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# HHSC Electronic Visit Verification

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**Module 16**

**Cures Act EVV Expansion: EVV Vendor  
Selection and Onboarding**

**January 17, 2020**

# 21st Century Cures Act

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The 21st Century Cures Act Section 12006 is a federal law requiring all states to use Electronic Visit Verification for all Medicaid personal care services.

States must implement EVV or risk a loss of federal Medicaid matching dollars.



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# Overview

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The information in this module will discuss the following topics:

- Key Terms
- EVV Vendor Selection Policy for Cures Act EVV Expansion
- HHSC Cures Act EVV Expansion
- EVV Vendors
- Selecting an EVV Vendor
- EVV Provider Onboarding Process
- EVV Resources
- Additional EVV Terms



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# Key Terms

Term	Definition
<b>Existing Program Provider and FMSA</b>	A program provider or FMSA that delivers services currently subject to HHSC EVV requirements as required by state law. <a href="#">Services currently requiring EVV begin on page 3.</a>
<b>Cures Act Program Provider and FMSA</b>	A program provider or FMSA that delivers services subject to federal EVV requirements mandated by the 21 <sup>st</sup> Century Cures Act Section 12006 (Cures Act). <a href="#">Services requiring EVV mandated by the Cures Act begin on page 1.</a>



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# EVV Vendor Selection Policy for Cures Act EVV Expansion

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Effective Jan. 1, 2020, Cures Act program providers and FMSAs delivering services subject to the 21st Century Cures Act Section 12006 (Cures Act) must select an EVV vendor from the HHSC state pool and begin the EVV onboarding process or elect to use an EVV proprietary system before April 1, 2020.

Cures Act program providers and FMSAs who do not select an EVV vendor system or elect to use an EVV proprietary system by April 1, 2020 will have an EVV vendor assigned by HHSC.



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# EVV Vendor Selection Policy for Cures Act EVV Expansion (cont.)

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Cures Act program providers and FMSAs must:

- Select to use only one EVV system.
- Complete all required EVV system training before access is granted to the EVV system.
- Ensure additional EVV system users complete the EVV system training prior to gaining access.

CDS employers will use the EVV system selected by their FMSA.



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# HHSC Cures Act EVV Expansion

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- The Cures Act EVV expansion begins Jan. 1, 2020 and will require EVV for Medicaid personal care services claim reimbursements.
- HHSC will announce the effective date of Cures Act EVV claim denials for no matching EVV visit transactions as part of the revised HHSC Cures Act implementation timeline.
- Programs, services, and service delivery options subject to the Cures Act EVV expansion are on the [HHSC EVV website](#) and are listed on pages 1-2 of the [Programs, Services, and Service Delivery Options Required to Use EVV](#) document.



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# EVV Vendors

Texas Medicaid & Healthcare Partnership (TMHP) has selected two Electronic Visit Verification (EVV) vendors on behalf of the Health and Human Services Commission (HHSC):

EVV Vendor	EVV Vendor System Website	Telephone Number	Email Address
<b>DataLogic Software Inc.</b>	<a href="#">Vesta EVV</a>	844-880-2400	<a href="mailto:info@vestaevv.com">info@vestaevv.com</a>
<b>First Data Government Solutions</b>	<a href="#">AuthentiCare EVV</a>	877-829-2002	<a href="mailto:AuthentiCareTXSupport@firstdata.com">AuthentiCareTXSupport@firstdata.com</a>





# Selecting an EVV Vendor (1 of 3)

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Cures Act program providers and FMSAs can now select an EVV vendor and begin the onboarding process.

Before selecting an EVV vendor, Cures Act program providers and FMSAs are encouraged to:

- Research the EVV vendors.
- Ask questions.
- Learn about how their EVV vendor systems work; such as their clock in and clock out methods.



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# Selecting an EVV Vendor (2 of 3)

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Cures Act program providers and FMSAs are also encouraged to:

- Determine which EVV vendor system best fits their business needs.
- Identify the training methods the EVV vendors will use to train on their EVV vendor systems.
- Access [TMHP's EVV Vendors](#) webpage to view additional information.



