

Providing CHIP and Medicaid services to Tarrant, Denton, Parker, Wise, Hood and Johnson

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Electronic Visit Verification (EVV) Required Free Text Reviews Postponed for Consumer Directed Services (CDS) Option

Health and Human Services Commission (HHSC) is postponing the EVV Required Free Text Reviews for the CDS option. This begins with dates of service January 1, 2022 and will continue until further notice.

HHSC will publish a notice ninety (90) days before the effective date when EVV Required Free Text Reviews start. Financial Management Services Agencies (FMSA) and CDS employers:

- Must still use EVV, including entering required free text
- Should review the EVV Reason Code and Required Free Text Reports
 - These are in the EVV Portal and are a tool to track compliance

Visit Maintenance Unlock Request

Providers, FMSAs and CDS employers must complete all required visit maintenance, including entry of manual visits, within ninety-five (95) days from the date of service delivery.

An EVV Visit Maintenance Unlock Request allows a Provider, FMSA and CDS employer the opportunity to correct data element(s) on an EVV visit transaction(s) after the visit maintenance time frame has expired.

Providers, FMSAs and CDS employers must follow the instructions on the EVV Visit Maintenance Unlock Request spreadsheets.

- Request must include a contact name, email address and phone number
- Request must be sent securely
 - Requests not sent securely will result in a Health Insurance Portability and Accountability Act (HIPAA) violation and the request will be denied

EVV Visit Maintenance Unlock Request Spreadsheets:

- [EVV Visit Maintenance Unlock Request for Program Providers and FMSAs](#)
- [EVV Visit Maintenance Unlock Request for CDS Employers](#)

EVV Portal and Training Updates

Texas Medicaid and Healthcare Partnership (TMHP) updated the Electronic Visit Verification Portal and related training materials on February 28, 2022.

For more information, refer to the [EVV Portal and Training Updates article](#) on [TMHP's EVV webpage](#).

Computer Based Trainings (CBT)

HHSC published Electronic Visit Verification computer-based training updates, new job aids and EVV FAQs for CDS employers.

Updates were made to the following Computer Based Trainings (CBT's):

- EVV Policy Training for Program Providers and FMSAs CBT
- Initial EVV Policy Training for CDS Employers CBT

Computer Based Trainings:

- Provides training on the [EVV Policy Handbook](#)
 - Which includes the [January 2022 policy updates](#)
- Are an option to complete the EVV policy training requirement
- Are self-paced
- Are found on the [HHS Learning Portal EVV Training page](#)
 - Use the [EVV HHS Learning Portal Guide](#) to help create an account and enroll in a training course
- Can be completed on a computer (recommended) and on most mobile devices
- Include a certificate of completion
- Can be downloaded in PDF format and printed

The Initial EVV Policy Training for CDS Employers in Spanish will be updated this spring. The new job aids are:

- [EVV Compliance Job Aid for Program Providers and FMSAs](#)
- [EVV Compliance Job Aid for CDS Employers](#)

Job aids:

- Provide information about EVV compliance standards relating to:
 - Usage reviews
 - Required free text reviews
 - Landline phone verification reviews
- Are found in the Compliance section on the [EVV webpage](#)

There are new [EVV FAQs for CDS Employers](#):

- Questions are by topic
- Are in the Resources section on the [EVV CDS Option webpage](#)

EVV Training Resources:

- [EVV Training Requirements Checklist](#)
- [EVV Training Resources](#)
- EVV Policy Training
 - [HHS Learning Portal](#)
- [TMHP EVV Training](#)
 - [EVV Portal Training and Resources](#)
- EVV Vendor System Training
 - [DataLogic Software, Inc/Vesta](#)
 - [First Data Government Solutions/AuthentiCare](#)

Guidance for FMSAs when CDS Employers do not perform EVV Responsibilities

HHSC published [Guidance for Financial Management Services Agencies When Consumer Directed Services Employers Do Not Perform Electronic Visit Verification Responsibilities](#). This guidance is for FMSAs to use as an optional process when a CDS employer does not perform their EVV responsibilities as documented on [Form 1722, Employer's Selection for EVV Responsibilities](#).

The guidance is also available in the Resources section of the [EVV CDS Option webpage](#) and [CDS webpage](#).

EVV Updates

For EVV updates, Providers, FMSAs and CDS employers can refer to [EVV page](#) located at cookchp.org, the [EVV page](#) located at hhs.texas.gov, and the [EVV page](#) located at tmhp.com. Providers, FMSAs and CDS employers should also sign up for EVV alerts using [GovDelivery](#).

For questions or concerns, please refer to:

- [CDS Employer EVV Contact Information Guide](#)
- [Program Provider and FMSA EVV Contact Information Guide](#)

EVV Portal Access

For information on how to access and use the EVV Portal, refer to the following tools:

- [EVV Aggregator and EVV Portal](#)
- [EVV Portal Job Aid](#)

Additional News Links

- [EVV Proprietary System Approval Process Update and 2022 ORR Sessions](#)
- [HHSC Publishes the Importance of Following EVV Rules and Policy Guidance for CDS Employers](#)

Provider Training Webinars

We'd love to have you or a member of your team attend our Provider training webinars. You can find the most up to date [Provider Training Webinar Schedule](#) under the [Provider Relations page](#) located at cookchp.org.

Contact Us

If you have questions or need assistance, please call Provider Support Services at 888-243-3312 Monday through Friday from 8 a.m. to 5 p.m. excluding state holidays. You may also email CCHPEVV@cookchildrens.org.