



Electronic Visit Verification

EVV Policy Handbook Revision Log – March 2022

The information below describes the revisions to the [Electronic Visit Verification \(EVV\) Policy Handbook](#) for March 1, 2022.

The following format is used for the tables below:

- 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.

EVV Policy Handbook Introduction

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|---|
| Key Terms | 1600 <ul style="list-style-type: none">• Clarifies existing terms• Adds a note to clarify the definition for "Service Provider"• Adds the term, "Signature Authority" |

EVV System and Setup

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|-------------------------|--|
| EVV System and Setup | 4000 <ul style="list-style-type: none">• Corrects capitalization and punctuation |
| EVV Proprietary Systems | 4120 <ul style="list-style-type: none">• Updates terminology |



EVV System and Setup – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|---|
| Select an EVV System | 4130 <ul style="list-style-type: none">• Updates terminology• Aligns content with the new EVV Proprietary System Onboarding Process |
| EVV Training | 4200 <ul style="list-style-type: none">• Clarifies the importance of a Consumer Directed Services (CDS) employer completing trainings |
| EVV Training Requirements for FMSAs | 4220 <ul style="list-style-type: none">• Clarifies that a Financial Management Services Agency (FMSA) may request training records from their CDS employer |
| EVV Training Requirements for CDS Employers | 4230 <ul style="list-style-type: none">• Clarifies that the overview of EVV system training must cover key elements for option 3 on Form 1722 |
| Training Requirements for Service Providers and CDS Employees | 4240 <ul style="list-style-type: none">• Adds the title and web link to Form 1732 |
| Data Collection | 4400 <ul style="list-style-type: none">• Adds the term, “geolocation” |
| Service Authorizations | 4500 <ul style="list-style-type: none">• Updates content to reflect the changes made within the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Waiver programs |



EVV System and Setup – *Cont.*

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|--|
| Transferring EVV Systems | 4710 <ul style="list-style-type: none">• Adds a reference to the EVV System Transfer Process and the Texas Medicaid and Healthcare Partnership (TMHP) EVV Data Transfer Reference Guide• Updates the EVV system transfer process for both a vendor in the state vendor pool or a proprietary system |
| How to Transfer to an EVV Vendor in the State Vendor Pool | 4720 <ul style="list-style-type: none">• Updates the EVV system transfer process by providing more steps and time frames |

EVV Proprietary System

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|---|
| EVV Proprietary System | 5000 <ul style="list-style-type: none">• Aligns content with the new EVV Proprietary System Onboarding Process<ul style="list-style-type: none">○ Introduces the Proprietary System Operator (PSO) Request Packet○ Explains Path 1 and 2 to become an EVV PSO○ Adds expectations of the EVV PSO |
| EVV Proprietary System Operator Responsibilities | 5030 <ul style="list-style-type: none">• Updates terminology to align with the new EVV Proprietary System Onboarding Process |
| EVV Proprietary System Onboarding Process | 5040 <ul style="list-style-type: none">• Updates terminology to align with the new EVV Proprietary System Onboarding Process |



EVV Proprietary System – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---|---|
| EVV Proprietary System Operational Readiness Review | 5050 <ul style="list-style-type: none">• Aligns content with the new EVV Proprietary System Onboarding Process<ul style="list-style-type: none">○ Add “Operational” in the title○ Explains HHSC standards for the Operational Readiness Review○ Explains EVV PSO requirements regarding proprietary system compliance |
| Success or Failure of the Operational Readiness Review | 5060 <ul style="list-style-type: none">• Aligns content with the new EVV Proprietary System Onboarding Process<ul style="list-style-type: none">○ Adds “Operational” in the title○ Explains HHSC business processes |
| EVV Proprietary System General Operations | 5070 <ul style="list-style-type: none">• Aligns content with the new EVV Proprietary System Onboarding Process<ul style="list-style-type: none">○ Explains EVV PSO requirements regarding manual entry and clock in and clock out methods○ Explains HHSC standards about the alternative device○ Updates terminology |



EVV Proprietary System – Cont.

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|--|--|
| Proprietary System Operator Compliance Reviews | 5100 <ul style="list-style-type: none"> • Adds “Proprietary System Operator” in the title • Updates terminology |
| HHSC Cancellation of EVV Proprietary System Approval | 5200 <ul style="list-style-type: none"> • Updates terminology • Adds the result of an EVV proprietary system being cancelled |
| Transferring EVV Systems | 5300 <ul style="list-style-type: none"> • Clarifies the EVV system transfer process <ul style="list-style-type: none"> ○ Updates terminology ○ Distinguishes between old and new systems |
| Proprietary System Fraud, Waste and Abuse | 5400 <ul style="list-style-type: none"> • Adds “Proprietary System” in the title • Updates terminology • Adds the result of an EVV Proprietary System being cancelled |

EVV Usage Reviews

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|-------------------------------|--|
| EVV Proprietary System | 10010 <ul style="list-style-type: none"> • Updates terminology • Updates content regarding the EVV FMSA Usage and EVV CDS Employer Usage Reports |



EVV Claims

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|---------------------------|--|
| Claims Submission | 12100 <ul style="list-style-type: none">• Updates terminology• Updates content to reflect the changes made within the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Waiver programs |
| Claims Match Result Codes | 12230 <ul style="list-style-type: none">• Updates content to reflect the changes made within the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Waiver programs |

Reports

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|-----------------------------|--|
| Reports | 13000 <ul style="list-style-type: none">• Corrects formatting |
| EVV Portal Standard Reports | 13010 <ul style="list-style-type: none">• Adds the EVV CDS Employer Usage Report |
| EVV System Standard Reports | 13020 <ul style="list-style-type: none">• Adds the EVV CDS Employer Usage Report |
| EVV Portal Search Tools | 13040 <ul style="list-style-type: none">• Corrects TMHP's email address |



Fraud, Waste and Abuse

| Policy Subsection Name | Policy Subsection Numbers and Revisions |
|------------------------|--|
| Fraud, Waste and Abuse | 15000 <ul style="list-style-type: none">• Updates terminology• Adds "FMSA" and "CDS employer" |

FOR MCOs