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# HHSC Electronic Visit Verification

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**Module 13**

**EVV Training Requirements**

**July 15, 2019**

# Introduction

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This is Module 13 of the Electronic Visit Verification (EVV) Tool Kit: EVV Training Requirements.

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

Click here for information on the [21<sup>st</sup> Century Cures Act – Texas Implementation](#).



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# EVV Tool Kit (1 of 3)

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

- **Module 1:** January 15, 2019:  
[EVV 101 - Introduction to EVV](#)
- **Module 2:** February 1, 2019:  
[EVV Roles and Responsibilities – Part I](#)
- **Module 3:** February 15, 2019:  
[EVV Roles and Responsibilities – Part II](#)
- **Module 4:** March 1, 2019:  
[EVV Visit Transactions](#)



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# EVV Tool Kit (2 of 3)

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

- **Module 5:** March 15, 2019:  
[EVV Visit Maintenance](#)
- **Module 6:** April 1, 2019:  
[EVV Process Flow: Beginning to End](#)
- **Module 7:** April 15, 2019:  
[EVV Aggregator and EVV Portal](#)
- **Module 8:** May 1, 2019:  
[Submitting an EVV Claim](#)



# EVV Tool Kit (3 of 3)

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

- **Module 9:** May 15, 2019:  
[EVV Portal Standard Reports and Search Tools](#)
- **Module 10:** June 1, 2019:  
[EVV Visit Transaction Validation Enhancements](#)
- **Module 11:** June 15, 2019:  
[Summary of EVV Changes](#)
- **Module 12:** July 1, 2019:  
[Getting Started – Next Steps](#)



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# EVV Training Policy

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- Effective Sept. 1, 2019, the HHSC EVV Training Policy requires HHSC and Managed Care Organization (MCO) program providers to complete all required EVV training prior to using an HHSC-approved EVV system and annually thereafter.
- Program providers using EVV prior to Sept. 1, 2019, will be required to take the EVV Aggregator, EVV Portal and EVV Policy training on or before Dec. 31, 2019 and annually thereafter.
- If a current program provider changes EVV vendors, the EVV vendor training must occur prior to using the new HHSC-approved EVV system.



# EVV Training Requirements

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Program Providers and Financial Management Service Agencies (FMSAs) must take the following training:

- HHSC-approved EVV vendor training conducted by the EVV vendor
- TMHP EVV Aggregator and EVV Portal training conducted by TMHP
- EVV Policy training conducted by your payer (HHSC or your MCO)



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# EVV Training Topics

Trainer	Training Topics Include, But are Not Limited to:
<ul style="list-style-type: none"> <li>• HHSC</li> <li>• MCOs</li> </ul>	EVV Policy <ul style="list-style-type: none"> <li>• EVV Policy Requirements</li> <li>• EVV Reason Codes</li> <li>• EVV Compliance Oversight</li> </ul>
TMHP	EVV Vendor Selection EVV Claims TMHP Systems <ul style="list-style-type: none"> <li>• EVV Aggregator</li> <li>• EVV Portal</li> </ul>
EVV Vendor(s)	EVV Vendor System* <ul style="list-style-type: none"> <li>• EVV Clock In/Clock Out Methods</li> <li>• EVV Visit Maintenance</li> <li>• EVV Vendor Standard Reports</li> </ul> <p>*Access to an HHSC-approved EVV vendor system will not be granted until the EVV vendor system training has been completed.</p>





# EVV Training Formats

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EVV training is provided in a variety of formats; including, but not limited to:

- Computer-based training
- Instructor-led training
- Webinars
- Job aids and infographics



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# Computer-Based Training

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- Computer-based training (CBT) modules are taken online at the convenience of the user and can be taken as many times as needed.
- HHSC EVV CBTs will be available beginning Aug. 2, 2019.



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# EVV Computer-Based Training

Trainer	Training Topics	Training Location	Registration
HHSC	EVV Policy	<a href="#">HHS Learning Portal</a>	To register for training, users must create an account on the <a href="#">HHS Learning Portal</a> .
TMHP	<ul style="list-style-type: none"> <li>• EVV Aggregator</li> <li>• EVV Portal</li> <li>• EVV Vendor Selection</li> <li>• EVV Claims</li> </ul>	<a href="#">TMHP Learning Management System (LMS)</a>	Access the <a href="#">LMS Job Aid</a> for instructions on accessing training in the TMHP LMS.
MCO	EVV Policy	Contact your MCO for EVV Policy training opportunities.	Contact your MCO.



# EVV Instructor-Led Training

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- HHSC and TMHP will be conducting Instructor-led trainings (ILTs) across the state starting on Aug. 1, 2019 through Nov. 1, 2019.
- EVV vendor(s) will also be present during the trainings.
- The schedule of the trainings is referred to as the EVV Roadshow.
  - EVV Roadshow training registration is available on the [HHS Learning Portal](#).
  - Contact your MCO for questions regarding EVV Policy training.



