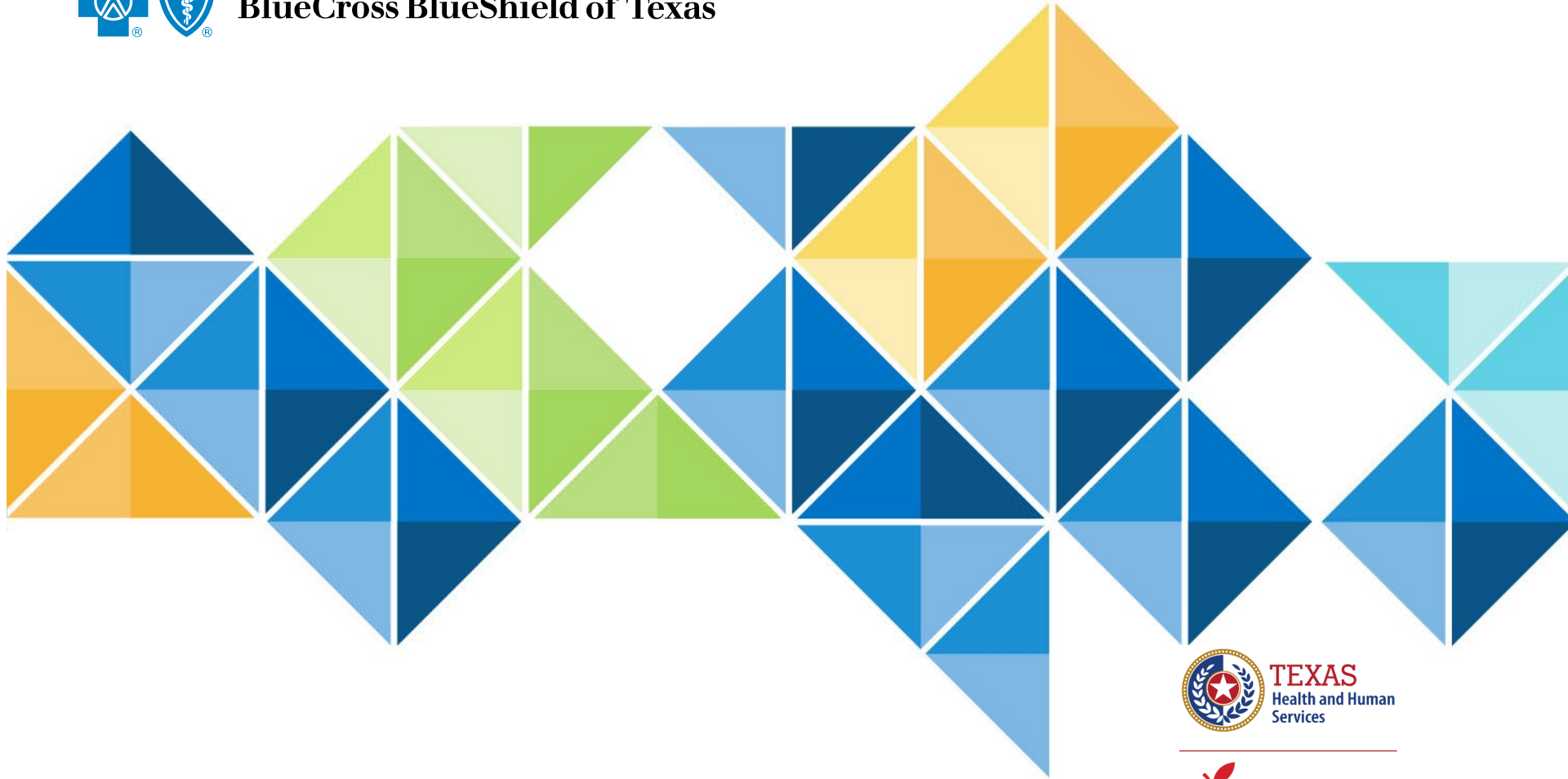**BlueCross BlueShield of Texas**

Texas Health and Humans Services Commission (HHSC) & Texas Medicaid Healthcare Program (TMHP) Electronic Verifications Visits (EVV) Website Navigation Tips

SKSCP-9041-0922
Revised 03/23/2023

TEXAS
Health and Human
Services

CHIP

TEXAS STAR
Your Health Plan ★ Your Choice

TEXAS STAR Kids
Your Health Plan ★ Your Choice

Training Instructions

- This is an annual, 30-minute training session
- Our training is instructor-led
- Training is for Texas Medicaid Providers, FMSAs, and CDs Employers and all have the option to attend.
- Registration via the Teams Meeting is required to attend the training and will track training completion for attendees.
- Currently, no assessment is included in the training.

