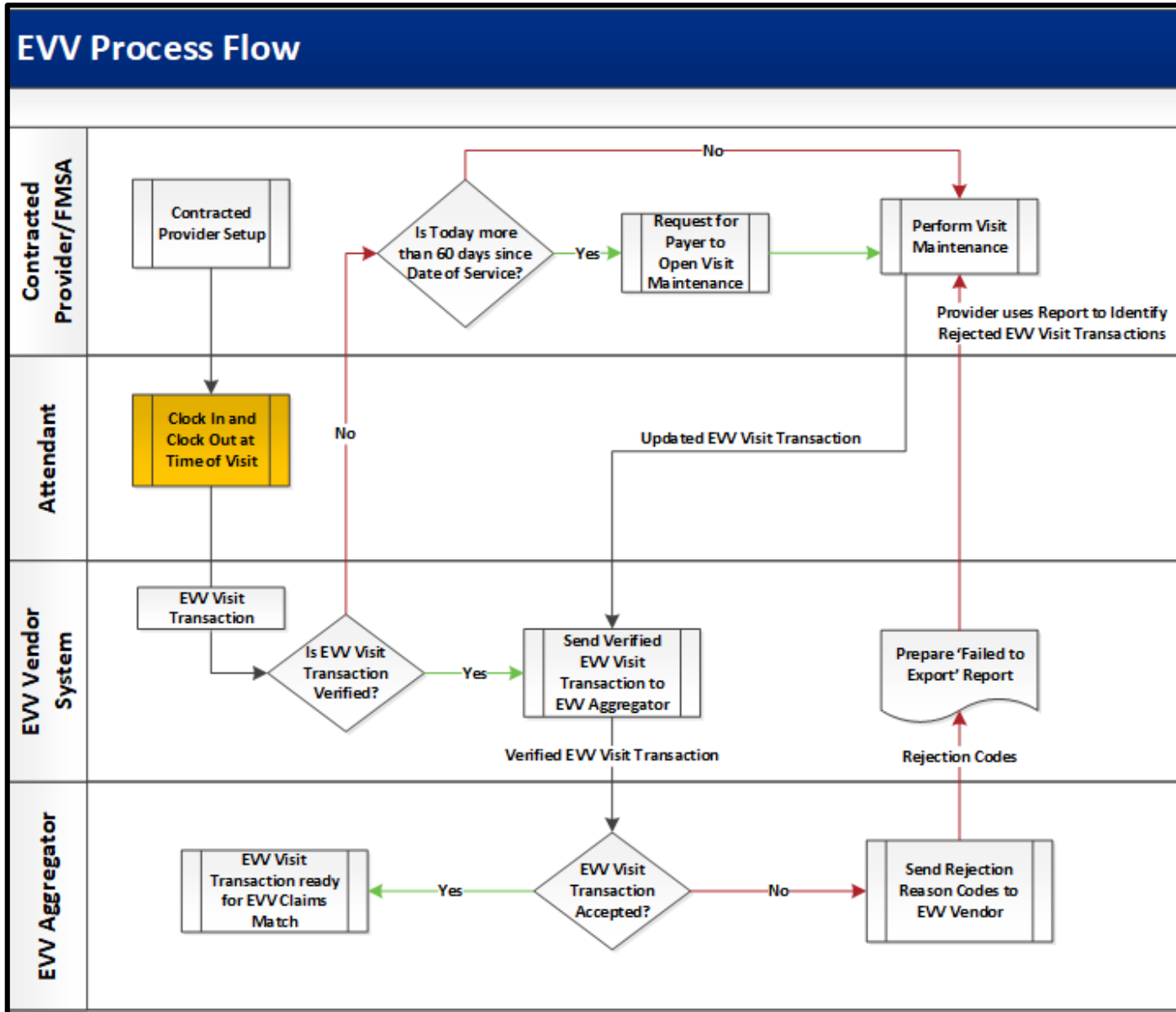

Before an attendant can provide an initial service to a member, certain identification data must be in the EVV system for the contracted provider or FMSA, CDS employer, attendant and member.

