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HHSC Electronic Visit Verification

Module 4

EVV Visit Transactions

March 1, 2019

Introduction

This is Module 4 of the EVV Tool Kit: EVV Visit Transactions.

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.

Click here for information on the [21st Century Cures Act - Texas Implementation](#).



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Introduction (cont'd)

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

- Module 1: Jan. 15, 2019:
 - [EVV 101 – Introduction to EVV](#)
- Module 2: Feb. 1, 2019:
 - [EVV Roles and Responsibilities - Part I](#)
- Module 3: Feb. 15, 2019:
 - [EVV Roles and Responsibilities – Part II](#)

Overview

This module will define an EVV visit transaction and consists of the following EVV topics:

1. Required Data Elements
2. Data Validations
3. EVV Visit Transaction
4. Clock In and Clock Out Methods



Required Data Elements

The following visit data categories are electronically verified by an EVV system:

- The contracted provider/FMSA
- The type of service performed
- The individual receiving service
- The date and time of service
- The location of service delivery
- The individual providing the service



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Required Data Elements (cont'd)

- In order to electronically verify each visit data category, the EVV system must capture the following data elements listed on the next slide.
- This list is not all inclusive and subject to change.



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Visit Data Category	Data Elements Required to Verify the Visit Data Category
The provider agency:	<ul style="list-style-type: none"> • Taxpayer Identification Number (TIN) • National Provider Identifier (NPI) or Atypical Provider Identifier (API) • Texas Provider Identifier (TPI) (only applicable in Fee-For-Service) • Provider legal name • Provider address, city, zip
Type of service performed:	<ul style="list-style-type: none"> • Service Authorization Information • Service Group and Service Code (only FFS) • HCPCS Code and Modifiers
The individual receiving the service:	<ul style="list-style-type: none"> • First and Last Name • Medicaid ID • DOB • Address, City & Zip Code • Landline Phone Number (if applicable) • Medicaid Eligibility Start & End • Payer • HHS Contract Number(s) • Payer Plan Code (MCO Service Delivery Area) • Region (FFS) • EVV Client ID (assigned by EVV vendor)
The date and time of the service:	<ul style="list-style-type: none"> • Actual Date In and Date Out • Actual Clock In and Clock Out
The location of service delivery:	<ul style="list-style-type: none"> • GPS Coordinates of clock in and out only (if using mobile method) • Caller ID (Landline) • Token ID (Alternative Device)
The individual providing the service:	<ul style="list-style-type: none"> • Employee First and Last Name • Phone Number (if applicable) • EVV Worker ID (assigned by the EVV vendor) • Employee Start Date (start date of employment with provider) • Employee End Date (end date of employment with provider)

Data Validations

- The EVV Vendors will use data from the EVV Aggregator to validate the following:
 - Provider contract/enrollment information
 - Member eligibility
 - Member authorization
- EVV vendors are required to notify contracted providers/FMSAs when mismatches are identified.



Identification Data

Before an attendant can provide an initial service to a member, certain identification data must be in the EVV system for the contracted provider or FMSA:

Some examples of identification data include:

- Contracted Provider/FMSA
 - NPI or API
 - TIN
- Member/CDS employer
 - Medicaid ID
 - Date of Birth
- Attendant
 - Name
 - EVV Worker ID



EVV Visit Data

In addition to the identification data, the following visit data is captured by the EVV system:

