

BCBSTX STAR Kids Electronic Visit Verification (EVV)

A

Introduction to Electronic Visit Verification (EVV)

EVV is an electronic system that helps health care agencies track and monitor visits from home healthcare providers. Providers will verify the data using the vendor's system, and the vendor will submit visit verification reports to Blue Cross and Blue Shield of Texas (BSBCTX).

According to Texas DADs, *"the purpose of EVV is to verify that individuals are receiving the services authorized for their support and for which the state is being billed."* It verifies the caregiver was physically present with the patient, makes sure no patient was neglected, and works to eliminate fraudulently documented home visits.

Which Providers Must Use EVV?

Personal care services

Flexible Family Support Services

In-home respite services

Community First Choice

- Personal assistance services (PAS)

- Habilitation (HAB)

B

EVV Vendors

Basic EVV services are provided at no cost to the provider. BCBSTX pays the EVV Vendor. However, the vendors are responsible for training and for supporting their systems. Each provider is responsible for choosing an EVV vendor, and ensuring that the vendor submits accurate data. Providers can change vendors, but must give the current vendor notice of 120 days before termination.

The state approved vendors are:

DataLogic (Vesta) Software, Inc.

Phone: 1-844-880-2400,

www.vestaevv.com

MEDsys Software Solutions, LLC

Phone: 1-877-698-9392, Opt. 2,

www.medsyshcs.com

Use the following form to select the vendor:
<http://www.dads.state.tx.us/forms/H1002/>

C

Claims

BCBSTX will pay claims and conduct a retrospective review against verified units of service. If the claim information does not match the verified transaction data supplied by the EVV vendor, the provider may be subject to additional EVV training and potential claim recoupment. Providers should contact the EVV vendor if their information does not match the data in the EVV system. After reviewing the information with the vendor, submit a new corrected claim.



BlueCross BlueShield
of Texas



GPD Learning & Development