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HHSC Electronic Visit Verification

Update by Trish Burkett

EVV Technology Program Manager

October 2019

Major EVV Initiatives

1. Improved EVV Operational Model

- a. Initiative began in early 2018 with a focus on:
 - i. Improving EVV visit data integrity,
 - ii. Standardizing statewide visit data validations and claims matching.
 - iii. Providing tools to perform statewide monitoring.
 - iv. Improving EVV policies.
 - v. Reducing Provider administrative burdens for operating EVV.
- b. System improvements implemented in 2019 releases:
 - i. March 1, June 1, July 1 and September 1, 2019.
 - ii. Future releases are ongoing.

2. EVV Expansion

- a. Include more EVV Vendors in the HHS C State Approved Pool
 - i. By end of 2019.
- b. Include Proprietary EVV Systems (owned/operated by a Provider)
 - i. By end of 2020.
- c. Include additional IDD Programs with:
 - i. Personal Care Services (PCS) as identified by the Cures Act.

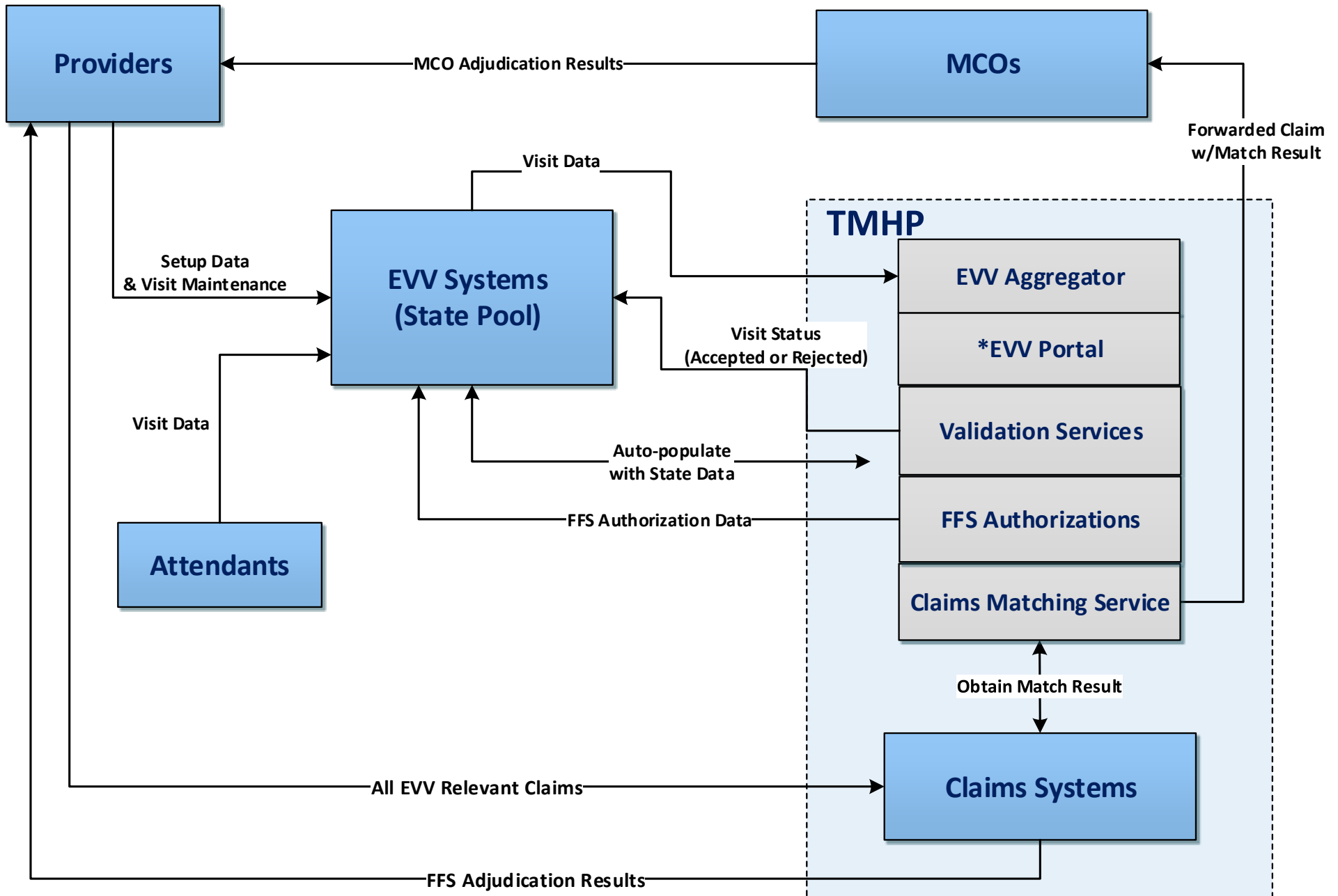


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Current EVV Operational Model



EVV System Components

EVV Data Collection Methods provide:

- Visit Data collection at time of service delivery.
- Landline, Alternative Device and Mobile App.

