

Update to 'Statewide Implementation of Electronic Visit Verification (EVV) Initiative: Update to EVV Vendor Selections'

Information posted March 17, 2015

EVV Vendor Update – Sandata Technologies, LLC

The Health and Human Services Commission (HHSC) announces that Sandata Technologies, LLC, has withdrawn participation from the HHSC Electronic Visit Verification (EVV) initiative, effective February 27, 2015.

Note: Care Monitoring 2000 has notified HHSC that effective 5 p.m. on March 12, 2015, they have reached capacity for the June 1 implementation and have temporarily closed provider enrollment for their EVV solution. This reduces the pool of HHSC-approved EVV vendors from which providers, who had previously selected Sandata, may choose. The following vendors are committed to accepting any providers who exercise their option to choose: DataLogic (Vesta) and MEDsys. (Care Monitoring 2000 remains an HHSC-approved EVV system and an active participating vendor in the HHSC EVV initiative.)

Sandata will continue to support EVV services through May 31, 2015, for all providers currently required to use an EVV system. This includes providers required to use Sandata's EVV system (Santrax) under the Department of Aging and Disability Services (DADS) EVV initiative as well as former DADS provider agencies that transitioned to managed care on September 1, 2014.

Special Instructions to DADS Providers

Provider agencies required to participate in the DADS EVV initiative must continue to use the Santrax system to document service delivery based on the HHSC EVV Implementation Dates notification posted on March 6, 2015.

Providers' Prior Selection of Sandata - HHSC EVV Initiative

Providers that selected Sandata for the provision of EVV services under the HHSC EVV initiative must select one of the remaining three HHSC-approved EVV vendors. Provider agencies must follow the process for EVV vendor selection by submitting a new, completed Medicaid Electronic Visit Verification Provider System Selection Form no later than Friday, March 20, 2015.

The completed Medicaid Electronic Visit Verification Provider System Selection Form must be submitted by email or fax to:

- The selected EVV vendor; and
- Each entity with which you are contracted/enrolled as a provider of services.

The form may be downloaded or printed from any Medicaid STAR+PLUS or STAR Health managed care organization website, the Texas Medicaid & Healthcare Partnership (TMHP) website, the DADS EVV website, or from any HHSC-approved EVV vendor website.

HHSC Action for Provider Agencies that Failed to Make an EVV Vendor Selection

All agencies providing services subject to EVV that did not select an EVV vendor by the required deadline of February 10, 2015, will be assigned by default to an HHSC-approved EVV vendor for the provision of EVV services. HHSC will make this assignment for any provider who failed to notify their managed care organization or TMHP/Accenture by the required deadline. Provider agencies that previously selected Santrax as their system of choice and that do not exercise their option to select a new EVV system from the list of HHSC-approved vendors by the March 20 deadline also will be assigned a default EVV system by HHSC.

Provider agencies assigned an EVV vendor by HHSC by default will receive notification from HHSC no less than 30 days prior to their required implementation date. The notification will include contact information for the EVV vendor to which the provider agency has been assigned. HHSC will also supply each of the EVV vendors a list of provider agency assignments.

Note: *Provider agencies delivering private duty nursing (PDN) services or Community First Choice (CFC) services are required to select an EVV vendor by close of business on April 10, 2015.*

Note: *Care Monitoring 2000 has notified the Health and Human Services Commission (HHSC) that effective at 5 p.m. on March 12, 2015, they have reached capacity for June 1 implementation and have temporarily closed provider enrollment for their EVV solution. This reduces the pool of HHSC-approved EVV vendors from which providers, who had previously selected Sandata, may choose. The following vendors are committed to accepting any providers who exercise their option to choose: DataLogic (Vesta), MEDsys. (Care Monitoring 2000 remains an HHSC-approved EVV system and an active participating vendor in the HHSC EVV initiative.)*

EVV Vendor Selection Changes

Providers that voluntarily selected an EVV vendor by the requested deadline or that will be default-assigned by HHSC, cannot request an EVV vendor transfer until after the EVV implementation grace period ends on August 31, 2015. Beginning September 1, 2015, providers may submit advance notice of a request to transfer to another EVV vendor 120 calendar days prior to the effective change date. HHSC will publish more information regarding the transfer process prior to the eligible submission date.

