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# **Health and Human Services Commission (HHSC) Electronic Visit Verification**

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**EVV Roles and Responsibilities:  
Part I of II**

**Feb. 1, 2019**

# Introduction

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This is Module 2: Electronic Visit Verification Roles and Responsibilities – Part I of II of the EVV Tool Kit.

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



# Introduction (continued)

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Previous modules of the EVV Tool Kit are available online:

- Jan. 1, 2019: Introduction
  - [21 Century Cures Act - Texas Implementation](#)
- Jan. 15, 2019: Module 1
  - [EVV 101 – Introduction to EVV](#)



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# EVV Participants

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The five types of participants required to use EVV include the:

1. Contracted provider
  - Provider agency
  - FMSA
2. Member/CDS employer
  - A person receiving a program and service required to use EVV from HHSC or a Managed Care Organization (MCO).
  - A CDS employer is a member or a legally authorized representative of a member who has selected the CDS option.



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# EVV Participants (continued)

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## 3. EVV vendor(s)

- An EVV vendor provides an HHSC approved EVV system that a contracted provider and CDS employer must use for EVV.

## 4. Payers

- HHSC
- MCOs



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# EVV Participants (continued)

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## 5. EVV Data Aggregator

- A centralized database that accepts EVV data from an EVV system and distributes the data to the appropriate payer.
- Operated by the Texas Medicaid Claims Administrator – Texas Medicaid and Healthcare Partnership
- EVV online portal
- EVV reports



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# EVV Roles and Responsibilities – Part I

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This presentation will outline the roles and responsibilities for the first two participants:

1. Contracted provider
2. Member/CDS employer



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# Contracted Provider Role

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A contracted provider is a Medicaid provider that provides services to a Medicaid recipient and has a contract with HHSC or an MCO required to use EVV.

The role of a contracted provider is to follow all EVV:

- Policies;
- Processes; and
- Requirements.





# Member Role

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A member is a person receiving a program and service required to use EVV from HHSC or an MCO.

The role of a Member is to:

- Allow your attendant to use one of the acceptable methods to clock in and clock out of the EVV system at the beginning and ending of service delivery.



# CDS Employer Role

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A CDS employer is a member or legally authorized representative of a member who has selected the CDS option.

The role of the CDS employer is to follow all EVV:

- Policies;
- Processes; and
- Requirements.



# Contracted Provider Responsibilities

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The contracted provider is responsible for:

- Training their staff on the use of EVV.
- Completing all required EVV training.
- Using the EVV system.
- Meeting all EVV requirements.
- Signing up for EVV notices through GovDelivery.
- Knowing where to submit EVV-related claims.
- Understanding all EVV policies, processes, and requirements.
- Asking questions.



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# Member Responsibilities

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The Member is responsible for:

- Allowing the attendant to use the EVV system to clock in when services begin and clock out when services end.
- Notifying your contracted provider if you are asked by the attendant to clock in or clock out of the EVV system for them.
- Asking questions.



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# CDS Employer Responsibilities

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The CDS Employer is responsible for:

- Ensuring the attendant uses the EVV system to clock in when services begin and clock out when services end.
- Completing all required EVV visit maintenance.
- Meeting all EVV requirements.
- Signing up for EVV notices through GovDelivery.
- Understanding all EVV policies, processes, and requirements.
- Asking questions.



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# Tip #1

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## Contracted Providers

- Sign up for [GovDelivery](#) email notices and receive EVV alerts.
- Review materials in the [EVV Tool Kit](#).
- Visit the following websites for more information about EVV:
  - [HHSC EVV](#)
  - Your MCO
  - [TMHP](#)



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# Tip #2

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## Contracted Providers

Begin to:

- Identify staff who will be using the EVV system.
- Determine the number of staff who will need EVV training.

Understand the policy when your member refuses to allow his or her attendant to use EVV.

Ask questions.



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# Tip #3

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## Members

Understand your EVV rights and responsibilities.

Ask your contracted provider your questions about EVV.



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# FAQs – Roles and Responsibilities 1 of 2



**Question:** Who is responsible for training contracted provider staff on EVV?

**Answer:** The contracted provider is responsible for training their staff on EVV.

**Question:** Where can I find the EVV policies, processes, and requirements?

**Answer:** All EVV policies, processes, and requirements may be found on the [HHSC EVV website](#), [TMHP website](#), and your MCO website.

# FAQs – Roles and Responsibilities 2 of 2



**Question:** How can I prepare for the implementation of EVV?

**Answer:** You can prepare by:

1. Signing up for [GovDelivery](#) email alerts.
2. Reviewing the [EVV Tool Kit](#).
3. Participating in the live webinar question and answer sessions.
4. Reviewing the [FAQs on the HHSC EVV website](#).
5. [Asking questions](#).

# What's Next?

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## **Feb. 15, 2019 Web Alert:**

- EVV Roles and Responsibilities Part II of II:
  - EVV Vendor
  - Payer
  - EVV Data Aggregator
- EVV Tips
- FAQs

## **Feb. 22, 2019: Live Webinar Q&A Session**

- Topic: EVV 101 and Roles and Responsibilities
  - [Register for the webinar](#)



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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)**