EVV Process Flow – Step 2

When an attendant provides services to a member in the home or community, they will use one of the three approved EVV time recording methods to clock in when service delivery begins and clock out when service delivery ends.
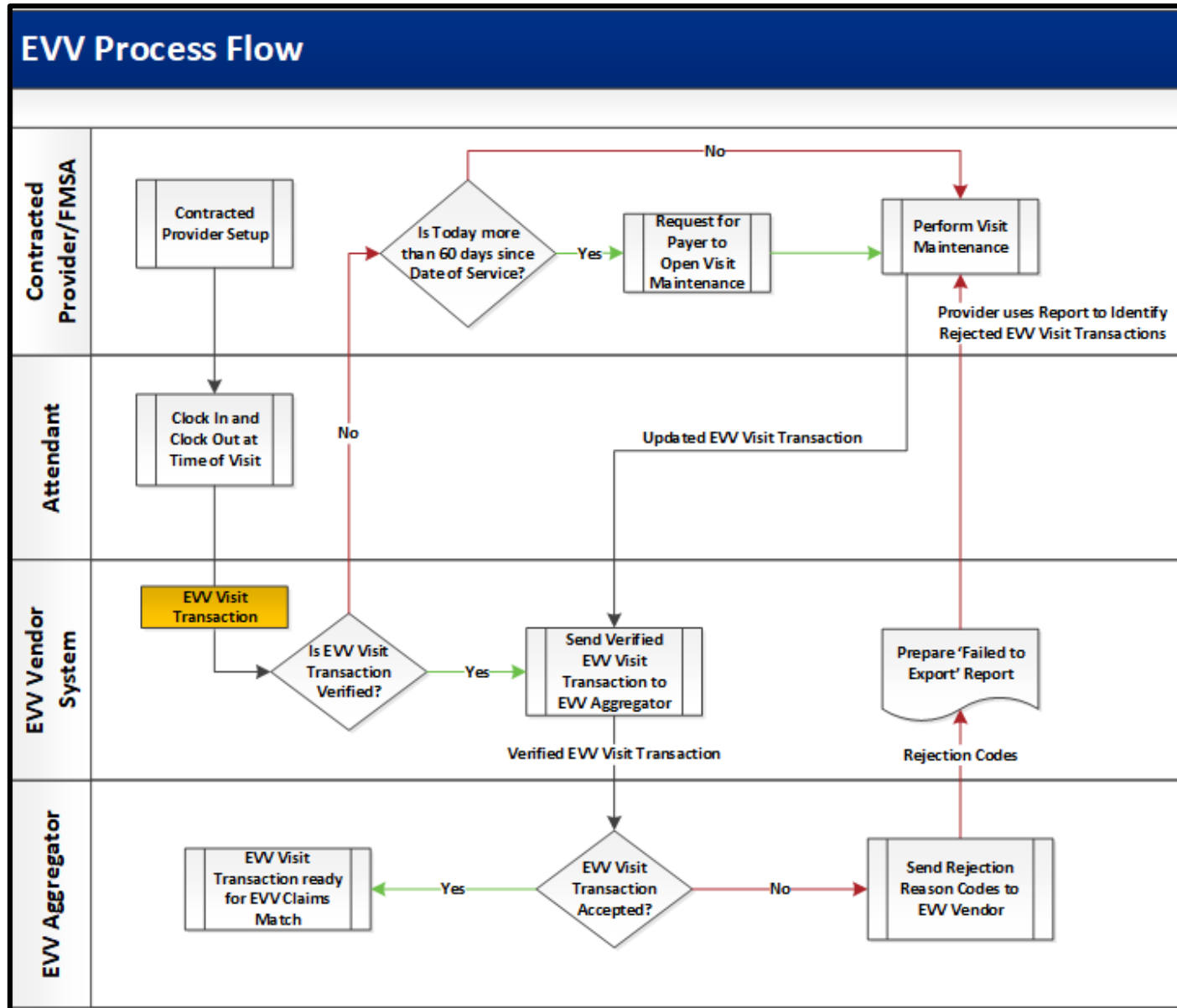
Clock In and Clock Out Methods

The three approved EVV time recording methods attendants must use to clock in when service delivery begins and clock out when service delivery ends include the:

- EVV mobile application
  - Preferred method to clock in and clock out of the EVV system
- Member's home phone landline
- Alternative device

EVV Process Flow – Step 3

After the attendant clocks in and clocks out, the EVV vendor system creates an EVV visit transaction.