Covered Services

The EVV initiative affects Medicaid STAR+PLUS, STAR Health, acute care fee-for-service, and Department of Aging and Disability Services (DADS) service providers who provide the covered services listed below in the home and in the community. Anyone providing covered services to an individual or health plan member must use the selected EVV system to record visit arrival and departure times. The provider agency will use the time recorded in the EVV system to determine billable units/hours before requesting payment.

The following services are subject to EVV requirements:

Services	Description
Managed Care	Personal assistance services (PAS), personal care services (PCS), private duty nursing (PDN) services, and Community First Choice (CFC) services provided in the home and in the community in the managed care STAR+PLUS and STAR Health programs
HHSC acute care fee-for-service	PCS and PDN services provided in the home and in the community
DADS fee-for-service	Attendant-like services provided in the home and in the community for the following programs: <ul style="list-style-type: none"> • Community Attendant Services (CAS) • Community Living Assistance and Support Services (CLASS) <ul style="list-style-type: none"> ○ Habilitation services to transition to CFC on June 1, 2015 ○ In-home respite • Community First Choice (CFC) effective June 1, 2015 <ul style="list-style-type: none"> ○ Habilitation Services • Family Care (FC) • Medically Dependent Children Program (MDCP) <ul style="list-style-type: none"> ○ In-home respite and flexible family support • Primary Home Care (PHC)
Consumer Directed Services	EVV is optional for individuals who have selected the Consumer Directed Services (CDS) option.

List of HHSC Approved EVV Vendors

Care Monitoring 2000, LLC (CM2000)		
Note: Care Monitoring 2000, LLC (CM2000) is temporarily closed to new provider enrollment.		
Website: http://www.cm2000.com/texas.aspx		
Contact:	Email:	Phone:
Alan Morris Sales Account Manager	alan.morris@cm2000.com	Cell: (214) 771-6316 Office: (855) 209-2345
Greg Lotz Sales Account Manager	greg.lotz@cm2000.com	Cell: (727) 433-3636 Office: (855) 209-2345

DataLogic (Vesta) Software, Inc.		
Website: www.vestaevv.com		
Contact:	Email:	Phone:
Gloria Garza, Ph.D. Business Development Director	Gloria@vesta.net	(956) 412-1424
Angela Byrd, Vesta EVV Specialist	angela@vesta.net	(956) 412-1424
MEDsys Software Solutions, LLC		
Website: www.medsyshcs.com		
Contact:	Email:	Phone:
Texas Dedicated Support and Sales Number		(877) 698-9392 Option 2 for sales
Jeff Calcaterra	jcalcaterra@medsyshcs.com	(419) 491-3335 Ext. 722
Hank Hernly	hhernly@medsyshcs.com	(419) 491-3335 Ext. 702

Training Information

HHSC will host webinars for provider training. EVV vendors will conduct face-to-face training for providers, and vendor training materials can be found online at EVV vendor websites.

Provider agencies should monitor MCO, TMHP, HHSC, and DADS websites for additional information regarding EVV implementation and training opportunities.

General Information

Provider agencies are encouraged to sign-up for email updates at:

<https://public.govdelivery.com/accounts/TXHHSC/subscriber/new>

Questions about EVV implementation or the Medicaid Electronic Visit Verification Provider System Selection Form may be directed to:

Program	Email
Managed Care	Managed_Care_Initiatives@hhsc.state.tx.us
DADS fee-for-service programs	CPC@dads.state.tx.us
TMHP (acute care fee-for-service programs)	1-800-925-9126, Option 5