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# Selecting an EVV Vendor (3 of 3)

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To select an EVV vendor, the program provider's/FMSA's signature authority; and, if applicable, the program provider's/FMSA's EVV System Administrator must:

- Complete the EVV Provider Onboarding Form (located on each EVV vendor's website) and submit the form directly to the EVV vendor.



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# EVV Provider Onboarding Process

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The EVV vendor will review the EVV Provider Onboarding Form and confirm all required fields are complete and accurate.

Once the form is complete and accurate, the EVV vendor will contact the Program Provider/FMSA EVV System Administrator within five business days of receipt of the completed form to initiate the EVV Provider Onboarding Process and schedule an appointment.



# EVV Provider Onboarding Process (cont.)

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The EVV vendor will provide further onboarding and training instructions.

The EVV provider onboarding process is complete when the Program Provider/FMSA EVV System Administrator:

- Completes all required EVV training.
- Obtains log-in credentials from the EVV vendor.
- Sets up at least one provider profile in the EVV vendor system.



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# EVV Resources

## EVV Required Training

EVV Training	Conducted By	EVV Training Registration
EVV System Training*	EVV Vendor	Contact your EVV vendor.
EVV Portal Training	TMHP	Access the <a href="#">TMHP Learning Management System (LMS)</a> .
EVV Policy Training	Payer (HHSC or MCO)	Access the <a href="#">HHS Learning Portal</a> or contact your MCO.

\* Existing program providers and FMSAs must complete EVV system training only if transferring to a different EVV vendor, prior to using the new EVV system.



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# EVV Resources (cont.)

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## HHSC

- [EVV website](#)
- [EVV Vendor Selection Policy for Cures Act EVV Expansion](#)
- [EVV Proprietary Systems webpage](#)
- [Contact Information Guide](#)
- [Programs and Services Required to Use EVV](#)

## TMHP

- [EVV website](#)
- [EVV Vendors webpage](#)
- [EVV@TMHP.com](mailto:EVV@TMHP.com)



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# Additional EVV Terms (1 of 3)

Term	Definition
<b>Program Provider</b>	An entity contracted with the HHSC fee-for-service (FFS) program or a managed care organization (MCO) that delivers services subject to HHSC EVV requirements.
<b>Financial Management Services Agency (FMSA)</b>	An entity contracted with HHSC or an MCO to provide financial management services to a consumer directed services (CDS) employer or designated representative.
<b>Managed Care Organization (MCO)</b>	An entity that contracts with the State of Texas to provide health benefits and additional services and accepts a set capitation payment per member, per month, for such services.





# Additional EVV Terms (2 of 3)

Term	Definition
<b>EVV Vendor</b>	An entity contracted with TMHP that provides an EVV vendor system.
<b>EVV Vendor System</b>	An EVV system provided by an EVV vendor that a program provider and FMSA may select to provide EVV services.
<b>EVV Proprietary System</b>	An HHSC-approved EVV system that a program provider or FMSA may select to provide EVV services instead of an EVV vendor system that: <ul style="list-style-type: none"><li>• Is purchased or developed by a program provider or FMSA.</li><li>• Is used to exchange EVV information with the EVV Aggregator.</li><li>• Complies with the requirements of Texas Government Code §531.024172 and its successors.</li></ul>
<b>EVV System</b>	An EVV vendor system or an EVV proprietary system that electronically documents and verifies the data elements for a visit conducted to provide a service.



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# Additional EVV Terms (3 of 3)

Term	Definition
<b>EVV Provider Onboarding</b>	The process of establishing access to an EVV vendor system for program providers, FMSAs, attendants, and CDS employers. The steps of the process may vary based on the type of user.
<b>Program Provider/FMSA EVV System Administrator</b>	Individual assigned by a program provider or FMSA who will be granted initial access to an EVV vendor system and is responsible for the following: <ul style="list-style-type: none"><li>• Completing all required EVV vendor system trainings</li><li>• Completing the EVV Provider Onboarding process with the EVV vendor</li><li>• Setting up user access profiles in EVV vendor system</li></ul>



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# Thank you

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**For questions about EVV vendor selection, please  
contact the selected EVV vendor or TMHP at  
[EVV@TMHP.com](mailto:EVV@TMHP.com).**