- The EVV visit transaction includes:
  - Identification data.
  - Visit data.
  - Required data elements (see next slide) needed to verify a service delivery visit.

8

| Visit Data Category	Data Elements Required to Verify the Visit Data Category
The provider agency:	• Taxpayer Identification Number (TIN) • National Provider Identifier (NPI) or Atypical Provider Identifier (API) • Texas Provider Identifier (TPI) (only applicable in Fee-For-Service) • Provider legal name • Provider address, city, zip
Type of service performed:	• Service Authorization Information • Service Group and Service Code (only FFS) • HCPCS Code and Modifiers
The member receiving the service:	• First and Last Name • Medicaid ID • DOB • Address, City & Zip Code • Landline Phone Number (if applicable) • Medicaid Eligibility Start & End • Payer • HHS Contract Number(s) • Payer Plan Code (MCO Service Delivery Area) • Region (FFS) • EVV Client ID (assigned by EVV vendor)
The date and time of the service:	• Actual Date In and Date Out • Actual Clock In and Clock Out
The location of service delivery:	• GPS Coordinates of clock in and out only (if using mobile method) • Caller ID (Landline) • Token ID (Alternative Device)
The individual providing the service:	• Employee First and Last Name • Phone Number (if applicable) • EVV Worker ID (assigned by the EVV vendor) • Employee Start Date (start date of employment with provider) • Employee End Date (end date of employment with provider)

9

EVV Process Flow – Step 4
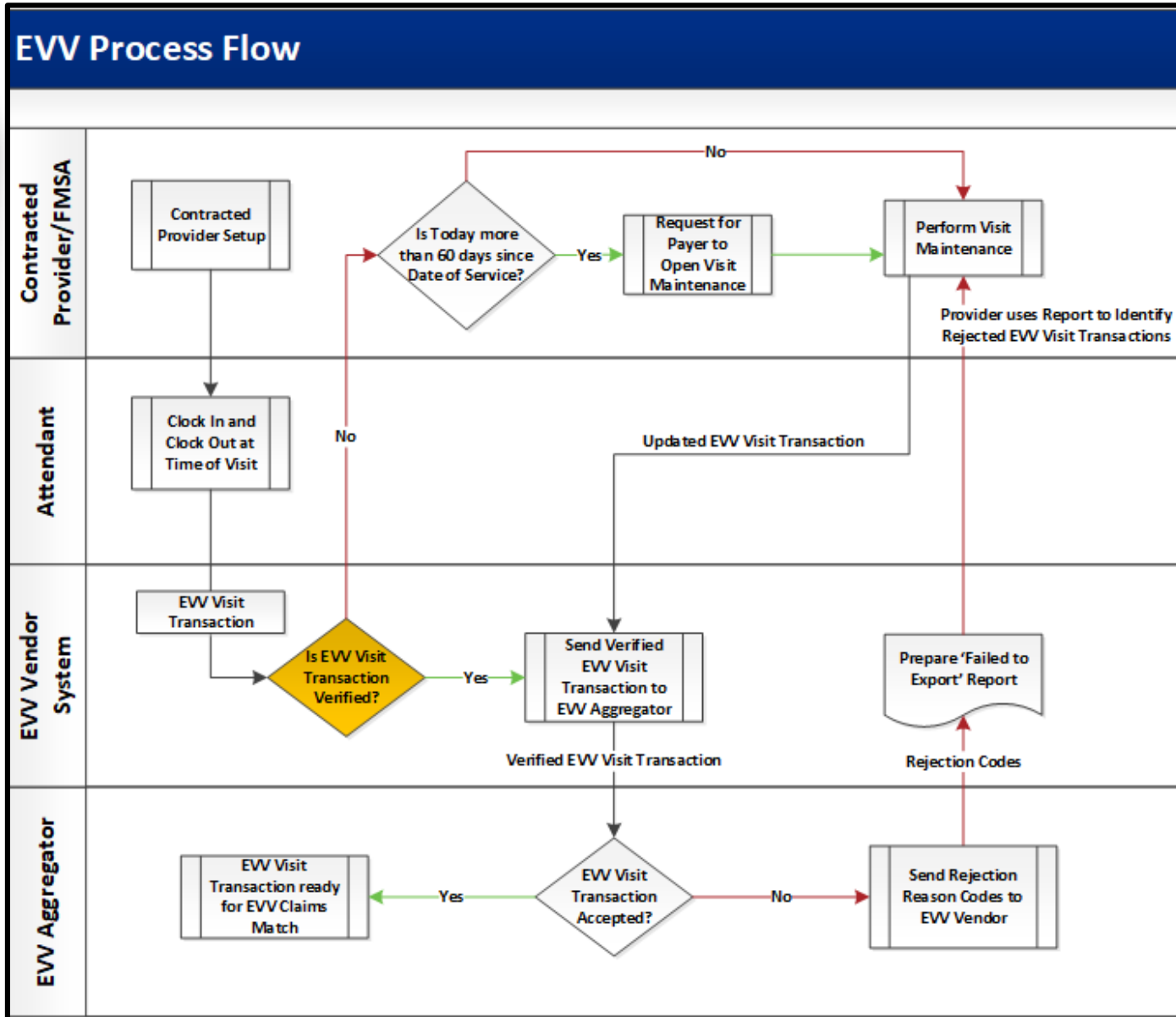
- The EVV vendor system validates the data elements (listed on the previous slide) to auto-verify the EVV visit transaction.