EVV Vendor Management System provides:

- Scheduling (when required by Program rules).
- Verification of visit to schedule & Texas Medicaid data.
- Export to Texas EVV Aggregator.
- User Interface to correct errors in visit data and re-export function.



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EVV System Components

EVV Aggregator provides:

- Statewide visit data storage.
- Statewide standardized claims matching.
- Claims forwarding to payers (TMHP, CARE, MCOs, CMBHS)

EVV Validations & Web Services provide:

- Centralized, standardize visit data validations.
- Medicaid Data to EVV Vendor(s) for auto-population.
- Fee-for-service authorization data to EVV Vendor(s).

EVV Portal provides:

- Search function for the status of visits & claims matches.
- Monitoring Reports.



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EVV Claims Processing

EVV Claims submitted to TMHP

EDI or TexMedConnect:

- Contact EDI Helpdesk to confirm submitter ID credentials
1-888-863-3638, Option 4
- See Module 8 of EVV Tool Kit:
<https://hhs.texas.gov/about-hhs/communications-events/news/2019/05/evv-tool-kit-module-eight-submitting-evv-claim>



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EVV Claims Matching

Critical Data Elements

- NPI or API
- Medicaid ID of individual receiving services
- Date service was delivered
- Type of service (bill code)
- Units of service (bypassed for some services)



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EVV Expansion

EVV Expansion - Schedule Update

Good Faith Effort Exemption

- In July 2019 Federal CMS released the application process for the Good Faith Effort Exemption.
- On August 2, 2019, HHS C submitted a request to secure this one-year exemption from loss of federal matching dollars for EVV non-compliance.
- On September 5, 2019 HHS C was approved.
- A revised timeline for implementation of EVV for new programs and services required by the federal 21st Century Cures Act is in progress.



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Expand EVV System Choices

State-approved Vendor Pool

- The Texas Medicaid and Healthcare Partnership (TMHP) is still working with selected vendors to confirm adherence to business rules.
- EVV vendors will be announced as soon as their systems and business processes meet all Texas-specific requirements.
- Announcements will be published on the HHS C EVV, TMHP, and MCO websites.



