EVV Rights and Responsibilities Notification

Information posted December 7, 2018

Effective November 1, 2018, HHSC and MCOs staff are required to notify Medicaid service recipients, who receive Electronic Visit Verification (EVV)-related services, of their EVV rights and responsibilities. Notification takes place during their initial and annual meetings.

Members must review and sign the required form during their visit. A copy of the required form and signature must be kept in in the Medicaid recipient’s file.

- New members with no previous EVV-related services review and sign the required form during their initial visit.
- Current members review and sign the required form during their annual visit.

Each payer will notify Medicaid recipients of their EVV rights and responsibilities for the following programs and services:

- **Primary home care, family care, and community attendant services (personal assistance services):**
  - HHSC case workers must use Form 2307 Rights and Responsibilities to receive required documentation and signatures.

- **Community living assistance and support services required to use EVV (in-home respite, and Community First Choice - PAS and habilitation):**
  - HHSC CLASS case managers must use Form 3621 Individual Plan of Care to receive required documentation and signatures.

- **STAR Health (personal care services, CFC PAS/HAB), STAR Kids (PCS, CFC - PAS/HAB, in-home respite and flexible family support), and STAR+PLUS (PAS, PCS, CFC - PAS/HAB, in-home respite and protective supervision) MCOs:**
  - MCO service coordinators must use Form 1718, Electronic Visit Verification (EVV) Rights and Responsibilities Managed Care Organization to receive required documentation and signatures.

For questions regarding this alert, contact HHSC EVV Operations. For questions about the process, contact your payer.