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# HHSC Electronic Visit Verification

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

**Feb. 15, 2019**

# Introduction

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This is Module 3: Electronic Visit Verification Roles and Responsibilities – Part II of II of the EVV Tool Kit.

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



# Introduction (continued)

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Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- Jan. 1, 2019: Introduction
  - [21 Century Cures Act - Texas Implementation](#)
- Module 1: Jan. 15, 2019:
  - [EVV 101 – Introduction to EVV](#)
- Module 2: Feb. 1, 2019:
  - [EVV Roles and Responsibilities - Part I](#)



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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 member is 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:

- An EVV Vendor is approved and contracted by HHSC and provides an EVV system used by contracted providers, FMSAs, and CDS employers to collect and transmit EVV visit data to the Data Aggregator.

## 4. Payers:

- A payer is HHSC or an MCO whose contracted provider or FMSA is required to use EVV.



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# EVV Participants (cont.)

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## 5. EVV Data Aggregator:

- A centralized database that collects and stores EVV visit transactions and matches accepted visit transactions to EVV relevant claims.
- Operated by the Texas Medicaid Claims Administrator – Texas Medicaid and Healthcare Partnership (TMHP)
- EVV visit to claims matching
- EVV online portal
- EVV reports



# EVV Roles and Responsibilities – Part II

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This presentation will outline the roles and responsibilities for the last three participants:

3. EVV Vendors
4. Payers
5. EVV Data Aggregator



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# EVV Vendor Role

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The EVV Vendor:

- Ensures the HHSC-approved EVV system operates at all times.
- Captures EVV visit data and provides the ability to correct visit data.
- Transmits confirmed EVV visit data to the Data Aggregator.



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# EVV Vendor Responsibilities

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The EVV Vendor:

- Trains contracted providers, FMSAs, CDS employers, MCO staff, and HHSC staff.
- Provides all software tools required to use their EVV system.
- Provides alternative devices.
- Provides technical support for the EVV system.



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# Payer Role

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The payer:

- Provides EVV policies, processes, and procedures.
- Pays or denies EVV claims.
- Monitors EVV compliance.



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# Payer Responsibilities

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The payer:

- Trains contracted providers, FMSAs, and CDS employers on EVV requirements.
- Answers EVV questions related to EVV policies, processes, and procedures.
- Conducts EVV compliance oversight.
- Communicates results of EVV claims matching to providers.
  - Providers contracted with HHSC will receive an explanation of benefits (EOB).
  - Providers contracted with an MCO will receive an explanation of payment (EOP).



# EVV Data Aggregator Roles

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The Data Aggregator:

- Provides member eligibility and provider contract or enrollment data to EVV vendors.
- Receives and stores confirmed visit data transmitted by EVV vendors.
- Provides an EVV online portal for reports and queries.



# Data Aggregator Responsibilities

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The Data Aggregator:

- Validates contracted provider and member eligibility information.
- Accepts or rejects confirmed EVV visit transactions and transmits results to EVV vendors.
- Matches accepted EVV visit transactions to EVV claims submitted through the Data Aggregator and transmits results to the appropriate payer.
- Produces EVV reports.
- Provides technical assistance for the EVV online portal.



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# Tip #1

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## Selecting an EVV Vendor

- Review the approved EVV vendors' systems to determine if it meets your agency's business needs, including any third-party requirements.
- Determine the staff who will need training on the vendor system and schedule time for this training.
- Understand the EVV vendor's onboarding process.
- Ask questions if you do not understand how to use the EVV system.
- Know who to contact if you have questions.



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# Tip #2

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## Working with your EVV Payer

- Understand your payer's policies, processes and procedures for EVV compliance.
- Understand your payer's policies, processes and procedures for claims adjudication.
- Review your payer's website regularly for EVV-related materials.
- Sign up for alerts (if available) to receive EVV-related notifications.
- Attend payer provided trainings.
- Know who to contact if you have questions.



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# Tip #3

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## Using the Data Aggregator

- Attend provided training sessions.
- Obtain login credentials.
- Review the TMHP website for EVV-related materials including online training.
- Know who to contact if you have questions.



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# FAQs – Roles and Responsibilities Part II of II



**Question:** Who is responsible for providing training on the EVV system?

**Answer:** The EVV vendor is responsible for training provider agency staff, FMSAs, and CDS employers on their EVV system, including how to use devices.

**Question:** Who is responsible for providing training on the Data Aggregator?

**Answer:** TMHP is responsible for training provider agencies and FMSAs on the use of the Data Aggregator. **CDS employers will not use the Data Aggregator.**

# FAQs – Roles and Responsibilities II of II (Cont.)



**Question:** How can I find information on payer's EVV requirements?

**Answer:**

1. Visit your payer's website for EVV-related material.
2. Review your payer's provider handbooks and manuals.
3. Contact your payer to ask questions.
  - EVV contact information is listed on the HHSC EVV website at: EVV At-a-Glance > ["Who do I Contact if I Have Questions?"](#).

# What's Next?

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

- Topic: EVV 101 and Roles and Responsibilities
  - [Register for the webinar.](#)
  - [Email](#) questions ahead of time and include in the subject line "webinar question."

## **Mar. 1, 2019 Web Alert:**

- EVV Visit Transactions:
  - Clock In/Out Methods
  - Data Elements
  - EVV Data Validations
- FAQs





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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)**