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# EVV Roadshow Schedule: August

The EVV Roadshow training is for program providers currently using EVV, new program providers, and FMSAs who will be required to use EVV beginning Jan. 1, 2020.

Date	Time	City	Address	Room
<b>Aug. 1 – 2</b>	8:30 am – 5 pm	Austin	Robert D. Moreton Building 1100 W. 49 <sup>th</sup> St. Austin, Texas 78751	M – 100
<b>Aug. 5 – 7</b>	8:30 am – 5 pm	Austin	Robert Bernstein Building 1100 W 49 <sup>th</sup> St. Austin, Texas 78751	K – 100
<b>Aug. 8 – 9</b>	8:30 am – 5 pm	Austin	Robert Bernstein Building 1100 W 49 <sup>th</sup> St. Austin, Texas 78751	K – 100
<b>Aug. 12 – 16</b>	8:30 am – 5 pm	Austin	Robert Bernstein Building 1100 W 49 <sup>th</sup> St. Austin, Texas 78751	K – 100



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# EVV Roadshow Schedule: September

Date	Time	City	Address	Room
Sept. 3 – 5	8:30 am – 5 pm	The Woodlands	Texas Children's Hospital 17600 Interstate 45 South The Woodlands, Texas 77384	WL.0280.01 & WL.0280.02
Sept. 9	8:30 am – 5 pm	Austin	Robert Bernstein Building 1100 W 49 <sup>th</sup> St. Austin, Texas 78751	K – 100
Sept. 16	8:30 am – 5 pm	Austin	Brown Heatly   4900 N. Lamar Blvd. Austin, Texas 78751	1410, 1420, 1430
Sept. 18 – 19	8:30 am – 5 pm	Lubbock	TTUHSC Academic 3601 4 <sup>th</sup> St. Lubbock, Texas 79430	HSC 2C103
Sept. 24 – 26	8:30 am – 5 pm	Irving	Molina Healthcare 1660 Westridge Cir N. Irving, Texas 75038	Westridge 1 <sup>st</sup> floor Innovator's Auditorium



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# EVV Roadshow Schedule: October - November

Date	Time	City	Address	Room
Oct. 1 - 4	8:30 am - 5 pm	Harlingen	Texas Department of State Health Services 601 West Sesame Drive Harlingen, Texas 78550	Rockport Room
Oct. 8 - 9	8 am - 4:30 pm	El Paso	TX Health & Human Services Offices 2300 E. Yandell Drive El Paso, Texas 79903	Yandell #2
Oct. 22 - 23	8:30 am - 5 pm	Abilene	Health & Human Services 4601 S. 1st street Abilene, Texas	K101, K102, K103
Oct. 28 - Nov. 1	Mon.: 8:30 am - 5 pm	Brownsville	BCHC/ New Horizon Medical Center 191 E. Price Road Brownsville, Texas 78521	A, B, E, F
	Tues.: 8 am - 5 pm			
	Wed.: 10:30 am - 6 pm			
	Thurs.: 8 am - 5 pm			
	Fri.: 8 am - 5 pm			



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# Job Aids and Infographics

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- Job aids provide quick reference information, supplemental information, and step-by-step instructions.
  - EVV job aids will be available beginning in August 2019 on the [HHSC EVV website](#), the [HHS Learning Portal](#), and the [TMHP LMS](#).
- Infographics provide quick reference information in a visual format.
  - EVV infographics are currently available on the [TMHP LMS](#) on topics such as EVV vendor selection and the EVV Aggregator.



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# EVV Job Aids and Infographics

Trainer	Training Topics	Training Locations	Registration
HHSC	<ul style="list-style-type: none"> <li>• EVV Policy</li> <li>• EVV Definitions</li> <li>• EVV FAQs</li> <li>• EVV Reason Codes</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">HHSC EVV Website</a></li> <li>• <a href="#">HHS Learning Portal</a></li> </ul>	To register for training, users must first create an account on the <a href="#">HHS Learning Portal</a> .
TMHP	<ul style="list-style-type: none"> <li>• EVV Aggregator</li> <li>• EVV Portal</li> <li>• EVV Vendor Selection</li> </ul>	<a href="#">TMHP Learning Management System (LMS)</a>	Access the <a href="#">LMS Job Aid</a> for instructions on accessing training in the TMHP LMS.
MCO	EVV Policy	Contact your MCO for EVV Policy training opportunities.	Contact your MCO.



# Webinars

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- Webinars are seminars that take place on the Internet, allowing participants in different locations to view the presentation, hear the presenter, and ask questions.
  - EVV webinars will begin Aug. 1, 2019.
- EVV [Tool Kit Webinars](#) are posted on the:
  - [HHSC EVV website](#)
  - MCO websites
  - [TMHP website](#)
- To receive email alerts and register for the webinars, please sign up for [GovDelivery](#).



