



Electronic Visit Verification

Compliance Job Aid for Program Providers and Financial Management Services Agencies

Purpose This job aid provides guidance for program providers and Financial Management Services Agencies (FMSAs) on the standards of EVV compliance, how to achieve and stay in compliance and the consequences of non-compliance.

Standards of EVV Compliance The areas of measurement evaluated for EVV compliance are EVV Usage Score and landline phone verification.

EVV Usage Score The EVV Usage Scores for program providers and FMSAs are calculated in separate ways. For program providers, the EVV Usage Score considers whether the service provider uses an approved method to clock in and out plus whether visit transactions are rejected by the EVV Aggregator. For FMSAs, the score only considers the rejected visit transactions percentage and does not factor in whether the CDS employee clocks in and out.

Manually entered EVV visit transactions - When the service provider fails to clock in or clock out of the EVV system or an approved clock in or clock out method is not available, the program provider, FMSA or CDS employer must manually enter the EVV visit into the EVV system. A manually entered EVV transaction will only affect the EVV Usage Score one time for CDS employers and program providers; however, as previously stated, it does not impact the EVV Usage Score for FMSAs.

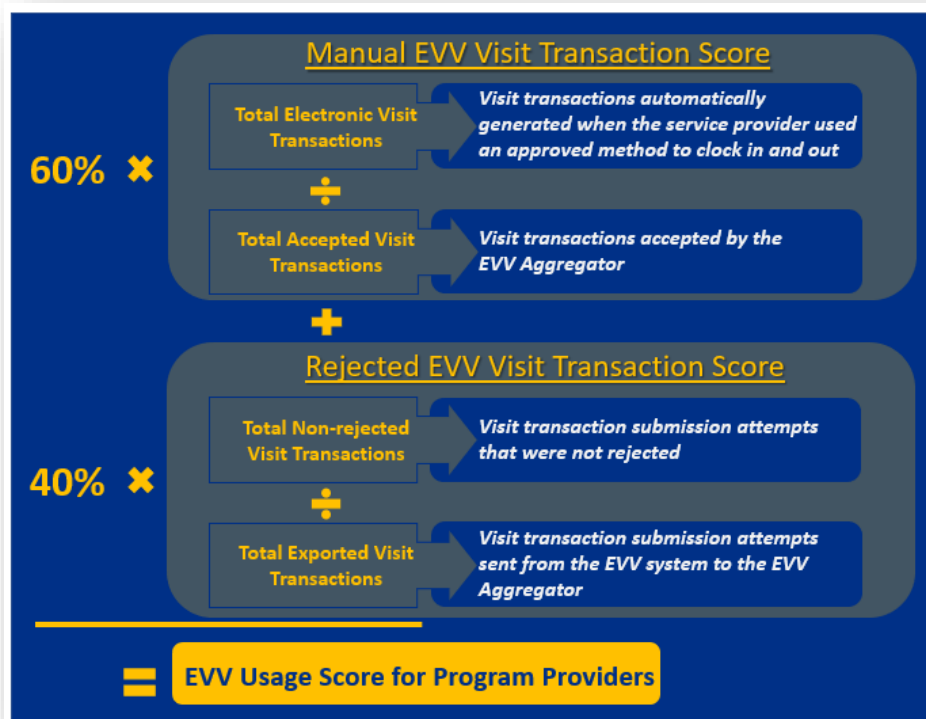
Rejected EVV visit transactions – When an EVV visit transaction is sent to the EVV Aggregator and does not pass all EVV visit transaction validations, the EVV visit transaction is rejected and sent back to the EVV system to notify the program provider or FMSA. The EVV Policy Handbook [11030](#) lists all visit rejection reasons identified as program provider or FMSA errors

that count as a rejected EVV visit transaction. This will affect the EVV Usage Score each time the EVV Aggregator rejects an EVV visit transaction.

Program providers and FMSAs must achieve and maintain a minimum EVV Usage Score of 80% rounded to the nearest whole percentage, each state fiscal year quarter, unless noted by HHSC. The review periods are based on quarters of a fiscal year; each new fiscal year begins on September 1st.

