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Services

HHSC Electronic Visit Verification

Module 17

EVV Vendor Transfer Policy and Process

January 17, 2020

Introduction

Module 17 of the EVV Tool Kit applies to program providers and financial management services agencies (FMSAs) currently subject to HHSC EVV requirements as required by state law. [Services currently requiring EVV begin on page 3.](#)

If program providers and FMSAs decide to transfer from their current EVV vendor to a different EVV vendor, they must:

- Follow the HHSC EVV Vendor Transfer Policy.
- Complete the EVV Vendor Transfer Process.



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Overview

The information in this module will discuss the following topics:

- EVV Vendors
- Researching and Selecting an EVV Vendor
- HHSC EVV Vendor Transfer Policy
- Overview of the EVV Vendor Transfer Process
- Resources



EVV Vendors

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

| EVV Vendor | EVV Vendor System Website | Telephone Number | Email Address |
|--|----------------------------------|------------------|--|
| DataLogic Software Inc. | Vesta EVV | 844-880-2400 | info@vestaevv.com |
| First Data Government Solutions | AuthentiCare EVV | 877-829-2002 | AuthentiCareTXSupport@firstdata.com |



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Action for Program Providers and FMSAs

Program providers and FMSAs currently using DataLogic's Vesta EVV system are not required to take any action if they choose to continue using the Vesta EVV system.

Action is only required if program providers and FMSAs currently using DataLogic's Vesta EVV system wish to transfer to First Data's AuthentiCare EVV system.



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EVV Proprietary Systems

Program providers and FMSAs also have the option to purchase or develop an EVV proprietary system instead of selecting a vendor.

More information is available on the [HHSC EVV Proprietary Systems](#) webpage.



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Research and Select a Vendor

When making the decision to transfer to a different EVV vendor, program providers and FMSAs are encouraged to:

- Research each EVV vendor and ask questions to learn more about their EVV vendor system, such as their clock in and clock out methods.
- Determine which EVV vendor system best fits their business needs.
- Identify how each EVV vendor will provide training on their EVV vendor system.



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EVV Vendor Transfer Policy (1 of 3)

Effective Jan. 1, 2020, the [HHSC EVV Vendor Transfer Policy](#) allows program providers and FMSAs to request a transfer from their current EVV vendor to a different EVV vendor. When transferring, program providers and FMSAs:

- Must follow the [HHSC EVV Vendor Selection Policy](#).
- Will not receive a grace period for EVV compliance unless otherwise noted by HHSC.
- May have EVV claims denied if there are no matching accepted EVV visit transactions in the EVV Aggregator to match the associated EVV claims.
- Will be subject to all EVV policy enforcement.



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EVV Vendor Transfer Policy (2 of 3)

A request to transfer must be made 120 calendar days prior to the desired transfer date.

- The 120 days will ensure adequate time for data transfer, new system setup, training, and any other necessary transition activities.
- The transfer may occur sooner than 120 days if the program provider or FMSA and the EVV vendors agree on an earlier date.
- The effective transfer date will be the date the program provider or FMSA are ready to begin using the selected EVV vendor system.



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EVV Vendor Transfer Policy (3 of 3)

- Program providers and FMSAs must continue to use their current EVV vendor system until the transfer is complete.
- After completing the transfer, program providers and FMSAs must collect and return all devices supplied by their previous EVV vendor.



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EVV Vendor Transfer Process (1 of 3)

To begin the transfer process, the program provider's/FMSA's signature authority must complete the EVV Provider Onboarding Form (located on the EVV vendor's website) and submit the form directly to the selected EVV vendor.

- The EVV vendor will contact you with additional onboarding and training instructions.



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EVV Vendor Transfer Process (2 of 3)

During the transfer process, program providers and FMSAs will work with the EVV vendor(s) to:

- Set up the target EVV vendor system, including the data for agency profiles, member profiles, schedules and authorizations, and attendants.
- Transfer and verify data.
- Train on the EVV vendor system; including all staff who will access it.
- Complete any other transition activities as needed.



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EVV Vendor Transfer Process (3 of 3)

Program providers and FMSAs can begin using the EVV vendor system when the transfer process is complete and:

- EVV data has been transferred and verified.
- Any additional EVV vendor system setup has been completed.
- EVV vendor system training has been completed.



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Visit Maintenance

Program providers and FMSAs:

- Must complete visit maintenance in the EVV system that created the visit.
- Have 60 days from the date of the visit to complete visit maintenance.
- After the 60-day visit maintenance timeframe, must follow the [EVV Visit Maintenance Unlock Request Policy](#).



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Resources

TMHP

- [EVV Vendors webpage](#)
- [EVV Vendor Selection Infographic](#)

HHSC

- [EVV Vendor Transfer Policy](#)
- [EVV Proprietary Systems webpage](#)
- [Contact Information Guide](#)



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Thank you

**For questions about EVV vendor transfer, please
contact the selected EVV vendor or TMHP at
EVV@TMHP.com.**