- If the EVV vendor system cannot auto-verify an EVV visit transaction, an **exception** is generated for each part of the visit that could not be auto-verified.

EVV Process Flow – Step 4 (cont.)

EVV Process Flow
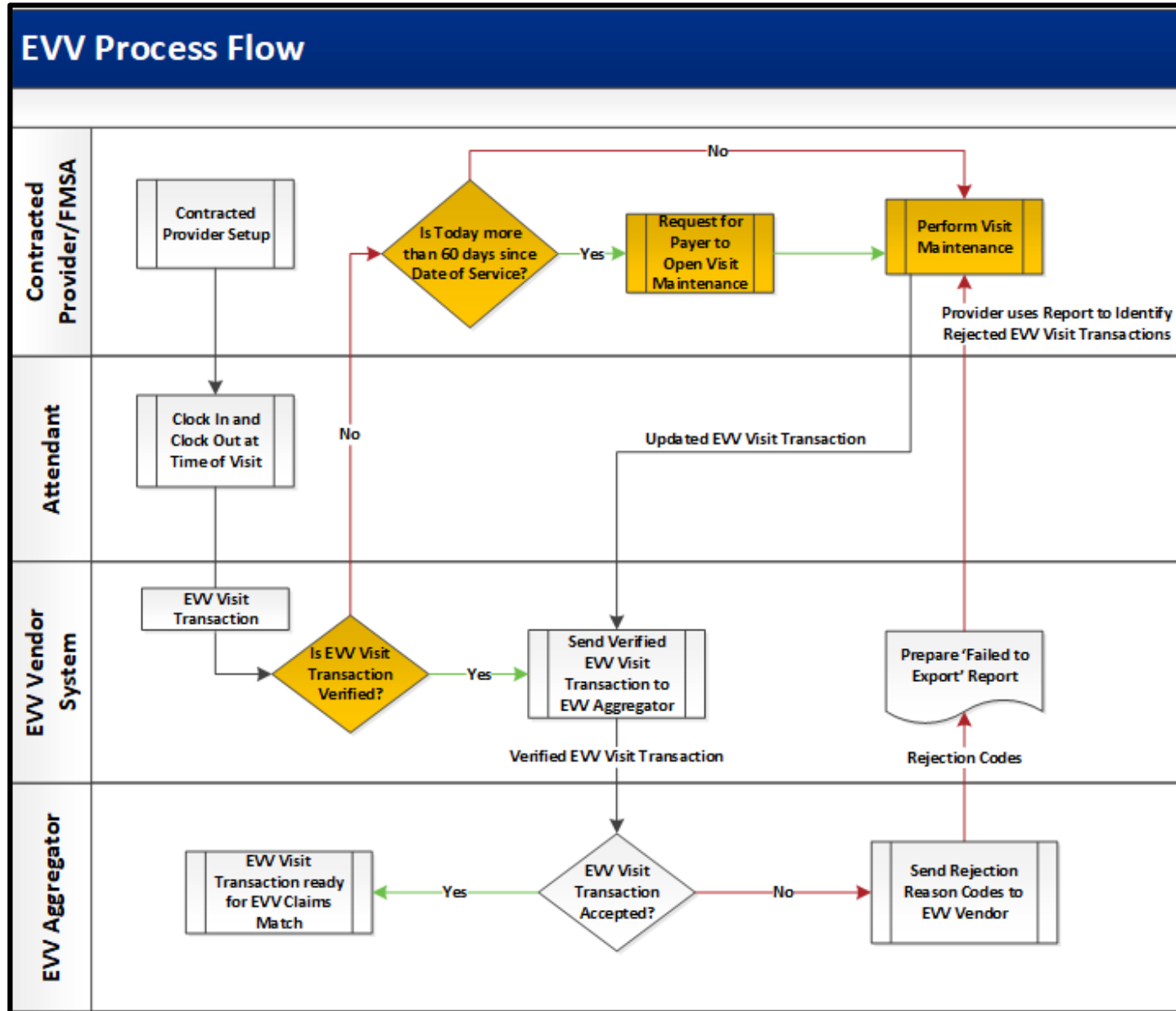
- If the EVV visit transaction does not auto-verify, visit maintenance must be performed.

