

# Electronic Visit Verification (EVV)

## EVV Vendor Transition Overview

On April 26, 2022, Texas Health and Human Services (HHSC) posted a solicitation for EVV System Management Services. Through a competitive selection process, HHSC has selected **Accenture State Healthcare Services LLC** for this contract. Accenture will continue to be known as the Texas Medicaid & Healthcare Partnership (TMHP) for this contract. Accenture is partnering with **HHAeXchange** to provide a new, single EVV vendor system.

Accenture's responsibilities will include:

- Providing and managing the new single state-funded EVV vendor system provided by HHAeXchange
- Reviewing and approving EVV proprietary systems
- Coordinating EVV system integration with the EVV Aggregator
- Providing operational and technical support for the functions listed above

Users of the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAX or receive approval as an EVV Proprietary System Operator **by Oct. 1, 2023**. As a reminder, EVV is required for [Medicaid personal care services \(PDF\)](#) and will be required for [Medicaid home health care services \(PDF\)](#) starting Jan. 1, 2024.

New users to EVV, due to the Cures Act home health care services implementation will be able to practice using HHAeXchange or an approved proprietary system once they have onboarded. HHSC will post more information for this audience in a future notice.

An overview related to this transition is listed below. Details and resources will continue to be posted as they become available.

### Transition

**By Oct. 1, 2023**, program providers, financial management services agencies (FMSAs), Consumer Directed Services employers (CDS) and service providers using the current EVV vendor systems (DataLogic/Vesta or First Data/AuthentiCare) must transition to HHAeXchange if they are not approved to use a proprietary system. This means completing EVV training requirements and EVV system onboarding by Oct. 1, 2023.

## **EVV Cures Act Home Health Care Services Implementation**

EVV will be required for [Medicaid home health care services \(PDF\)](#) starting Jan. 1, 2024. The Cures Act Home Health Care Services (HHCS) implementation will include a practice period from Oct. 1, 2023, through Dec. 31, 2023, to practice using an EVV system and to practice EVV claims matching. This means HHCS claims during the practice period will not deny if they do not have a matching EVV visit.

HHSC will post more information in a future notice, such as onboarding dates and other deadlines for new users to EVV.

### **Training Requirements**

The [HHSC EVV Training Policy](#) requires program providers, FMSAs and CDS employers and any staff who perform EVV system operations to complete all required EVV training:

- Prior to using either the EVV vendor system or an EVV proprietary system; and
- Yearly thereafter.

Therefore, program providers, FMSAs and CDS employers that transition to HHAeXchange or a proprietary system must complete the required EVV system training before using the system. CDS employers must use the EVV system chosen by their FMSAs.

Program providers and CDS employers that transition to HHAeXchange or a proprietary system must train their service providers and CDS employees on the systems' clock in and clock out methods.

When transferring to a new EVV system, FMSAs must notify CDS employers 60 days in advance of the planned Go-Live date to allow time for re-training CDS employers and their CDS employees. The Go-Live date is the date the FMSA begins using a new EVV system.

Reference the [EVV Training Requirements Checklists \(PDF\)](#) to help identify which trainings to complete and refer to sections 4200 through 4250 of the [EVV Policy Handbook](#) for training requirements policy.

HHAeXchange trainings will begin at the end of June. For training timelines, materials and resources, reference the [HHAeXchange Texas web page](#).

## Proprietary Systems

Program providers and FMSAs that would like to become an HHSC-approved EVV Proprietary System Operator (PSO) can apply by submitting a request form through the [TMHP EVV Proprietary Systems web page](#).

HHSC developed a special abbreviated PSO onboarding Path, **Session 4 Operational Readiness Review (ORR)**, to enable program providers and FMSAs to onboard with a previously approved proprietary system or a proprietary system participating in the Session 3 Standard Path ORR. Please refer to the [EVV Proprietary Systems Approved by HHSC \(PDF\)](#) document and the [EVV Proprietary Systems Undergoing ORR \(PDF\)](#) document for a list of eligible proprietary systems for Session 4 ORR.

Currently, all scheduled onboarding sessions are full; however, HHSC encourages anyone interested to submit their request form to be added to the waitlist. HHSC anticipates scheduling future Expedited Path and Standard Path ORR sessions as scheduling and resource constraints allow. Continue to check the TMHP EVV Proprietary Systems webpage for information and new ORR Paths and schedules.

Please refer to the following information about continuing to use the current EVV vendor systems (DataLogic/Vesta and First Data/AuthentiCare):

- DataLogic/Vesta is currently being reviewed to become a proprietary system through the Session 3 Standard Path ORR. Therefore, program providers and FMSAs who want to continue using this system can request participation in a future special abbreviated PSO Onboarding Path, Session 4 ORR, as the currently scheduled Session 4 ORRs are full.
- First Data/AuthentiCare is not an approved proprietary system and is not currently being reviewed to become an approved proprietary system.

## CDS Employer Option – Form 1722, CDS Employer's Selection for Electronic Visit Verification Responsibilities

CDS employers who wish to keep their current selection for their EVV responsibilities do not have to submit another form 1722. The original selection will transfer to HHAExchange. A [new form 1722](#) must be submitted if the CDS employer wants to change their EVV responsibilities.

## Alternative Devices

HHAExchange provides all three clock in and clock out methods:

- Mobile application
- Home phone landline
- Alternative devices (ADs)

Through the transition to HHAeXchange, HHSC is modernizing EVV by reducing the use and availability of ADs.

ADs will only be available in limited quantities for exceptional circumstances. HHSC plans to publish a policy this summer that provides the guidelines for the issuance of ADs. Program providers, FMSAs and CDS employers should prepare for the reduction of ADs by discussing clock in and clock out options with service providers and members.

Training is required on the clock in and clock out methods. Refer to the [EVV Training Requirements Checklists \(PDF\)](#) for more information and details about EVV training requirements.

## Resources

### HHSC

- By end of May, HHSC will post a document with frequently asked questions related to the vendor transition. A GovDelivery notice will announce when the document is available.
- [Sign up for GovDelivery to receive new EVV notices by email.](#) People who are required to use EVV must be signed up for GovDelivery.
- Reference the [HHSC EVV web page](#) for current resources, such as the EVV Personal Care Services Service Bill Codes Table.
- Reference the [HHSC 21st Century Cures Act web page](#) for information and resources specific to the home health care services EVV expansion, such as FAQs and EVV Home Health Care Services Service Bill Codes Table.

### BCBSTX

- Reference the [BCBSTX EVV Webpage](#) for current resources and notices.

### Accenture (TMHP)

[TMHP EVV web page](#)

### HHAeXchange

[HHAeXchange Texas web page](#)

## Contact Information

Please continue contacting DataLogic/Vesta or First Data/AuthentiCare while using their systems.

For questions or more information about the new EVV vendor system, email HHAeXchange at [TXsupport@hhaexchange.com](mailto:TXsupport@hhaexchange.com).

For general EVV questions or questions about EVV Policy, email BCBSTX EVV Representative at [BCBSTX\\_EVV\\_Questions@bcbstx.com](mailto:BCBSTX_EVV_Questions@bcbstx.com).

For questions about other program requirements, contact your program.