

## HHSC EVV Notification

### Frequently Asked Questions - Former CM2000 Users Provider Agencies that Have to Transfer from CM2000 to Another EVV Vendor

**1. Are provider agencies still required to use EVV?**

Yes

**2. How does a provider record attendant visits?**

Effectively October 1, 2015, with the notification of CM2000 system shutdown, HHSC has instructed all payors to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**3. What does a provider do with CM2000 small alternative devices?**

HHSC has provided several options:

- Devices can remain in the individual's/member's home until the new device is received and switched out.
- Provider agencies may switch out the SADs with the new SADs they receive from the new EVV vendor.

Once the SADs have been collected, providers are to keep them in a safe place until further direction is provided by HHSC.

**4. How do I learn about the other HHSC approved EVV vendors?**

HHSC approved EVV vendor demonstrations were conducted October 7- through October 20, 2015. Thereafter providers may contact the remaining HHSC approved EVV vendors for vendor demonstrations:

DataLogic (Vesta)

(888) 880-2400

Email: [info@vestaevv.com](mailto:info@vestaevv.com)

MEDsys

(877) 698-9392/Option 2

Email: [info@medsyshcs.com](mailto:info@medsyshcs.com)

Please contact your vendor for access to online demonstrations or training.

**5. Is there a deadline for selecting a new HHSC-approved EVV vendor?**

Yes, provider agencies must select a new vendor no later than October 30, 2015.

**6. What is the process to select a HHSC approved EVV vendor?**

You must complete the *Medicaid Electronic Visit Verification Provider System Selection Form* and submit it by fax or email to Texas Medicaid & Healthcare Partnership (TMHP)/Accenture. The fax and email information is available on the form.

The *Medicaid Electronic Visit Verification Provider System Selection Form* is at <http://www.dads.state.tx.us/evv/news.cfm> .

**7. What third party vendors does each vendor use?**

Please contact your respective vendor DataLogic or MEDsys for a list of third party vendors.

**8. What if I do not select a new vendor by October 30, 2015?**

First your payor will contact you to make a decision. If action is not taken, the Health and Human Services Commission will assign that provider by default to a vendor. If you are assigned by default, you must use the assigned vendor. If you do not use the assigned vendor, your visits are subject to recoupment or denial.

**9. Will I have access to any of my CM2000 EVV data?**

Not at this time.

**10. When do I start using my EVV system?**

Providers should begin using their new EVV system once the system has been set-up, and all provider agency staff are full trained and operationally ready. Operationally ready means EVV systems are functional and can document service provision, including:

- Provider agency has entered individual/member and attendant/nurse information in the EVV system;
- Provider agency has the ability to enter or upload individual/member schedules in the EVV system;
- Visits can be documented through auto-verification or visit maintenance; and
- EVV vendor agrees that provider agency is functionally ready to implement EVV by submitting provider agency name, with confirmed implementation date, to each appropriate payor (Managed Care Organization (MCO), Texas Medicaid & Healthcare Partnership (TMHP/Accenture), and Department of Aging and Disability Services (DADS)).

**11. When do visits need to be entered into the EVV system?**

All visits must be entered into the EVV system prior to billing, with or without a small alternative device (SAD). If the provider agency chooses to implement without SADs, the provider agency is required to document service delivery through visit maintenance within 60 calendar days of when the visit was provided. (The requirement to perform visit maintenance within 60 calendar days of service provision is the standard process under the HHSC EVV initiative, effective for dates of services on and after September 1, 2015.)

**12. Can I use my new EVV system if I have not received Small Alternative Device(s) (SADs)?**

Yes, you may use the EVV system without having received your SADs. You will be required to complete visit maintenance on all visits until the SADs are received.

**13. How long will it take to receive my SADS once ordered?**

If SAD request forms are complete and accurate the EVV vendor will fulfill order within 10 calendar days.

**14. Do I need to have a new Small Alternative Device Form completed/signed by the individual/member for my current members?**

No, a completed/signed SAD form submitted to CM2000 for a current individual/member does not require a new form if no changes have occurred. A copy of Page 2 of the form is required if subsets of the devices are to be mailed to different provider locations. A copy of the form (front/back) must be sent to the selected new vendor.

A new SAD form is required when:

- The SAD form is incomplete;
- The location where the device is located has changed (the address of the individual/member);
- You completed the SAD form and put the SAD serial number in the *Order Number* field (as directed by CM2000) and you have already submitted the SAD form to your new EVV vendor; and a second device needs to be ordered and the order number field has to be populated accordingly.
- The individual/member program services changed since submission to CM2000.

**15. When is the deadline to begin using the new vendor EVV?**

Provider agencies that transition from CM2000 to DataLogic or MEDsys, must begin using EVV with their new vendor as soon as possible. The tentative compliance implementation date is on April 1, 2016.

**16. Is there a grace period from compliance since I had to change to a new vendor?**

Yes, March 31, 2016 and only for those provider agencies who currently use CM2000 as their EVV vendor. HHSC has communicated that the target date for full compliance for CM2000 impacted providers is April 1, 2016. A 30 day notification will be provided prior to the start of EVV compliance.

**17. Will visits be recouped or denied by payors if I do not have service delivery documentation from CM2000?**

As directed by HHSC, effective October 1, 2015 all payors are to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**18. Do we need to use a backup method as I transfer to my new selected vendor?**

Yes, such as paper timesheet or other forms of documentation that meets program requirements.