- **EVV visit maintenance** is the process of editing certain data elements of an EVV visit (correcting exceptions).

11

EVV Visit Maintenance Exceptions

Examples of visit exceptions include, but are not limited to when an attendant:

- Fails to clock in or clock out.

- Works more or less hours than scheduled.

- Delivers service outside the home and does not use the EVV mobile application to clock in and clock out.

- Calls from a phone number not registered in the EVV system.

- Makes multiple or incomplete calls.

Exceptions are indicated in the EVV vendor system.

EVV Reason Code

- Contracted providers, FMSAs, and CDS employers must use the most appropriate EVV reason code when clearing each exception generated by the EVV system.

- An **EVV reason code** is a standardized HHSC-approved number and description that is used during visit maintenance to explain the specific reason a change was made to an EVV visit transaction.

- Certain EVV reason codes require the user to enter free text, such as the actual clock in and clock out time.
  - Failure to enter required free text could result in recoupment of the visit.
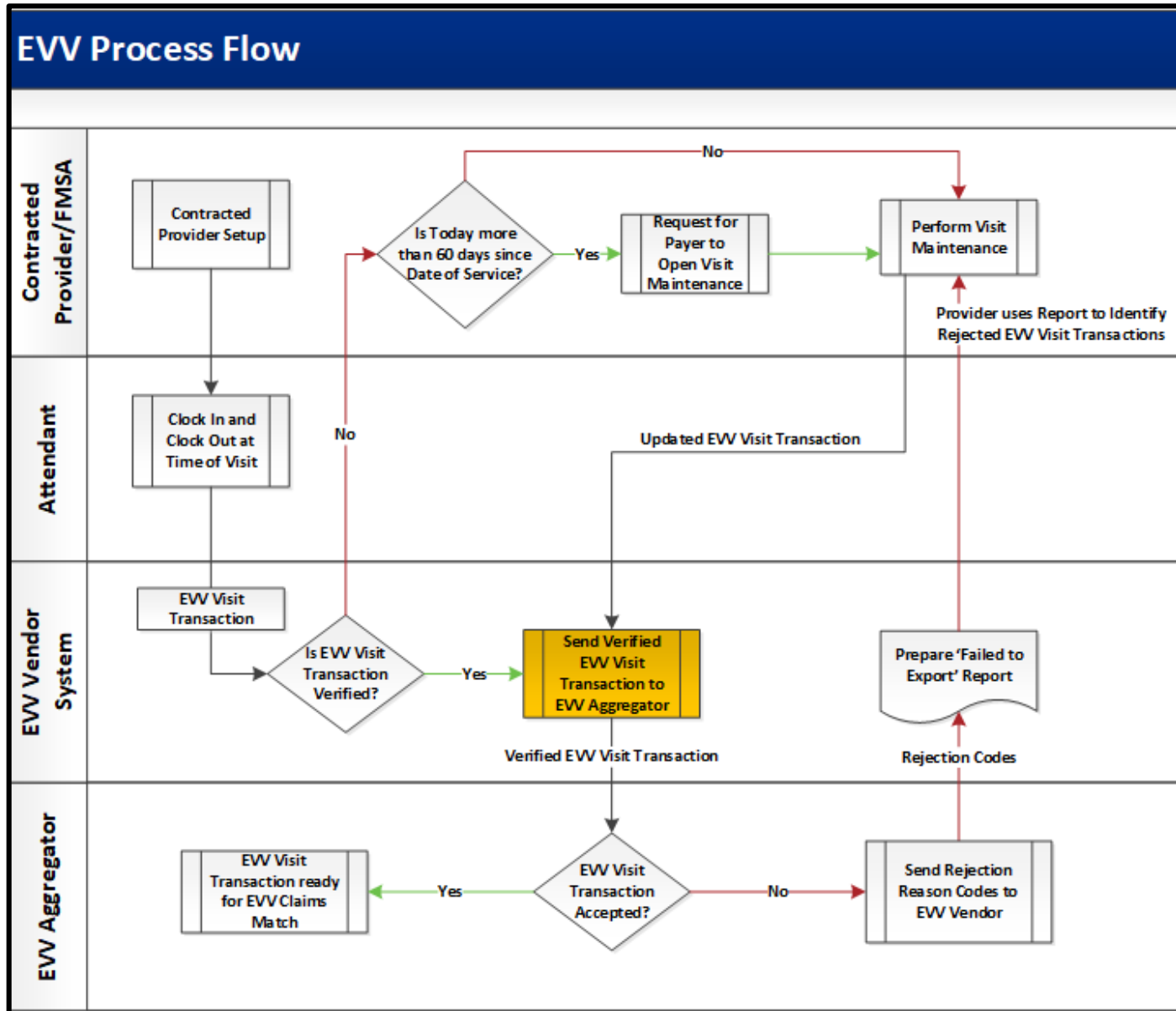
Visit Maintenance Requirements

