



Electronic Visit Verification

EVV Usage Reviews Begin for Consumer Directed Services Employers on September 1

Electronic Visit Verification (EVV) Usage Reviews will begin for Consumer Directed Services (CDS) employers for dates of services on Sept. 1, 2022 and after.

Beginning with dates of service on or after Sept. 1, 2022, payers will review the EVV Usage Score for CDS employers quarterly, to make sure the minimum EVV Usage Score is met. CDS employers will be monitored at the member level. Each member who has selected the CDS option will receive an EVV Usage Score.

The EVV Usage Score for a CDS employer will show if the CDS employee(s) is using an EVV clock in and clock out method at the start and end of service delivery. Methods include the mobile method, home phone landline or use of an alternative device. Visits must be entered manually if one of the approved methods is not used. However, this will lower the EVV Usage Score.

CDS employer EVV Usage Score requirements are based on service delivery dates. The table below provides more information on minimum requirements.

Fiscal Year (FY)	Quarter (Q)	Service Delivery Dates	Minimum EVV Usage Score
FY 23	Q1	9/1/2022 – 11/30/2022	40%
FY 23	Q2	12/1/2022 - 2/28/2023	60%
FY 23	Q3	3/1/2023 - Ongoing	80%

Scores below the minimum EVV Usage Score will be reviewed. Payers may choose to review EVV Usage for all CDS employers or a sample of CDS employers that did not meet the minimum EVV Usage Score.

Payers will begin conducting EVV Usage Reviews after the visit maintenance time frame has expired. Expiration of the visit maintenance time frame is based on the last date of the quarter. Payers will use the EVV CDS Employer Usage Report to determine if CDS employers are meeting the minimum EVV Usage Score.

Resources to Help CDS Employers Prepare for EVV Usage Reviews

The EVV Compliance for FMSAs and CDS Employers webinar recording provides training on EVV compliance requirements and reviews. This includes the EVV Usage compliance standard and EVV Usage Reviews for CDS employers. The recording is in video format with audio and closed captioning and is available at <https://attendee.gotowebinar.com/recording/4715682646785451279>.

The Initial EVV Policy Training for CDS Employers computer-based training course is on the HHS Learning Portal at <https://learningportal.hhs.texas.gov/course/index.php?categoryid=26>. This provides training on EVV compliance requirements and reviews, including the EVV Usage compliance standard and EVV Usage Reviews for CDS employers. The course is in an online text-based format that can also be printed.

The EVV Compliance Job Aid for CDS Employers summarizes EVV compliance requirements and reviews for CDS employers and provides guidance on how to stay in compliance. This includes information and guidance for EVV Usage. The job aid is available at <https://www.hhs.texas.gov/sites/default/files/documents/evv-compliance-job-aid-cds-employers.pdf>.

You can review the EVV CDS Employer Usage Report and monitor your EVV Usage Score in the EVV system if you selected Option 1 on Form 1722.

You can contact your FMSA to review the EVV CDS Employer Usage Report and monitor your EVV Usage Score if you selected Options 2 or 3 on Form 1722.

Review the following from the EVV Policy Handbook (<https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook>):

- EVV Usage Reviews in section 10010 EVV Usage Reviews at <https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/10000-evv-compliance-reviews#10010>.
- EVV Usage requirements in section 11000 Usage at <https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/11000-usage>.

Summary of EVV Compliance Reviews for CDS Employers

- EVV Usage Reviews will begin Sept. 1, 2022.
- EVV Landline Phone Verification Reviews began Jan. 1, 2022.
- EVV Required Free Text Reviews are postponed until further notice. Review HHSC EVV Operations March 11 notice for more information at <https://www.hhs.texas.gov/provider-news/2022/03/11/evv-required-free-text-reviews-postponed-cds-option>.

Email questions to the HHSC EVV General Inquiries inbox at EVV@hhs.texas.gov.