

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

What's Inside

Update on DataLogic Vesta EVV System Outage

HHSC Guidance

EVV Policy Updates Effective December 1

Update: Existing EVV Users: Temporary EVV Policies for COVID-19 to end December 31

Best Practices for Temporary EVV Policies for COVID-19

Cures Act EVV Practice Period Extended December 31

EVV Requirements

EVV Policy Training for CDS Employers

EVV Future Updates

Accessing the EVV Portal

Provider Services Support

Provider Training Webinars

Electronic Funds Transfer (EFT)

Electronic Remittance Advice (ERA)

Update on DataLogic Vesta EVV System Outage

DataLogic/Vesta EVV has restored key functionality to the toll-free Interactive Voice Response system that service attendants and CDS employees use to clock in and clock out when using a landline or alternative device.

Vesta users can:

- Continue to [Vesta EVV website](#) for more details about the IVR system and the most up-to-date information about the status of the outage
- Review the TMHP article DataLogic's Vesta EVV System Outage Impacts for updates about the impact to claims submission and the EVV Portal. HHSC continues to work with TMHP and DataLogic to resolve the issues impacting the Vesta EVV system

HHSC Guidance

As a reminder, [Temporary EVV Policies for COVID-19 \(PDF\)](#) are in effect until December 31, 2020. The temporary policies give program Providers and FMSAs flexibility to address business impacts during the outage, such as:

- A claim can be paid without a matching EVV visit transaction in the EVV Portal because claims matching are currently disabled
- Visit maintenance can be completed within 180 days from the date of the visit

HHSC is assessing the full business impact of this outage and will provide guidance to assist program Providers, FMSAs and CDS employers.

EVV Policy Updates Effective December 1, 2020

The following Electronic Visit Verification (EVV) policy updates are effective December 1, 2020 and have been posted in the Policy Section of the HHS EVV website titled [EVV Reports Policy \(PDF\)](#).

The revised [EVV Reason Code Policy \(PDF\)](#) replaces the EVV Reason Code and Required Free Text Policy and describes the requirements for using reason codes when completing visit maintenance in the EVV system.

The revised policy includes the EVV Claim Match Reconciliation Report in the EVV Portal and the following additional standard reports in the EVV system:

- EVV Attendance History Report
- EVV Clock In/Clock Out Usage
- EVV Reason Code Usage and Free Text Report
- EVV Units of Service Summary Report

For questions, email Electronic_Visit_Verification@hhsc.state.tx.us

Update: Existing EVV Users: Temporary EVV Policies for COVID-19 to End December 31, 2020

UPDATE: Corrected link to the Temporary EVV Policies for COVID-19.

HHSC is extending the [Temporary EVV Policies for COVID-19 \(PDF\)](#) through December 31, 2020 for program Providers currently required to use Electronic Visit Verification (EVV). HHSC will end the temporary policies after December 31, 2020. Program Providers submitting EV claims for date of service on and after January 1, 2021:

- Must ensure a matching EVV visit transaction is accepted in the EVV Portal before billing the claim, or the claim will be denied
- Will no longer receive an EVV07 match code in the EVV Portal
- Will no longer have 180 days to complete visit maintenance

Reminder: [HHSC extended the practice period for the Cures Act Expansion](#). Claims for EVV services included in the Cures Act Expansion, will be denied without a matching EVV visit transaction for dates of service on and after January 1, 2021.

Best Practices for Temporary EVV Policies for COVID-19

Program Providers should continue to follow the Best Practices for Temporary EVV Policies for COVID-19 (PDF) to avoid recoupments for claims submitted between March 21, 2020, and December 31, 2020. Visit [HHSC EVV webpage](#) or email your questions to Electronic_Visit_Verification@hhsc.state.tx.us.

Cures Act EVV Practice Period Extended Through December 31, 2020

This information is for Cures Act Program Provider, FMSAs, and CDS Employers required to use Electronic Visit Verification (EVV) by January 1, 2021.

HHSC is extending the EVV practice period through December 31, 2020. The original end date was November 30, 2020. The extension allows more time for program providers, financial management services agencies (FMSAs), and consumer directed services (CDS) employers to:

- Complete onboarding with an EVV vendor
- Complete EVV policy and EVV Portal training
- Practice using the EVV system

During the practice period claims will not be denied for an EVV mismatch.
Beginning January 1, 2021:

- HHSC must comply with federal law and cannot delay the EVV requirement for all Medicaid personal care services
- All service visits for an EVV-required service must be captured in the EVV system
- Claims without a matching EVV visit transaction accepted into the EVV Portal will be denied for payment

The EVV Service Bill Code Table has been updated on the [HHS EVV webpage](#) to reflect the new January 1, 2021 EVV start date. For more information about vendor onboarding, training, and the practice period visit the [HHS Cures Act EVV webpage](#), or email Electronic_Visit_Verification@hhsc.state.tx.us

EVV Policy Training for CDS Employers

CDS employers can complete EVV policy training requirements in the HHS Learning Portal (link is external) by taking the recorded Initial EVV Policy Training Webinar for CDS Employers. You must log in or create an account to enroll in the course. Instructions are available in the HHS Learning Portal Guide (PDF).

Reference the following on the [HHSC EVV webpage](#):

- [Information Letter 20-33 \(PDF\)](#)
- [Information Letter 20-47 \(PDF\)](#)
- [Cures Act EVV: Training Requirements Checklist \(PDF\)](#)
- [HHS Cures Act EVV webpage](#)

For questions, email Electronic_Visit_Verification@hhsc.state.tx.us

EVV Future Updates

For EVV updates, Providers can refer to [CCHP EVV web page](#), the [HHSC EVV web page](#), the Publications section in the Vesta EVV Home Tab, and the [TMHP EVV web page](#). Providers should also sign up for EVV alerts using [GovDelivery](#). For questions or concerns, Providers can refer to the EVV Contact Information Matrix for the correct contacts by topic.

Accessing the EVV Portal

For information on how to access and use the EVV Portal, refer to the [EVV Portal Job Aid](#) on the TMHP website. For questions, email CCHPEVV@cookchildrens.org

Provider Support Services 888-243-3312

Make sure to use the dedicated Provider Support Services telephone number 888-243-3312. Our dedicated staff is here to help you

Provider Training Webinars

We'd love to have you or a member of your team attend our Provider training webinars. The most up to date schedule can always be found under [Education & Training](#) on our website.

Electronic Fund Transfer (EFT)

Sign up for EFT and enjoy the benefits of decreased data errors and improved cash flow resulting from no checks lost in the mail, reduced paperwork and expedited account reconciliations. Complete and submit this form to get started and fax to CCHPFinance@cookchildrens.org

Electronic Remittance Advice (ERA)

Following EFT enrollment, providers may elect to receive Electronic Remittance Advice (ERA) through the Availity Health Information Network. To enroll for ERA delivery on the Availity Web Portal, select Enrollments > ERA Enrollment from the Availity menu, or click ERA Enrollment in the Additional Enrollments section on the Administrator Dashboard.

You may also enroll by completing the Availity ERA enrollment form listed [here](#). For questions, call Availity Client Services at 800-282-4548.