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# HHSC Electronic Visit Verification

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**Module 10**  
**EVV Visit Transaction Validation**  
**Enhancements**  
**Effective June 1, 2019**

# Introduction

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This is Module 10 of the Electronic Visit Verification (EVV) Tool Kit: EVV Visit Transaction Validation Enhancements that will affect program providers currently required to use EVV.

**EVV Tool Kit:** A collection of resources that will help prepare program providers, Financial Management Services Agencies (FMSAs), and Consumer Directed Services (CDS) employers in the use of EVV.

Click here for information on the [21st Century Cures Act – Texas Implementation](#).



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# EVV Tool Kit

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Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- Module 1: January 15, 2019:  
[EVV 101 - Introduction to EVV](#)
- Module 2: February 1, 2019:  
[EVV Roles and Responsibilities – Part I](#)
- Module 3: February 15, 2019:  
[EVV Roles and Responsibilities – Part II](#)
- Module 4: March 1, 2019:  
[EVV Visit Transactions](#)



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# EVV Tool Kit (cont.)

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Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- Module 5: March 15, 2019:  
[EVV Visit Maintenance](#)
- Module 6: April 1, 2019:  
[EVV Process Flow: Beginning to End](#)
- Module 7: April 15, 2019:  
[EVV Aggregator and EVV Portal](#)
- Module 8: May 1, 2019:  
[Submitting an EVV Claim](#)
- Module 9: May 15, 2019:  
[EVV Portal Standard Reports and Search Tools](#)



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# Overview

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This module will discuss the following EVV topics:

- EVV Visit Validation Process
- Example of EVV Visit Validation Edits
- Provider Best Practices

**Note:** EVV does not replace any contract, program or licensure requirements regarding service delivery or service delivery documentation.



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# EVV Visit Validation Process

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- On June 1, 2019, the Health and Human Services Commission (HHSC) will implement a visit validation process to standardize and improve accuracy of EVV visits and reduce data corrections by program providers.
- The visit validation process will help program providers prepare for the new claims matching process that will begin Sept. 1, 2019, by ensuring visit data is complete, correct and accepted by the EVV Aggregator.



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# EVV Visit Validation Process (cont.)

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- EVV visit transactions with a date of service on or after June 1, 2019 with incomplete or incorrect visit data will be rejected at the EVV Aggregator.
- The visit validation process will be implemented in two phases.
  - Starting June 1, 2019, six EVV payers will implement the new visit edits.
  - Starting Sept. 1, 2019, the remaining seven EVV payers will implement the new visit edits.



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# Starting June 1, 2019

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Program providers may see an increase in visits which **Fail to Export** from DataLogic or are **rejected by the EVV Aggregator**. Starting **June 1, 2019**, the new EVV visit validation process will apply to the following payers:

- STAR Kids - Aetna
- STAR Kids - Children's Medical Center Health Plan
- STAR Kids & STAR+PLUS - Cigna
- STAR Kids - Cook Children's Health Plan
- STAR Kids - Driscoll Health Plan
- Fee-for-Service – Acute Care
- Fee-for-Service – Long-Term Care



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# Starting Sept. 1, 2019

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Starting **Sept. 1, 2019**, the new EVV visit validation process will apply to the following payers:

- STAR Kids - Community First Health Plan
- STAR Kids - Blue Cross Blue Shield
- STAR Kids - Texas Children's Health Plan
- STAR Kids & STAR+PLUS - Amerigroup
- STAR Kids & STAR+PLUS - Superior
- STAR Kids & STAR+PLUS - United
- STAR+PLUS - Molina

Program providers can start reviewing and correcting visit data now for these payers to prepare for Sept. 1, 2019, when the validation process will be the same across all payers.



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# Clean Up Data to Prepare for Sept. 1

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- Program providers should use the period between June 1, 2019 and August 31, 2019 to clean up data in the DataLogic EVV system to prepare for the new claims matching process.
- Beginning Sept. 1, 2019, an accepted EVV visit transaction is required for the new claim matching process.
- Without an accepted EVV visit transaction in the EVV Aggregator, EVV claims will be denied starting Sept. 1, 2019.



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# DataLogic EVV System Provider Alerts

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- The DataLogic EVV system will assist program providers by identifying incomplete or incorrect data and provide system alerts that require program providers to make updates prior to the data being exported.
- If an EVV visit transaction has failed to export to the EVV Aggregator, the program provider will be notified in the DataLogic EVV system and visit maintenance will be required prior to re-exporting the EVV visit transaction to the EVV Aggregator.
- Program providers can use the **Failed to Export Report** in the DataLogic system to track failed and rejected visits.



# EVV Visit Validation Edits

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- The next three slides show an example of EVV visit validation edits, including:
  - Data elements (as applicable).
  - Visit rejection reasons.
- The following data elements will be tested for accuracy during the visit validation.
- If any of these data elements cause a rejection, the entire visit will be rejected.



