

Health and Human Services Commission

Electronic Visit Verification Data Collection Policy (New)

Policy

Effective August 1, 2020, the Health and Human Services Commission (HHSC) replaced the Electronic Visit Verification (EVV) Data Elements Policy with the Data Collection Policy.

In alignment with Texas Government Code §531.024172 and federal requirements, the EVV system must allow for verification of the following critical data elements relating to the delivery of Medicaid services:

- The type of service provided
- The name of the recipient to whom the service is provided
- The date and times the provider began and ended the service delivery visit
- The location, including the address, at which the service was provided
- The name of the individual who provided the service
- Other information the commission determines is necessary to ensure the accurate adjudication of Medicaid claims

HHSC categorizes critical data elements as:

- Identification data
- Visit data

Identification Data

Before using the EVV system, the program provider or financial management services agency (FMSA) must enter (or import) the following *identification* data into the EVV system:

- The type of service provided (Service Authorization Data)
- The name of the recipient to whom the service is provided (Member Data)
- The name of the individual who provided the service (Service Attendant Data)
- Other information the commission determines is necessary to ensure the accurate adjudication of Medicaid claims (Program provider or FMSA information)

Program providers and FMSAs must manually enter or electronically import identification data during the EVV system onboarding process, or after the onboarding process for new members.

Once the program provider or FMSA has completed the entry of all identification data, the service attendant may begin to use the EVV system. Program Providers and FMSAs must maintain the identification data as needed.

The program provider or FMSA signature authority is solely responsible for maintaining accurate data within the EVV system, including information managed or maintained by a third party. If the program provider or FMSA identifies data errors, they must take action to resolve the inaccuracy.

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Visit Data

When the service attendant clocks in and clocks out of the EVV system, the system captures the following *visit data*:

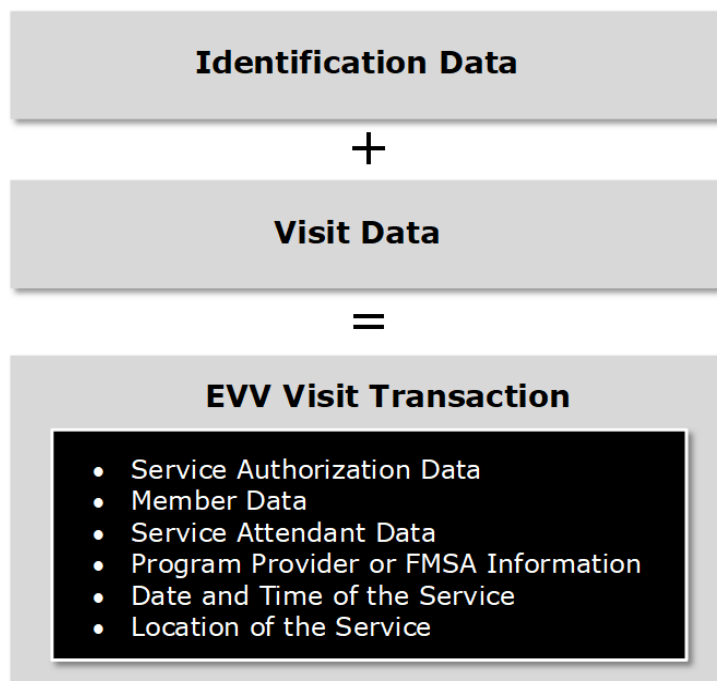
- The type of service provided (Service Authorization Data)
- The name of the recipient to whom the service is provided (Member Data)
- The date and times the provider began and ended the service delivery visit
- The location, including the address, at which the service was provided
- The name of the individual who provided the service (Service Attendant Data)

Missing or incorrect identification data and visit data in the EVV system will result in rejected EVV visit transactions, denied or recouped EVV claims and inaccurate EVV standard reports.

EVV Data Collection Overview Diagram

The EVV system:

- Electronically captures and verifies critical data elements to confirm service delivery.
- Validates identification data against data received from the Texas Medicaid system.
- Exports a complete, accurate and validated EVV visit transaction to the EVV Aggregator for use in the EVV claims matching process.



For questions related to the data elements, contact your payer.

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For questions related to entering data into the EVV system, contact your EVV vendor or the operator of your EVV proprietary system.