

HHSC Electronic Visit Verification - Temporary Suspension of Visit Maintenance Requirement and Announcement of the Texas EVV Experience Survey

Information posted August 3, 2015

Note: The Health and Human Services Commission (HHSC) has requested that TMHP publish the following information:

The Health and Human Services Commission (HHSC) recognizes its partners and provider agencies have experienced a number of challenges implementing electronic visit verification (EVV). In light of these challenges, many provider agencies are successfully using their EVV system's functionality as it was intended, with minimal disruption. Those provider agencies should continue to use their EVV system to ensure the provider agency is able to achieve compliance with the HHSC EVV Initiative Provider Compliance Plan.

HHSC is providing immediate relief for provider agencies that have experienced system downtime, delayed distribution of small alternative devices, and other issues with their EVV system or vendor. These issues may have delayed or impeded the provider's ability to use the EVV system to its full extent during the compliance plan grace period. For these providers, HHSC is temporarily suspending the requirement to complete visit maintenance. This suspension is applicable to visits occurring on or after the date the provider agency implemented EVV, and extends through the end of the compliance plan grace period. During this suspension, paper timesheets are sufficient to support any visit which cannot, or has not, been auto-verified in an EVV system since the date the provider agency implemented EVV under the HHSC EVV initiative. To understand how this temporary suspension may affect you, please read this notice in its entirety.

HHSC is grateful to everyone for their patience and understanding as the agency and Medicaid payors around the state continue working toward resolution of problems associated with HHSC-approved EVV systems. HHSC also thanks you for your continued efforts to ensure Medicaid members statewide continue to receive the services they need.

In an effort to capture information about provider experience with EVV, HHSC asks that you please take a few minutes to complete the anonymous, **Texas EVV Experience Survey**, available online at www.surveymonkey.com/r/G8CJHTZ. Please limit your responses to the experiences with your EVV system over the last 30 days. **The survey will close at 7:00 p.m. on August 14, 2015.**

In the coming weeks, HHSC will be conducting an operation compliance review of each EVV vendor's system. The feedback we receive through this survey will be valuable to the reviews. HHSC appreciates your willingness to participate in this survey.

Suspension of the Visit Maintenance Requirement

Effective August 3, 2015, a provider agency that implemented EVV under the HHSC EVV initiative on or after April 16, 2015, and that has experienced challenges that have prevented the use of the EVV system to its full extent, is not required to (but may) complete visit maintenance in their EVV solution. This temporary suspension of the

requirement to perform visit maintenance extends through the compliance plan grace period.

If I choose to continue to complete visit maintenance on visits occurring since my implementation date, what reason code do I use to identify system problems?

HHSC is authorizing provider agencies to use Reason Code (RC) 310 to document problems related to their EVV system during the compliance plan grace period only. RC 310 may only be used to document system problems when no other code appears reasonable and the EVV system problem hinders the provider from performing any actions in the EVV system. RC 310 was originally intended to document mobile application problems but because the use of mobile applications has not been authorized, HHSC intends to use this code during the compliance plan grace period. Provider staff is required to enter free text (a brief narrative) to document the system issue (e.g., what action you are not able to perform as a result of the system problem and any other information that will assist in identifying and resolving the issue). Provider staff should report system issues requiring the use of RC 310 to their EVV vendor and the payor of the EVV-eligible service.

How does this affect the documentation of service delivery for EVV eligible Medicaid services?

All provider agencies are required to continue using their EVV solution to record eligible attendant visits. However, a provider agency that has experienced challenges with EVV implementation is not required to complete visit maintenance in the EVV solution for visits that occurred since the provider agency's implementation date through the compliance plan grace period. If the visit is not auto-verified or visit maintenance is not completed in the EVV system, the provider agency must maintain sufficient documentation including timesheets to support the occurrence of eligible attendant visits.

When does the visit maintenance suspension begin and end?