Overview of Training

- **HHSC EVV Website**
  - **HHS Learning Portal**

- **HHSC EVV Policy Handbook**

- **TMHP EVV Website**
  - **TMHP Learning Management System (LMS)**

- **EVV Proprietary Systems Website**

- EVV Vendor Websites
  - **DataLogic/Vesta**
  - **First Data/AuthentiCare**

- Key Terms and Definitions

- **BCBSTX EVV Website and Resources**

- BCBSTX EVV Contact Information

Key Terms and Definitions

Key Term	Definition
Electronic Visit Verification (EVV)	Is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits.
21st Century Cures Act	The 21st Century Cures Act is a federal law enacted by the U.S. Congress in December 2016. This law requires all states to use EVV for Medicaid personal care services (PCS) and home health care services (HHCS) requiring an in-home visit that are provided under a State plan or under a waiver of the plan.
EVV Aggregator	A centralized database that collects, validates, and stores statewide EVV visit data transmitted by an EVV System
EVV Claims	Program Provider or Financial Management Services Agencies (FMSA) must only submit claims for reimbursement once all the visits for the claim line items have been completed and accepted by the EVV Aggregator. EVV Aggregator will perform a claims match against the accepted EVV visit transactions stored in the EVV Portal. The payer must not pay a claim without a matching accepted EVV visit transaction stored in the EVV Portal.
EVV Compliance Oversight	A set of standards established by the Texas Health and Human Services Commission (HHSC) and managed care organizations (MCOs) to ensure EVV requirements and policies are being followed
EVV Policy Handbook	The Texas Health and Human Services Commission (HHSC) handbook that provides EVV standards and policy requirements
EVV Visit Maintenance	Is the process used by the program provider, FMSA or CDS employer to correct an EVV visit transaction in the EVV system to accurately reflect the delivery of service.

HHSC Website Highlights

- **Programs Services Required to Use EVV – Below are the services at BCBSTX that are used for EVV**

Program	Services	Service Delivery Option
STAR Kids	• CFC PAS • CFC HAB • PCS	Agency

- **Compliance – Job Aids**
  - EVV Compliance Job Aid for Program Providers and FMSAs (PDF)
  - EVV Compliance Job Aid for CDS Employers (PDF)

- **Policy Handbook Revision Logs Available on EVV HHSC Website**

- **Current HHSC EVV Reason Codes**
  - EVV Reason Codes Effective Jan. 1, 2021 (PDF)

HHSC Website Highlights – Cont.

- **Resources**
  - **Contact Guides**
    - **For CDS employers (PDF)**
    - **For program providers and FMSAs (PDF)**

- **Best Practices**
  - **Best Practices to Avoid EVV Claim Mismatches (PDF)**
  - **Home and Community-based Services (HCS) and Texas Home Living (TxHmL) Best Practices to Avoid EVV Claim Mismatches (PDF)**
  - **Best Practices for Temporary EVV Policies for COVID-19 (PDF)**

- **Schedules**
  - **Program and Service Requirements for Schedules (PDF)**

- **There are many other topics available to utilize as resources**

TMHP Website Highlights

- **EVV Vendors**
  - **DataLogic/Vesta**
  - **First Data/AuthentiCare**

- **EVV Aggregator/EVV Portal**
  - **Aggregator Benefits**
  - **EVV Portal Benefits and Access**

- **EVV Training**
  - **TMHP Learning Management System**
  - **Quick Reference Guides (QRGs)**
    - **EVV Claims Submission—Submitter ID and Receiver ID Quick Reference Guide (QRG)**
    - o **EVV Claim Match Result Code EVV06: Units Mismatch**
    - o **EVV Visit Details: Field Descriptions**
    - o **EVV Visit Transaction Rejection Guide**
  - **EVV Portal Job Aids**
  - **FAQs**

TMHP Website Highlights – Cont.

- **EVV Proprietary Systems**
  - Application and Onboarding Process is all done through TMHP

- **21st Century Cures Act**
  - The 21st Century Cures Act Section 12006 (Cures Act) is a federal law requiring Electronic Visit Verification (EVV) for all Medicaid personal care services; including services delivered through the consumer directed services option and the service responsibility option.

- **Forms**
  - **Electronic Visit Verification (EVV) Data Access Request Form**
  - **Electronic Visit Verification (EVV) Proprietary System Request Form**

- **EVV System Availability**
  - **EVV System Availability Reports**
  - The EVV System Availability Report provides the total hours the state EVV Aggregator, state EVV Portal, and state approved EVV vendor systems are unavailable, malfunctioning, or not accessible. Pursuant to Rider 148, HHSC will make this report available by the 10th day of the month.

BCBSTX EVV Website

- [BCBSTX EVV Webpage](#) - [https://www.bcbstx.com/provider/medicaid/evv](#)

- Four Resource Sections – Policies, Training, Notices, and Archives

- EVV Visit Maintenance Unlock Request forms (located on our [EVV webpage](#))
  - Programs Providers and FMSA
  - CDS Employers

- TMHP EVV Contact Information & [TMHP Learning Management System (LMS)](#)

- [HHS Learning Portal](#)

BCBSTX EVV Contact Information

- BCBSTX_EVV_Questions@bcbstx.com

- Provider Customer Service at **1-877-784-6802**

- For Service Coordination needs, call **1-877-301-4394** (TTY **7-1-1**)

- Information on how to submit a Complaint or Appeal

- Sign Up for GovDelivery – Ensures you will have the most current news and alerts related to EVV

Questions?