- All visit maintenance must be completed within **60 calendar days** from the date of service.

- The visit record is locked after 60 days and cannot be unlocked and edited without payer approval.

- The **EVV Visit Maintenance Unlock Request** form must be used to request approval from the payer to open visit maintenance for the visits the contracted provider/FMSA wishes to correct.
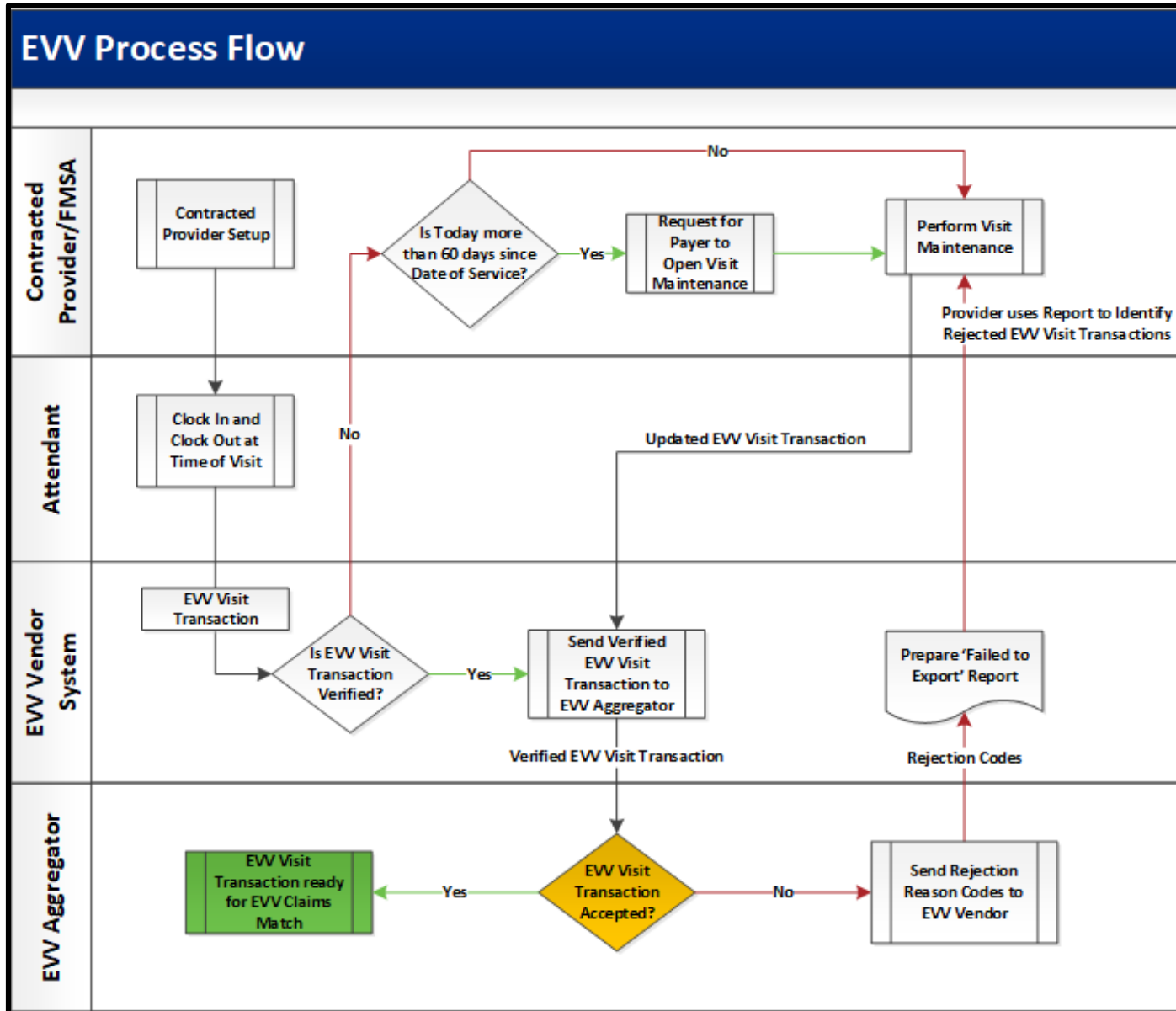
EVV Process Flow – Step 5