Quarter Number	Review Period and State Fiscal Year Quarters Based on Date of Service	EVV Usage Review Dates
1	September, October, November	After the visit maintenance time frame has expired from the last date of the specified quarter, Nov. 30
2	December, January, February	After the visit maintenance time frame has expired from the last date of the specified quarter, Feb. 28
3	March, April, May	After the visit maintenance time frame has expired from the last day of the specified quarter, May 31
4	June, July, August	After the visit maintenance time frame has expired from the last day of the specified quarter, Aug. 31

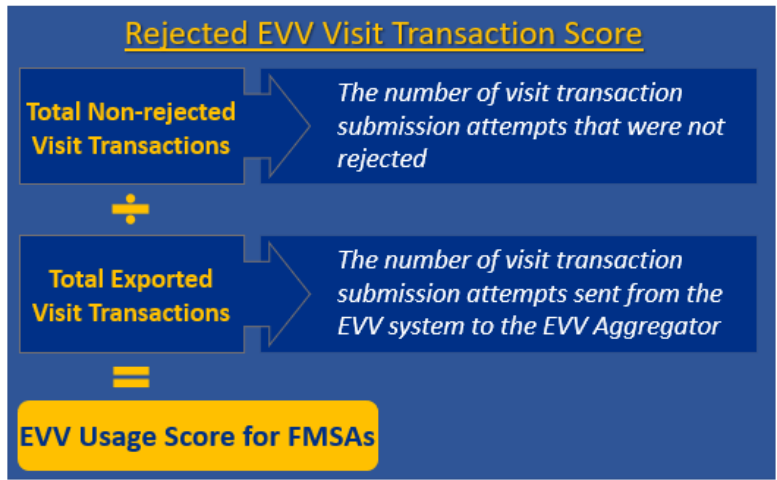
The *EVV Usage Score for program providers* is calculated as shown below



Using this formula, a program provider would have the following EVV Usage Score with the visit transactions in the example below.

Example Program Providers EVV Usage Score Calculation				
Total Electronic Visit Transactions	55		68	Non-rejected Visit Transactions
	<i>divided by</i>		<i>divided by</i>	
Total Accepted Visit Transactions	65		70	Total Exported Visit Transactions
	85%		97%	
	<i>multiplied by 60%</i>		<i>multiplied by 40%</i>	
	51%	+	39%	= 90% EVV Usage Score

The *EVV Usage Score for FMSAs* is based on the calculation below and is the same as the Rejected EVV Visit Transaction Score.



Using this formula, an FMSA would have the following EVV Usage Score with the number of visit transactions in the example below.

Example FMSA EVV Usage Score Calculation	
65	Non-rejected Visit Transactions
<i>divided by</i>	
70	Total Exported Visit Transactions
93%	EVV Usage Score

Reference: EVV Policy Handbook sections [7010](#), [8040](#), [11010](#), [11030](#)

EVV Landline Phone Verification The phone number used for clocking in and clocking out of the EVV system must be a landline phone number if

landline is chosen as a clock in and clock out method. It must not be an unallowable landline phone type. If the service provider clocks in or out with a mobile phone, they must do so using the mobile application.

The landline must be the member's home phone landline number or a landline in another location that the member frequently receives services, such as a family member's home or a neighbor's home.

NOTE: Free Text was previously the third component of EVV compliance. Effective Aug 1, 2023, [HHSC discontinued free text reviews](#) (previously performed to determine if required free text was entered when using a reason code). Although these reviews are no longer a component of EVV compliance, EVV users must still enter free text as defined in the [EVV Reason Code Table](#).

Reference: *EVV Policy Handbook* section [9010](#)

Achieving and Staying in Compliance

EVV Usage Scores for Program Providers The EVV Usage Report for program providers is shown below and displays the EVV Usage Score for monthly or quarterly parameters and is in the EVV Portal. For assistance retrieving this report, refer to the TMHP Usage Report Job Aid once properly logged into the [TMHP LMS](#). This [page for program providers and FMSAs](#) will provide detailed guidance on finding the desired data.

EVVUSG2019v2.0

EVV Usage Report

Filters :: [Fiscal Year: 2021] :: [Quarterly Range: Mar - May] :: [NPI/API: 1234567890] :: [Service Delivery Option: Agency] :: [EVV Implementation Group: State-Required Personal Care Services]

Payer: PayerName

EVV Usage Summary

EVV System Name	Total Providers Identified	Provider count that met the EVV Usage Score	Provider count that did not meet the EVV Usage Score
Vendor1	1	0	1

EVV Usage Details

Provider Name	PROVIDER1	NPI/API	1234567890	Total Accepted Visit Transactions	Total Manual Visit Transactions	Total Electronic Visit Transactions	Electronic Visit Transactions Percentage	Manual EVV Visit Transaction Score
TIN	098765432	Provider Number		0	0	0	0%	0%
EVV System Name	Vendor1			Total Exported Visit Transactions	Rejected Visit Transactions	Non-Rejected Visit Transactions	Non-Rejected Visit Transactions Percentage	Rejected EVV Visit Transaction Score
EVV Usage Score: 0%				1	1	0	0%	0%

Program providers should take the following actions to stay in compliance:

- Make sure service providers know the importance of using the EVV system to clock in and clock out and retrain staff on clocking in and clocking out, if needed.
- Ensure member data and service provider information is correct to prevent rejected visit transactions.
- Review EVV Usage Report on a regular basis (monthly at a minimum) to verify EVV compliance is met.

