

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

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EVV Portal and Training Updates for February 2021

In February, Texas Medicaid & Healthcare Partnership made improvements to the Electronic Visit Verification Portal and updated the related training materials. For more information, read the [TMHP article EVV Portal Improvements and Training Updates](#). Email TMHP with questions about these updates.

EVV Policy Update: 180 Day and 90 Day Visit Maintenance Temporary Policy

The [180 day and 90 Day Visit Maintenance Temporary Policy](#) is now on the HHS EVV webpage. The Policy is effective as of January 1, 2021 and:

- Applies to all program providers, financial management services agencies and Consumer Directed Services employers required to use EVV
- Allows 180 days to complete visit maintenance. This is instead of the standard 60 days for visits with dates of service from January 1, 2021-March 31, 2021
- Allow 90 days to complete visit maintenance. This is instead of the standard 60 days for visit with dates of service from April 1, 2021-June 30, 2021
- Gives Cures Act program providers, FMSAs and CDS employers required to use EVV beginning January 1, 2021, more time to familiarize themselves with the EVV system and the visit maintenance process

As a reminder, program providers currently required to use EVV have 180 days to complete visit maintenance for visits with dates of service from March 21, 2020-December 31, 2020. This is in the [Temporary EVV Policies for COVID-19](#).

Guidance Related to DataLogic/Vesta EVV System Outage in December 2020

HHSC has issued [Guidance Related to the DataLogic/Vesta Electronic Visit Verification System Outage from December 5, 2020 to December 10, 2020](#) to program providers, financial management services agencies and consumer directed services employers affected by the outage. The guidance includes information about:

- Visit entry and reason codes
- Claims
- Recoupments
- EVV compliance oversight

The guidance is also available on the [HHS EVV webpage](#).

New EVV TAC Rules

HHSC has adopted new Electronic Visit Verification rules in [Texas Administrative Code, Title 1, Chapter 354, and Subchapter O](#). The new rules are effective December 23, 2020. Previous EVV TAC rules; [§68.101](#), [§68.102](#), [§68.103](#) and [§354.1177](#) have been repealed.

The new rules implement federal and state requirements for the Texas EVV system and remove rules that are no longer necessary from TAC under the Department of Aging and Disability Services.

[Email your questions to HHSC EVV.](#)

Update: EVV Compliance Oversight Reviews Delayed for EVV Usage and Misuse of EVV Reason Codes

HHSC told managed care organizations to delay compliance reviews for EVV Usage and Misuse of EVV Reason Codes. Evaluation of visit data collected during the grace period ensures the compliance measures continue to align with current EVV policy.

The [compliance grace period ended on September 1, 2020](#), for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service from September 1, 2019, to August 31, 2020.

Next Steps

- HHSC will notify program providers 90 calendar days before reviews begin for EVV Usage and Misuse of EVV Reason Codes for EVV visits with dates of service on and after September 1, 2020
- HHSC and MCOs will continue reviews for EVV Landline Phone Verification and Required Free Text
- Program providers can use the EVV Usage Report and EVV Reason code Usage and Free Report in the EVV Portal to track these compliance measures

HCS & TxHmL Best Practice to Avoid EVV Claim Mismatches for CFC PAS/HAB Services

HHSC has published [Best Practices to Avoid Electronic Visit Verification Claim Mismatches for Home and Community-based Services and Texas Home Living](#) program providers and financial management services agencies. The best practices help HHSC and TxHmL providers avoid claim denials related to EVV. The Best practices are linked above and on the [HHS EVV Training webpage](#) in the Best Practices section. [Email questions about EVV policy to HHSC EVV.](#)

Cures Act EVV: Guidance to Ensure On-Time Payment to CDS Employees for Services done on and after January 1, 2021

HHSC has issued [Guidance to Ensure CDS Employees are Paid Timely for Services Delivered on and after January 1, 2021](#). This document provides information for Consumer Directed Services employers and Financial Management Services Agencies to ensure on-time payments to CDS employees for delivering EVV required services on and after January 1, 2021. All visits for an EVV required service provided on and after January 1, 2021, must be documented in the EVV System. [Email EVV policy questions to HHSC EVV.](#) [Email CDS policy questions to HHSC CDS Policy.](#)

EVV Policy Training for CDS Employers

CDS employers can complete EVV policy training requirements in the HHS Learning Portal 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.

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

FMSA Cost Reporting Template Due April 19, 2021

A reminder to all FMSA providers to complete a cost reporting template and return to FMSACostReporting@deloitte.com by the deadline of April 19, 2021. The template can be downloaded from the HHSC Provider Finance website at <http://rad.hhs.texas.gov/long-term-services-supports>. HHSC and Deloitte are hosting a cost survey training webinar to assist providers with completing the cost survey. The FMSA Cost Survey Training Webinar is Friday, March 19, 2021. The webinar registration is available online at <https://register.gotowebinar.com/register/7013965407030270733>.

EVV Future Updates

For EVV updates, Providers, FMSAs, and CDS employers can refer to the [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, FMSAs, and CDS employers should also sign up for EVV alerts using [GovDelivery](#). For questions or concerns, Providers, FMSAs, and CDS employers can refer to the EVV Contact Information Matrix for the correct contacts by topic. [CDS Employer EVV Contact Information Guide](#). [Program Provider and FMSA EVV Contact Information Guide](#).

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 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 schedule under [Education & Training](#) on our website.

Provider Relations

How can we help you? If you need assistance or would like to know who your Provider Relations Coordinator is please email CCHPProviderRelations@cookchildrens.org.

Contact Us

If you have questions 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 submit a Customer Service Request via the [Secure Provider Portal](#).

For a [list of departments and contacts](#) visit the [Contact Us](#) page located on cookchp.org.