- Once the EVV visit transaction has been verified, it is sent to the EVV Aggregator.

- The **EVV Aggregator** is a centralized database that collects, validates, and stores statewide EVV visit data transmitted by the EVV vendor systems.

15

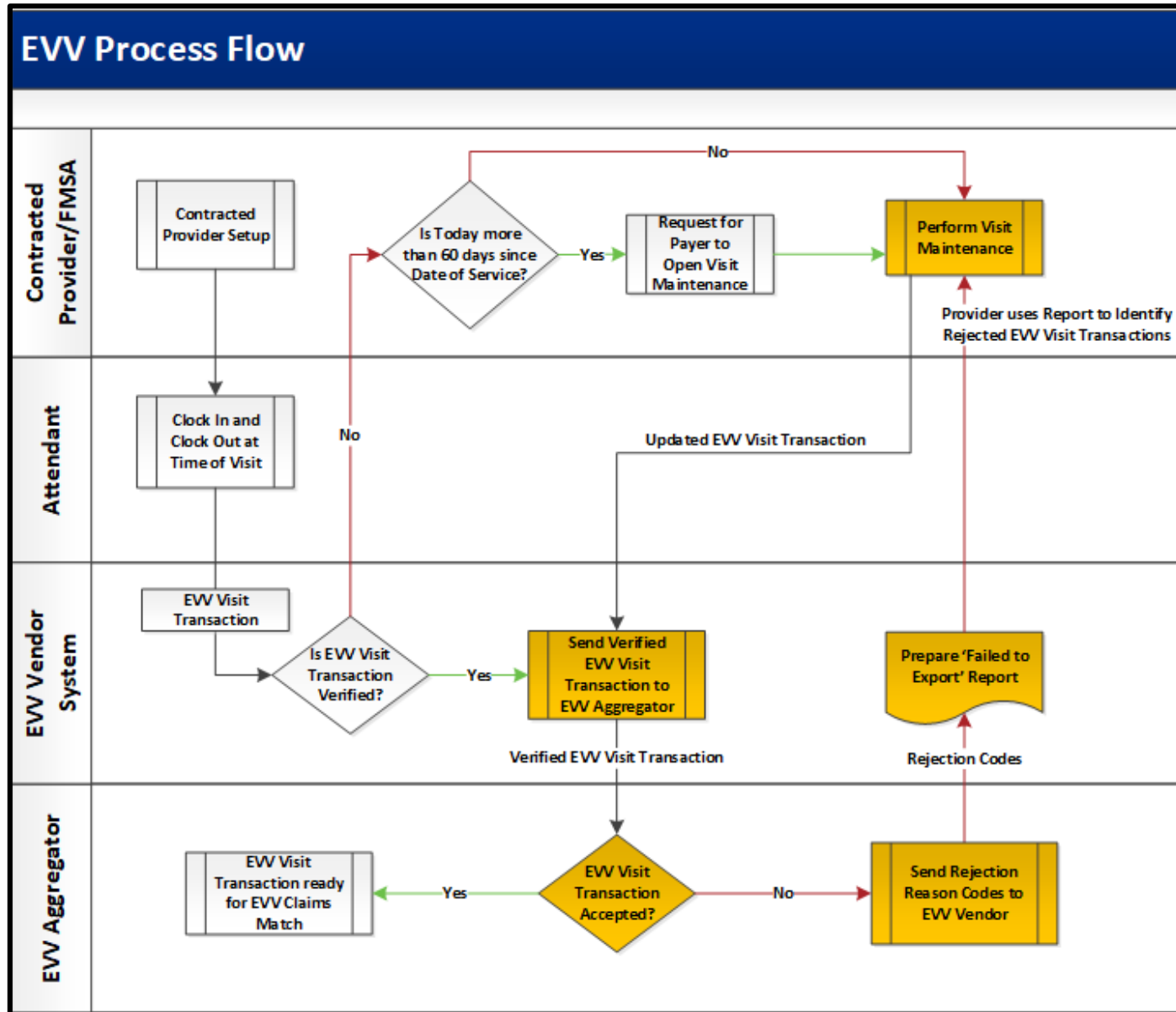# EVV Process Flow – Step 6

EVV Process Flow

- If the EVV Aggregator **accepts** the verified EVV visit transaction, then the verified EVV visit transaction is ready for EVV claims matching.

- All EVV claims must have a matching EVV visit transaction.

16

EVV Process Flow

- If the EVV Aggregator **rejects** the verified EVV visit transaction, then the contracted provider/FMSA is notified.

- Visit maintenance must be performed on rejected EVV visit transactions.

FAQs

FAQs – EVV Mobile Application

Question: Why is the EVV mobile application the preferred method to clock in when service delivery begins and clock out of the EVV system when service delivery ends?

Answer: The benefits of using the EVV mobile application include:

- Can be used in the community.

- Increased auto-verification of visits.

- Reduction of visit maintenance.

- Fast and easy clock in and clock out by the attendant.

- Limited data entry required by the attendant.

- Only records the location when the attendant clocks in and clocks out and doesn't track the attendant during the visit.

TEXAS
Health and Human Services

FAQs – EVV Visit Transactions

Question: What happens if the EVV vendor system cannot auto-verify an EVV visit transaction?