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# EVV Webinars

Recorded webinars will be available for future viewing on the TMHP LMS.

Trainer	Training Topics	Training Locations	Registration
<ul style="list-style-type: none"> <li>• HHSC</li> <li>• TMHP</li> <li>• MCOs</li> </ul>	Topics vary, but may include: <ul style="list-style-type: none"> <li>• EVV Policy</li> <li>• EVV Aggregator and EVV Portal</li> <li>• EVV Vendor Selection</li> <li>• EVV Claims</li> </ul>	Virtual	Access the <a href="#">EVV Tool Kit</a> : Live Webinar Q&A Sessions section
TMHP	<ul style="list-style-type: none"> <li>• EVV Aggregator and EVV Portal</li> <li>• EVV Vendor Selection</li> <li>• EVV Provider Onboarding Process</li> <li>• EVV Claims</li> </ul>	Virtual	<ul style="list-style-type: none"> <li>• <a href="#">August 01, 2019 - Live Webinar</a></li> <li>• <a href="#">August 15, 2019 - Pre-Recorded Webinar</a></li> </ul>



# EVV Training Reminders

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- Bookmark the [HHSC EVV webpage](#) and check it frequently for updates.
- Sign up for [GovDelivery](#) to receive email alerts when new EVV information is posted.
- Review the [EVV Tool Kit](#) (new modules are posted twice a month).
- Attend HHSC EVV Live Q&A webinars on the 22<sup>nd</sup> of each month. Registration information is available in the [EVV Tool Kit](#).
- Review [Frequently Asked Questions from the Webinars](#) in the EVV Tool Kit (updated monthly).



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# EVV Training Questions

Questions About:	Contact:
<b>EVV Vendor System:</b> <ul style="list-style-type: none"><li>• General</li><li>• Accessing Reports</li><li>• EVV Clock In/Clock Out Methods</li><li>• Making Corrections through Visit Maintenance</li></ul>	HHSC-Approved EVV Vendors  DataLogic Software, Inc./Vesta: Phone: 1-844-880-2400 <a href="mailto:info@vestaevv.com">info@vestaevv.com</a>
<b>Claims Submission</b> <b>EVV Vendor Selection</b> <b>TMHP Systems:</b> <ul style="list-style-type: none"><li>• EVV Aggregator</li><li>• EVV Portal and EVV Standard Reports</li></ul>	TMHP EVV mailbox: <a href="mailto:EVV@tmhp.com">EVV@tmhp.com</a>
<b>EVV Policy</b>	HHSC Program Providers: <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a> MCO Program Providers: Your MCO's EVV mailbox (see next slide)



# MCO Contact Information

MCO	EVV Mailbox	Phone Number
Aetna	<a href="mailto:evvmailbox@aetna.com">evvmailbox@aetna.com</a>	1-844-787-5437
Amerigroup	<a href="mailto:TXEVVSupport@amerigroup.com">TXEVVSupport@amerigroup.com</a>	1-855-817-5790
Blue Cross Blue Shield	<a href="mailto:BCBSTX_EVV_Questions@bcbstx.com">BCBSTX_EVV_Questions@bcbstx.com</a>	1-877-784-6802
Children's Medical Center Health Plan	<a href="mailto:cmchpevv@childrens.com">cmchpevv@childrens.com</a>	1-800-947-4969
Cigna-Health Spring	<a href="mailto:providerrelationscentral@healthspring.com">providerrelationscentral@healthspring.com</a>	1-877-653-0331
Community First Health	<a href="mailto:cfhpevv@cfhp.com">cfhpevv@cfhp.com</a>	1-855-607-7827
Cook Children's Health Plan	<a href="mailto:CCHPEVV@cookchildrens.org">CCHPEVV@cookchildrens.org</a>	1-800-964-2247
Driscoll Children's Health Plan	<a href="mailto:evvquestions@dchstx.org">evvquestions@dchstx.org</a>	1-877-324-7543
Molina Healthcare of Texas	<a href="mailto:mhtxevv@molinahealthcare.com">mhtxevv@molinahealthcare.com</a>	1-866-449-6849
Superior Health Plan	<a href="mailto:SHP_EVV@superiorhealthplan.com">SHP_EVV@superiorhealthplan.com</a>	1-877-391-5921
Texas Children's Health Plan	<a href="mailto:EVVGroup@texaschildrens.org">EVVGroup@texaschildrens.org</a>	1-800-731-8527
United Health Group	<a href="mailto:uhc_evv@uhc.com">uhc_evv@uhc.com</a>	1-888-887-9003



# MCO Contact Links

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[MCO Contacts](#) can be found on the [EVV website](#) under "[Who Do I Contact if I Have a Question](#)"



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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)**