The suspension of the 21-day visit maintenance requirement applies to all EVV-eligible Medicaid services delivered by a provider agency beginning the day the provider agency implemented EVV under the HHSC EVV initiative (April 16, May 1, May 16, or June 1, 2015, or later) and extends through the compliance plan grace period. HHSC will not require any provider agency choosing to use paper timesheets in lieu of performing visit maintenance to complete visit maintenance for any EVV eligible service visit occurring prior to the end of the compliance plan grace period.

What is the difference between this suspension of visit maintenance and the previous suspension issued by HHSC?

This Provider Medicaid Notification supersedes the HHSC notification released May 1, 2015, titled *Temporary Extension to 21-Day Visit Maintenance Time Period in Relation to Claim Submission*, which required visit maintenance to be performed by September 21, 2015, for all EVV eligible services provided beginning the date of provider agency's EVV implementation through August 31, 2015.

Refer to communication at: www.dads.state.tx.us/evv/Changeto21day.pdf.

How will this temporary suspension effect claims submission?

Visits occurring prior to September 1, 2015, do not require visit maintenance for claims submission. This temporary suspension does not affect other aspects of claims submission. All provider agencies must submit claims in accordance with their contracted entity claims submission policy.

Any claim affected by this visit maintenance suspension, may be subject to recoupment if the provider agency fails to document the delivery of the service accurately through the use of paper timesheets or other documentation to support claims.

How does this affect the provider compliance plan and start date?

The HHSC EVV Initiative Provider Compliance Plan has not changed and the provider agency compliance start date of September 1, 2015, remains the same. The HHSC EVV Initiative Provider Compliance Plan is available online at:
www.dads.state.tx.us/evv/complianceplan/HHSC_EVV_Provider_Compliance_Plan.pdf.

Provider Survey on the Texas EVV Experience

HHSC has posted the Texas EVV Experience Survey online. The survey is open to all provider agencies that are required to implement an EVV system under the HHSC EVV initiative. The survey will close at 7:00 p.m. on August 14, 2015.

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 may be directed to:

Contacts	Email
<ul style="list-style-type: none"> • HHSC EVV general questions and complaints regarding an EVV vendor: • Complaints regarding an MCO: 	<ul style="list-style-type: none"> • Electronic_Visit_Verification@hhsc.state.tx.us • HPM_Complaints@hhsc.state.tx.us
<ul style="list-style-type: none"> • DADS (contracted fee-for-service providers) • EVV website: 	<ul style="list-style-type: none"> • DADS.EVV@dads.state.tx.us • www.dads.state.tx.us/evv
<ul style="list-style-type: none"> • TMHP (questions regarding HHSC EVV vendor selection and CCP Policy & Compliance) 	<ul style="list-style-type: none"> • 1-800-925-9126, Option 5
<ul style="list-style-type: none"> • MCO (contracted STAR+PLUS, STAR Health, Dual Demonstration/MMP providers) 	<p>Amerigroup</p> <ul style="list-style-type: none"> • 1-855-817-5790 <p>Cigna HealthSpring</p> <ul style="list-style-type: none"> • 1-877-653-0331 • Email: ProviderRelationsCentral@healthspring.com <p>Molina</p> <ul style="list-style-type: none"> • 1-866-449-6849

Contacts	Email
	<p>Superior</p> <ul style="list-style-type: none"> • 1-877-391-5921 <p>UnitedHealthcare</p> <ul style="list-style-type: none"> • 1-888-887-9003 • Email: uhc_cp_prov_relations@uhc.com
<ul style="list-style-type: none"> • HHSC EVV Vendors 	<p>CARE Monitoring 2000, LLC (CM2000)</p> <ul style="list-style-type: none"> • 1-855-899-1667 • Email: support@cm2000.com <p>Data Logic (Vesta) Software, Inc.</p> <ul style="list-style-type: none"> • Tech Support : Email: support@vesta.net • Training Email: info@vestaevv.com <p>MEDsys Software Solutions, LLC</p> <ul style="list-style-type: none"> • 1-877-698-9392; Option 1

For more information, call the TMHP Contact Center at 1-800-925-9126.