Answer: An exception is generated for each part of the visit that could not be auto-verified.

- Exceptions are indicated in the EVV vendor system.

- For a single visit, there may be more than one exception generated.

- Visit maintenance must be performed.

- Contracted providers/CDS employers must select the most appropriate reason codes and enter any required free text to explain and clear each exception before confirming the visit.

FAQs – EVV Visit Maintenance

Question: How do I request to open visit maintenance in the EVV system after 60 days from the date of the visit?

Answer: Access the HHSC EVV Visit Maintenance Unlock Request form on the HHSC EVV website to view instructions. Check your MCO's website for non-HHSC requests.

FAQs – Fixed Data Elements

Question: What data elements cannot be changed during the visit maintenance process?

Answer: Data elements that are not allowed to be changed include:

- Actual time in
- Actual time out
- Actual hours
- Actual visit date

Also, reason codes cannot be removed.

- A new reason code can be added, but not removed.

What's Next?

April 15, 2019 Web Alert:

- EVV Aggregator and EVV Portal
- FAQs

April 22, 2019: Live Webinar Q&A Session

- Topic: EVV Aggregator
  - Register for the webinar
  - Email questions ahead of time and include in the subject line "webinar question."

May 1, 2019 Web Alert:

- Submitting an EVV-Related Claim
- FAQs

Thank you

Email EVV questions to:

Electronic_Visit_Verification@hhsc.state.tx.us