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# Example - Visit Validation Edits (1 of 3)

| Data Elements (as applicable)                           | Visit Rejection Reason  |
|---|---|
| TIN   | The provider TIN on the EVV visit does not match records for this provider.                           |
| NPI   | Provider NPI cannot be validated as active for the visit date or the payer on the visit.              |
| API   | Provider API cannot be validated as active for the visit date or payer on the visit.                  |
| TPI   | The provider TPI on the EVV visit is not associated with this provider NPI/API for the visit date.    |
| Provider Number (also known as DADS contract number)    | The provider number on the EVV visit is not associated with this provider NPI/API for the visit date. |
| Member not Authorized for Provider Number on Visit Date | Member on the EVV visit is not authorized for this provider number on this visit date.                |
| Payer   | The member's payer on the EVV visit does not match records for this member for visit date.            |



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# Example - Visit Validation Edits (2 of 3)

| Data Elements (as applicable)               | Visit Rejection Reason  |
|---|---|
| Member First and Last Name Combination      | The member first and last name combination does not match name found for member's Medicaid ID.                    |
| Member Medicaid ID                          | The member Medicaid ID on the EVV visit is not found.   |
| Member Medicaid ID (no active eligibility)  | The member Medicaid ID on the EVV visit does not have active Medicaid eligibility for the visit date.             |
| Member Date of Birth                        | The member DOB on the EVV visit does not match the DOB from the member's Medicaid eligibility for the visit date. |
| MCO Member Service Delivery Area (SDA)      | The MCO member SDA on the EVV visit does not match the plan code associated with the member's payer.              |
| Service Group and Service Code Combination  | The service group and service code combination on the EVV visit are not eligible for EVV.                         |
| Service Group not Valid for Provider Number | The service group is not valid for the provider number on the EVV visit.  |





# Example - Visit Validation Edits (3 of 3)

| <b>Data Elements (as applicable)</b>                                    | <b>Visit Rejection Reason</b>  |
|---|--|
| <b>Member not authorized for service group/service code combination</b> | <b>The member on the EVV visit is not authorized for this service group/service code combination on this visit date.</b> |
| <b>HCPCS and Modifier combination not eligible for EVV</b>              | <b>The HCPCS code and modifier combination on the EVV visit is not eligible for EVV.</b>                                 |
| <b>Provider EVV End Date</b>  | <b>The provider EVV end date on the EVV visit file should be greater than or equal to the EVV visit date.</b>            |



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# Provider Best Practices (1 of 5)

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Best practices for correcting visits which fail to export from DataLogic or are rejected by the EVV Aggregator:

- Have a plan to work DataLogic failed to export visits transactions and EVV Aggregator rejections timely to prevent a backlog that is overwhelming.
- Update internal systems, including third party billing systems, to match the standard data supplied by the state.
- Use June, July and August to ensure your visits pass the validation edits. Effective 9/1/19, these rejections will cause your claims to deny.



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# Provider Best Practices (2 of 5)

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Best practices for correcting visits which fail to export from DataLogic or are rejected by the EVV Aggregator:

- Look for trends in your failed to export or rejected visits and correct any data, staff actions, or processes.
- Use DataLogic reports to work your failed to export and rejected visits timely so that DataLogic can resubmit the EVV visit transaction to the EVV Aggregator.



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# Provider Best Practices (3 of 5)

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Examples of critical data elements that cause rejections and will have a negative impact on EVV relevant claims beginning 9/1/2019 are:

- Medicaid ID missing or incorrect
- Date of Service missing or incorrect
- NPI/API missing or incorrect
- State Provider Number missing or incorrect
- Service Group missing or incorrect for EVV
- Service Code missing or incorrect for EVV
- HCPCS Code missing or incorrect for EVV
- HCPCS Modifiers missing or incorrect for EVV



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# Provider Best Practices (4 of 5)

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- Take advantage of all training provided by HHSC, DataLogic, your MCO, and TMHP during June, July, and August to ensure your team is ready for the new claims matching process effective 9/1/2019.
- Review all [EVV Tool Kit](#) training material found on the HHSC, MCO, and TMHP websites.
- Review the updated HHSC EVV Policy Handbook on the HHSC EVV website when it's posted in August 2019.
- Ask questions! Send any question to your payer, TMHP or the HHSC EVV Operations mailbox at [electronic\\_visit\\_verification@hhsc.state.tx.us](mailto:electronic_visit_verification@hhsc.state.tx.us)



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# What's Next?

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## **June 15, 2019 Web Alert:**

- Module 11: Summary of EVV Changes

## **June 24, 2019: Live Webinar Q&A Session**

- Topic: EVV Visit Transaction Validation Enhancements
- [Register](#) for the webinar.
- Email questions ahead of time to [Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us).
- Include "Webinar Question" in the subject line.



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# Thank you

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**Email EVV questions to:**

**[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)**