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Expand EVV System Choices

Proprietary Systems

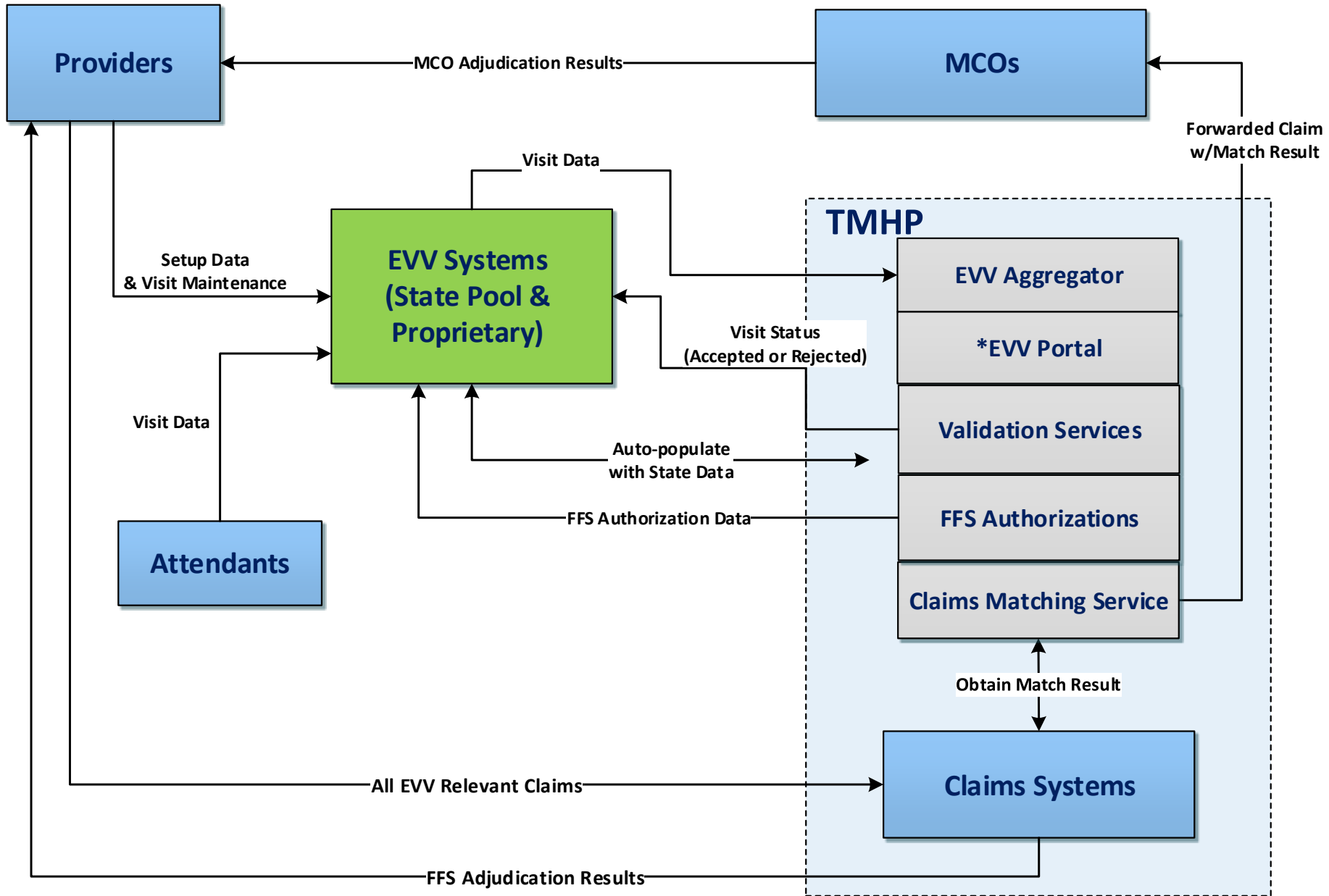
Senate Bill 1991 directed HHSC to incorporate the use of provider-owned EVV proprietary systems.

- HHS C workgroup is in progress.
- To stay informed see the HHS C EVV web page.
- Goal is to allow providers to go-live with proprietary systems in late summer 2020.



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Expanded EVV System Choices



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EVV Expansion: Programs & Services

Program	Services and Service Delivery Options Requiring EVV (January 1, 2020)
1915(c) Deaf Blind with Multiple Disabilities Waiver	Community First Choice (CFC) Personal Assistance Services (PAS)/Habilitation (HAB); In-Home Respite (Agency and Consumer Directed Services (CDS))
1915(c) Home and Community-based Services Waiver 1915(c) Texas Home Living Waiver	CFC PAS/HAB; In-Home Respite; Day Habilitation - provided in the home (Agency and CDS)
1915(c) Youth Empowerment Services Waiver	In-Home Respite (Agency) ¹
1915(i) Home and Community Based Services (HCBS) Adult Mental Health	Supported Home Living-Habilitative Support; In-Home Respite (Agency) ¹
1915(k) Community First Choice (including STAR Members who receive these services through the traditional Medicaid model)	CFC PAS/HAB (Agency, CDS and the Service Responsibility Option (SRO))
Personal Care Services provided under the Texas Health Steps Comprehensive Care Program (including STAR members who receive these services through traditional Medicaid model)	Personal Care Services (PCS) (Agency, CDS, and SRO)
STAR Health	CFC PAS; CFC HAB; PCS (CDS and SRO)
STAR Health - MDCP Covered Services	In-Home Respite; Flexible Family Supports (Agency, CDS and SRO)

¹ SRO/CDS Option is not available in the 1915(c) Youth Empowerment Services or the 1915(i) HCBS Adult Mental Health programs.



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Expanded List of Services

EVV Services Bill Code Table

Visit the HHSC EVV Website for details:

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification/evv-service-codes>



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HCS and TxHmL Claims

Forms & Claims Migration Project from CARE to TMHP:

- Extended beyond March 1, 2020.
- Updated timeline is in progress.