Reference: *EVV policy Handbook* sections [10010](#), [11010](#)

EVV Usage Scores for FMSAs The EVV Usage Report for FMSAs displays the EVV Usage Score for monthly or quarterly parameters and is in the EVV Portal. For assistance retrieving the EVV Usage Report, refer to the TMHP Usage Report Job Aid once properly logged into the [TMHP LMS](#). This [page for program providers and FMSAs](#) will provide detailed guidance on finding the desired data.

EVVUSG2019v2.0

EVV Usage Report

Filters :: [Fiscal Year: 2021] :: [Quarterly Range: Mar - May] :: [NPI/API: 1234567890] :: [Service Delivery Option: CDS] :: [EVV Implementation Group: Cures Act Personal Care Services (2021)] :: [FMSA: Yes]

Payer: PayerName

EVV Usage Summary

EVV System Name	Total FMSA Identified	FMSA count that met the EVV Usage Score	FMSA count that did not meet the EVV Usage Score
Vendor1	1	0	1

EVV Usage Details

FMSA Name	FMSA XYZ	NPI/API	1234567890
TIN	098765432	Provider Number	
EVV System Name	Vendor1		
EVV Usage Score: 43%			

Total Exported Visit Transactions	Rejected Visit Transactions	Non-Rejected Visit Transactions	EVV Usage Score
58	33	25	43%

FMSAs should take the following actions to stay in compliance:

- Ensure member data and service provider information is correct to prevent rejected visit transactions.
- Review EVV Usage Report on a regular basis (monthly at a minimum) to verify EVV compliance is met.

NOTE: Option 3 CDS employers do not have access to the EVV system, so they will require assistance from FMSAs for the EVV Usage Report for CDS employers. While CDS employers EVV Usage Scores do not affect the FMSA EVV Usage Scores, this is an important point to consider as EVV policy requires them to monitor their EVV Usage Scores at least monthly.

Reference: *EVV policy Handbook* sections [10010](#), [11010](#)

EVV Landline Phone Verification Program providers and FMSAs should take the following actions to sustain EVV compliance:

- Review the EVV Landline Phone Verification Report in the EVV system regularly (at least monthly). These reports may look slightly different depending on the EVV system but will have this same data.

Service Delivery Date Range: 9/1/2023 – 11/30/2023									
Payer: All									
Provider : 999999999 Provider Name, Inc.									
CDS Employer : All									
Member: All									
TIN : All									
Unallowable Devices Only: No									
Multiple Phone Numbers: No									
Member Id	Member First Name	Member Last Name	Phone Number	Listed Phone Type	Listed Carrier	Month	NPI/API	Provider Name	Payer
000000000	AVA	SMITH	(444) 444-4444	Landline	Windstream Communications	Sep-23	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Sep-23	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Oct-23	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Nov-23	999999999	PROVIDER NAME, INC.	HHSC
000000000	AVA	SMITH	(999) 999-9999	Mobile	Verizon Wireless	Nov-23	999999999	PROVIDER NAME, INC.	HHSC

Invalid phone types are identified

- Keep landline phone numbers updated in the EVV system; all other phone numbers should be labeled accordingly.
- Program providers must make sure service providers know if the home phone landline is the method chosen for clock in and clock out, then it must be used.

Reference: *EVV Policy Handbook* sections [7030](#), [10020](#)

Consequences of Non-Compliance

EVV Usage When a program provider or FMSA fails to meet and maintain the minimum EVV Usage Score of 80% in a state fiscal year quarter, the payer may send a non-compliance notice to enforce one or more of the following progressive enforcement actions based on the number of occurrences within a 24-month period:

First Occurrence Within a 24-Month Period:	Two Or More Occurrences Within a 24-Month Period:	Three Or More Occurrences Within a 24-Month Period:
Require additional EVV training within 20 business days after receipt of noncompliance	Require completion of a corrective action plan (CAP) within 10 business days of the notice of non-compliance	Initiate contract termination

Reference: EVV Policy Handbook sections [10010](#), [16000](#), Texas Administrative Code [40, Part1](#)

EVV Landline Phone Verification Payers may temporarily withhold Medicaid claims payments from the program provider or FMSA until compliance is met. If the phone number is from an unallowable phone type, program providers and FMSAs must provide documentation showing the service provider is no longer using an unallowable landline phone type.

Reference: EVV Policy Handbook section [10020](#)

Contact Information for Questions

Email questions concerning EVV compliance reviews to:
EVV@hhs.texas.gov.

Refer to the [Program Provider and FMSA EVV Contact Information Guide](#) for help with the following:

- Claims
- Complaints
- Policy and Requirements
- Systems
- Training