**19. How fast can we switch to the new vendor?**

Providers should begin using their new EVV system once the system has been set-up completely, and all staff has been trained. You can begin using the system without your SAD devices; however that would require visit maintenance on all visits until the SADs are received.

**20. How do I access visits in the CM2000 system that I need to bill or other EVV historical information?**

At this time, you will not have access to the CM2000 systems.

**21. Since we are unable to access CM2000 system any longer, please advise what action should be completed for HHSC visit maintenance prior to 9/30/2015. We cannot update visit maintenance for the required period September 1- 30, 2015. It is our understanding the use of time-sheet has been reinforced starting on October 1, 2015. We want to make sure what is expected before we submit our claims.**

All payors are to accept paper timesheets to include adjustments as necessary, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**22. Will I be able to bill for visits that I had not completed visit maintenance on prior to losing access to the CM2000 system?**

Yes

**23. Will claims be denied since I cannot complete visit maintenance in the CM2000 system for date of services September 1 - 30, 2015?**

As directed by HHSC effective October 1, 2015, all payors are to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**24. Will claims be denied since I cannot complete visit maintenance in the CM2000 system for date of services from October 1, 2015 until I start with my new EVV vendor?**

As directed by HHSC effective October 1, 2015, all payors are to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**25. What happens to any legacy data I've entered into the CM2000 system?**

Currently, the data is not available. As information becomes available, it will be posted on the DADS, MCOs' and TMHP websites.

**26. What happens if we billed for xx number of hours and the attendant submitted a paper timesheet that is for more hours than billed (i.e., billed hours 24, paper timesheet says 30).**

As directed by HHSC effective October 1, 2015, all payors are to accept paper timesheets, or other forms of documentation a provider may possess that can validate services were delivered by an attendant in accordance with program policy.

**27. Who do I contact for more questions?**

Questions and concerns can be directed to accordingly to the below contacts:

| <b>Inquiry</b>   | <b>Contact information</b>  |
|--|---|
| HHSC general questions and complaints regarding an EVV vendor                  | <a href="mailto:Electronic_Visit_Verification@hhsc.state.tx.us">Electronic_Visit_Verification@hhsc.state.tx.us</a>  |
| Complaints regarding an MCO  | <a href="mailto:HPM_Complaints@hhsc.state.tx.us">HPM_Complaints@hhsc.state.tx.us</a>  |
| DADS contracted fee-for-service providers                                      | <a href="mailto:DADS.EVV@dads.state.tx.us">DADS.EVV@dads.state.tx.us</a>  |
| DADS EVV website   | <a href="http://www.dads.state.tx.us/evv">http://www.dads.state.tx.us/evv</a>   |
| TMHP Questions regarding HHSC EVV Vendor Selection and CCP Policy & Compliance | 1-800-925-9126, Option 5  |
| Data Logic (Vesta) Software, Inc.  | Tech Support: <a href="mailto:support@vesta.net">support@vesta.net</a><br><br>Sales: (888) 880-2400<br><br>Sales & Training: <a href="mailto:info@vestaevv.com">info@vestaevv.com</a> |
| MEDsys Software Solutions, LLC   | Support: (877) 698-9392; Option 1<br><br>Sales: (877) 698-9392; Option 2<br><br>Sales Email: <a href="mailto:info@medsyshcs.com">info@medsyshcs.com</a>                               |

| <b>Inquiry</b>     | <b>Contact information</b>   |
|--------------------|--|
| Amerigroup         | <p>Bexar/Travis<br/>Jennifer Pena, 1-800-589-5274 ext. 54925<br/><a href="mailto:Jennifer.pena@anthem.com">Jennifer.pena@anthem.com</a></p> <p>El Paso<br/>Deborah Kurtzrock, 1-877-405-9871 ext. 59503<br/><a href="mailto:Deborah.kurtzrock@amerigroup.com">Deborah.kurtzrock@amerigroup.com</a></p> <p>Harris/Jefferson<br/>Eric Preston, 1-800-325-0011 ext. 55446<br/><a href="mailto:Eric.preston@amerigroup.com">Eric.preston@amerigroup.com</a></p> <p>Lubbock/Amarillo<br/>Nancy Beltcher, 1-800-589-5274 ext. 52317<br/><a href="mailto:Nancy.belcher@amerigroup.com">Nancy.belcher@amerigroup.com</a></p> <p>Tarrant<br/>Esha Hudson-Buggs, 1-800-589-5274 ext. 5779<br/><a href="mailto:Esha.hudsonbuggs@amerigroup.com">Esha.hudsonbuggs@amerigroup.com</a></p> <p>Western RSA<br/>Nancy Beltcher, 1-800-589-5274 ext. 52317<br/><a href="mailto:Nancy.belcher@amerigroup.com">Nancy.belcher@amerigroup.com</a></p> |
| Cigna HealthSpring | <p>1-877-653-0331<br/>Email: <a href="mailto:ProviderRelationsCentral@healthspring.com">ProviderRelationsCentral@healthspring.com</a></p>  |
| Molina             | 1-855-322-4080   |
| Superior           | <p>1-877-391-5921<br/>Email: <a href="mailto:SHP_EVV@centene.com">SHP_EVV@centene.com</a></p>  |
| United             | <p>1-888-887-9003<br/>Email: <a href="mailto:uhc_cp_prov_relations@uhc.com">uhc_cp_prov_relations@uhc.com</a></p>  |

### General Information

Provider agencies are encouraged to sign-up for email updates. DADS contracted providers are required to sign-up for email updates at:

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