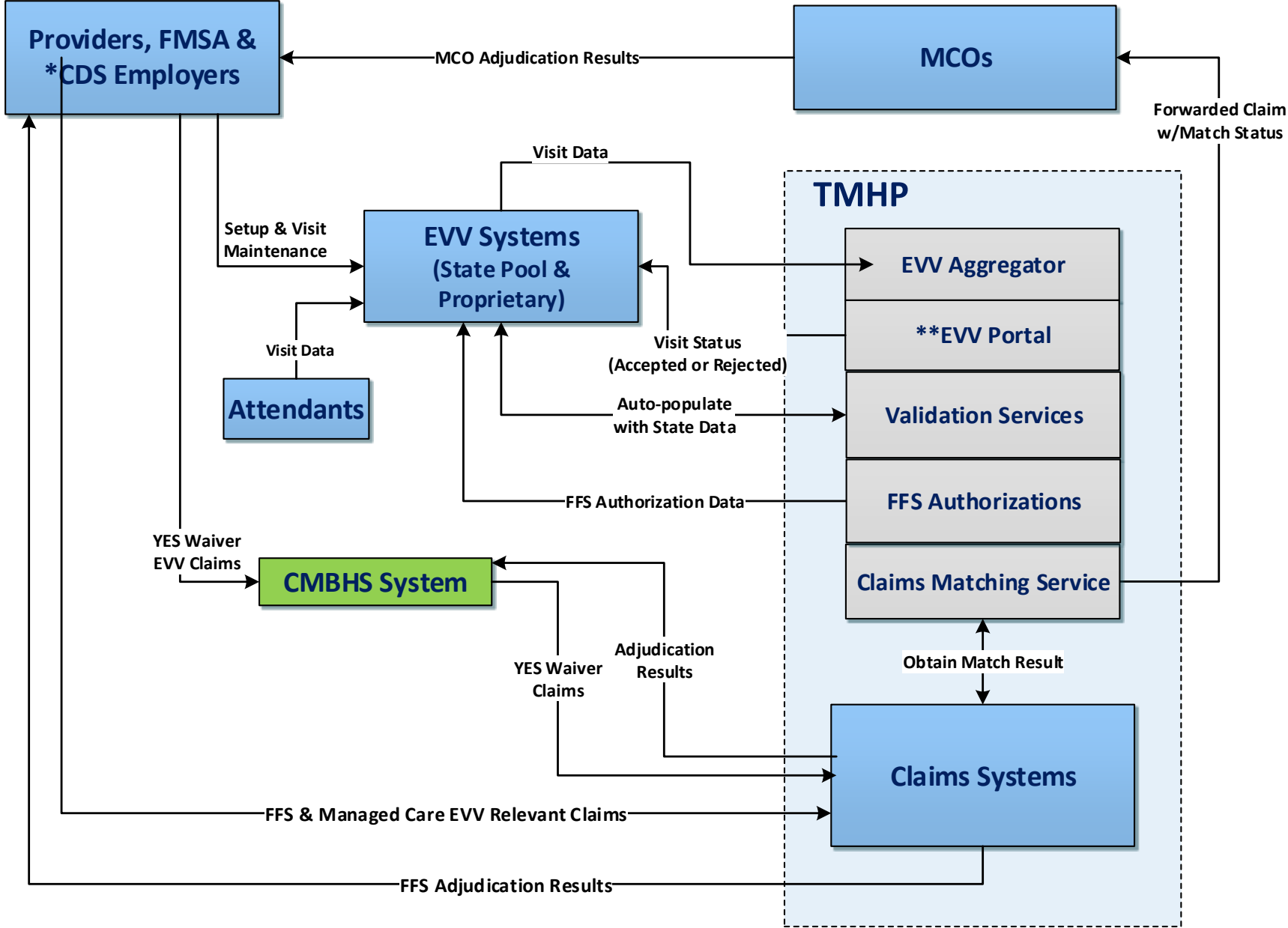
Once claims processing is at TMHP:

- Submit claims to TMHP TexMedConnect or Electronic Data Interchange (EDI).
- Claims Matching will be performed at TMHP according to required EVV implementation date January 1, 2021.



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Expanded Process Flow (Jan 1, 2021)



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EVV Resources

Training & Communications

Training Status

- **Computer-based training available**
 - TMHP: Portal, Aggregator, claims matching
 - HHS C: Overall EVV process, EVV policy
- **EVV Tool Kit**
 - Modules 1 through 15 on HHS C EVV website.
- **EVV Frequently Asked Questions (FAQs)**
 - Posted on the HHS C EVV website under the 21st Century Cures Act section:
 - <https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-webinar-faqs.pdf>



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EVV Resources

- To receive EVV updates, sign up for GovDelivery:
https://public.govdelivery.com/accounts/TXHHS C/subscriber/new?topic_id=TXHHSC_247
- HHS C EVV website: <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/electronic-visit-verification>
- HHS C EVV mailbox:
Electronic_Visit_Verification@hhsc.state.tx.us



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Thank you
