

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

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### Revised EVV Visit Transaction Rejection Guide Now Available

The Electronic Visit Verification Visit Transaction Rejection Guide (PDF) was revised and is now available. It provides step-by-step instructions for Providers and Financial Management Services Agencies to identify and correct issues that result in transaction rejections in the EVV system. The guide is published on TMHP's EVV Training webpage.

Email TMHP with questions.

### EVV Portal and Training Updates for May 2021

On May 14, 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.

### 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.

## **Updates to HHSC EVV Mailboxes and Website**

### HHSC EVV Mailboxes

By June 28, HHSC EVV Operations will update their electronic mailboxes to the following email addresses:

- HHSC Electronic Visit Verification Mailbox: EVV@hhs.texas.gov
  - Previous email address: Electronic\_Visit\_Verification@hhsc.state.tx.us
- HHSC EVV Proprietary Systems Mailbox: EVVPSO@hhs.texas.gov
  - Previous email address: EVV\_PSO@hhs.texas.gov

### Additional Information

- Assess all personal materials, such as contact matrices, for any updates needed
- Always refer to the HHSC EVV website for current information and resources
- HHSC EVV Operations will continue receiving emails if a previous email address is used

### HHSC EVV Website

By early July, the HHSC EVV website and some of its webpages will have a new layout to reorganize resources and include updates related to the 21st Century Cures Act, Section 12006.

## **Annual EVV Policy Trainings for Providers**

The Texas Health and Human Services Commission is hosting two separate live training webinars in July. The training is for program providers required to use Electronic Visit Verification.

July 8, 2021, 1:30 p.m. – 3:30 p.m.

The Webinar is for the following:

- Home and Community-based Services
- Home and Community Based Services Adult Mental Health
- Texas Home Living, Deaf Blind with Multiple Disabilities
- Youth Empowerment Services

Register for the Annual July 8, EVV Policy Training webinar.

July 22, 2021, 1:30 p.m. – 3:30 p.m.

This webinar is for the following:

- Community Attendant Services
- Community First Choice
- Community Living Assistance and Support Services
- Family Care
- Personal Care Services provided under the Texas Health Steps Comprehensive Care Program
- Primary Home Care
- STAR Health
- STAR Kids
- STAR Kids – Medically Dependent Children's Program Covered Services
- STAR+PLUS
- STAR+PLUS Home and Community-Based Services
- STAR+PLUS Medicare-Medicaid Plan

Register for the Annual July 22, EVV Policy Training webinar.

Providers will receive credit for their EVV policy training after attending the entire training webinar. Space is limited. Review the information for details and register for the appropriate webinar.

Annual EVV policy training credit is also received if a provider completes one of the self-paced recorded webinars or computer-based training courses. These EVV policy training options are on the HHS Learning Portal. Users must create an account to enroll in training and can refer to the EVV HHS Learning Portal Guide (PDF) for instructions.

Email HHSC EVV Operations with questions.

**Note:** The July webinars are not for Financial Management Services Agencies or Consumer Directed Services employers required to use EVV. There will be separate webinars scheduled for these audiences.

### **EVV Policy Update: 180 Day & 90 Day Visit Maintenance Temporary Policy**

The 180 Day & 90 Day Visit Maintenance Temporary Policy (PDF) is now on the HHS EVV webpage. The policy is effective as of January 1, 2021 and:

- Applies to all 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.
- Allows 90 days to complete visit maintenance. This is instead of the standard 60 days, for visits 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.

## **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](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)

## **EVV Policy Training for CDS Employers Now Available in Spanish**

The computer based training course, Initial EVV Policy Training for CDS Employers, is available in Spanish on the HHS Learning Portal. To translate the HHS Learning Portal to Spanish, select Español from the drop down menu in the upper left hand corner of the webpage.

The policy training is tailored to the selection on Form 1722, Employer Selection for Electronic Visit Verification Responsibilities. Registrants are not required to complete the Form 1722 Pre-Course Survey. Follow the instructions throughout the course to complete and receive certification.

Email the HHSC [EVV Mailbox](#) for questions about EVV policy training.

## **Cook Children's Health Plan EVV Claims Audit on Temporary EVV COVID-19 Policies**

Starting August 1, 2021 Cook Children's Health Plan EVV team will start an audit on claims which were affected by the temporary EVV COVID-19 policies. In response to the COVID-19 public health emergency, HHSC implemented the following temporary policies effective March 21, 2020-December 31, 2020:

- EVV Claims matching process was suspended
- Attendants were allowed to manually document service delivery visits that occurred on or after March 21, 2020 on paper if the normal electronic verification method was unavailable
- Providers were required to enter manually documented service delivery information in the EVV system within 180 days after the date of visit
- Providers were allowed 180 days from date of the visit to complete visit maintenance for the visit
- Providers were allowed to submit an EVV claim for the visit before completing required visit maintenance. These claims displayed EVV match code EVV 07 (Match Not Required) in the Claims Match Result field in the EVV Portal
- For a more detailed list of requirements see the Temporary EVV Policies For COVID-19 on the HHSC EVV website

HHSC and MCO's did not deny payments for EVV for claims with a match result code of EVV07. The EVV claims were subject to review and recoupment. CCHP is beginning this review August 1, 2021:

- This review will include claims with date of service from March 31, 2020-December 31, 2020
  - With the EVV Match Code of EVV07

- Where the 180 days visit maintenance extension has expired
- Recoupments will be pursued on claims that don't have an EVV01 on the claims informational match result. Which means claims with informational match result code EVV02-EVV06

Providers can proactively identify and correct EVV transactions and claims before August 1<sup>st</sup> by pulling the EVV Claims Match Reconciliation Report from the EVV portal. The Claims Match Reconciliation Report identify claims that were assigned an EVV07 or EVV08 (Natural Disaster) match result code at the time of claim submission and provides the match result code that would be received if the claims were “re-matched” on the report on the report run date.

If you have any questions or need to request a visit unlock request for any visits please reach out to [CCHPEVV@cookchildrens.org](mailto:CCHPEVV@cookchildrens.org).

### **EVV Future Updates**

For EVV updates, Providers, FMSAs and CDS employers can refer to Cook Children's Health Plan's EVV web page, the HHSC EVV web page, 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 (PDF)

Program Provider and FMSA EVV Contact Information Guide (PDF)