- Clock In Time
- Clock Out Time
- Visit Date



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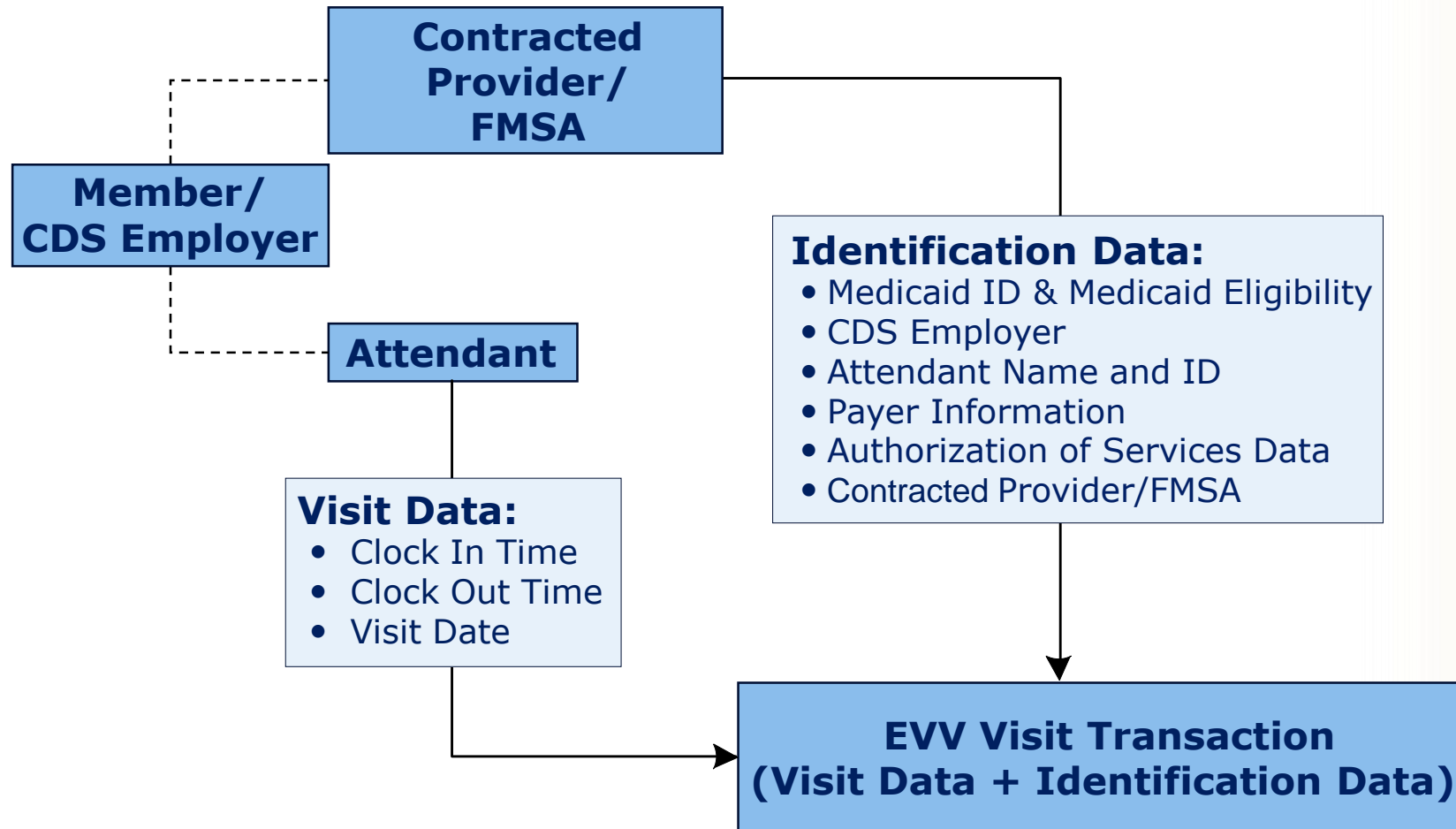
EVV Visit Transaction

- An EVV visit transaction is a complete, verified visit consisting of all the required data elements needed to verify a service delivery visit.
- An EVV visit transaction can also be created manually if an attendant was not able to clock in and/or clock out of the system. This is referred to as a Graphical User Interface (GUI) visit transaction.
- Once the provider agency/CDS employer verifies data elements associated to a visit transaction are correct, and the EVV vendor system performs required validation edits, the transaction is exported to the EVV Aggregator.



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EVV Visit Transaction Flow Chart



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Clock In and Clock Out Methods

When an attendant provides services to a member in the home or community, the attendant will use one of three approved EVV time recording methods to clock in when service delivery begins and clock out when service delivery ends:

1. Mobile Application
2. Member's Home Phone Landline
3. Alternative Device



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Mobile Application

The EVV vendor(s) may have a mobile application for clocking in and clocking out of the EVV system that:

- Uses a free downloadable application on a smart device.
- Only captures the GPS coordinates when the attendant clocks in and clocks out.
- Does not track the attendant or member during the visit.
- Stores no protected health information (PHI) on the application.



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Member's Home Phone Landline

A member can decide to allow an attendant to use their home phone landline to clock in and clock out of the EVV system.

- The home phone landline is located in the member's primary residence.
- The attendant dials a toll-free number issued by the EVV vendor to clock in and clock out.



Alternative Device

An alternative device is an HHSC-approved device that is provided by the EVV vendor at no cost to the provider agency/FMSA or CDS employer.

- The alternative device generates numeric codes that indicate the attendant's clock in and clock out time and date.
- The attendant is required to document the alternative device's numeric code for clocking in and clocking out.
- The attendant or provider agency must call in or manually enter the numeric codes into the EVV system within seven days from the date of the visit. Codes expire after seven days.

FAQ 1 – EVV Visit Transactions



Question: Who verifies an EVV transaction?

Answer: The provider agency/CDS Employer will verify all visit data is correct before confirming a visit. The EVV vendor is required to ensure all data elements associated with the visit are valid before exporting the visit transaction to the EVV Aggregator.

- For example, the EVV vendor will check the NPI and contract number (for FFS) listed on the visit are correct for the member who received services.

FAQ 2 – EVV Clock In Methods



Question: Does the mobile application track the attendant and member every place they go in the community?

Answer: No. The mobile app will only capture the GPS coordinates from where the attendant clocked in and clocked out. The mobile app does not track where the attendant and member go between the clock in and clock out.

FAQ 3 – EVV Clock In Methods



Question: Can a cell phone be used in place of a landline?

Answer: No. Cell phones are not allowed to be used in place of a home phone landline, unless you are a CDS employer*. If a home landline is not available, the provider agency will have to select either an alternative device or mobile method be used for that member.

*CDS employers are allowed to let their attendants use the CDS employer's cell phone for clocking in and clocking out of the EVV system.

What's Next?

March 15, 2019 Web Alert:

- EVV Visit Maintenance
- FAQs

March 22, 2019: Live Webinar Q&A Session

- Topic: EVV Visit Transactions & Visit Maintenance
 - [Register for the webinar.](#)
 - [Email](#) questions ahead of time and include in the subject line "webinar question."





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Thank you

Email EVV questions to:

Electronic_Visit_Verification@hhsc.state.tx.us