

Proprietary System Operator
EVV Proprietary System
Compliance Method – Documentation

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Introduction

In order to gain Texas Health and Human Services Commission (HHSC) approval to use an Electronic Visit Verification (EVV) proprietary system to electronically document and verify the data elements for a service delivery visit, the program provider or Financial Management Services Agency (FMSA) must comply with the Texas Administrative Code (TAC) and HHSC EVV Policy as they relate to EVV proprietary systems; the HHSC EVV Business Rules for Proprietary Systems document; and must successfully complete all steps of the Readiness Review process.

HHSC will use four methods to determine compliance during the Readiness Review process:

- Attestation
- Demonstration
- Documentation
- Trading Partner Testing (TPT) with the Texas Medicaid and Healthcare Partnership (TMHP)

This document covers the documentation method of determining the compliance of the EVV proprietary system. The program provider or FMSA must successfully document that their EVV proprietary system complies with each business rule contained in this document (a subset of the business rules contained in the HHSC EVV Business Rules for Proprietary Systems document, v1.0 dated 1/31/2020), unless HHSC has explicitly waived that business rule, in whole or in part, as not applicable to its EVV proprietary system at this time (refer to your EVV Proprietary System Operator Attestation Form).

Business Rules that Must be Documented

1. PAO-8P & PAO-9P

Business Rules

PAO-8P	'EVV System' must create a unique profile for each 'Service Attendant' containing the 'Service Attendant' identification information listed in PAO-9P (at a minimum). This includes 'CDS Employees'.
PAO-9P	'EVV System' must electronically document the following data elements for the 'Service Attendant' identification information: <ul style="list-style-type: none"> • 'Texas EVV Service Attendant Identification Number' • Legal Name (Last, First, MI) • Permanent address (Street, City, State, ZIP+4)

1.1. Service Attendant Profile

Documentation Required

1. Screen prints showing the user profiles of at least three Service Attendants.
2. At least one Service Attendant must be a CDS employee.*
3. Each Service Attendant screen print must include the following data (at a minimum):
 - a. Texas EVV Service Attendant Identification Number: Last 4 digits of the SSN or passport number plus last name
 - b. Legal Name (last name, first name, middle initial)
 - c. Permanent address (Street, City, State, ZIP+4)

* A Service Attendant can be documented as a CDS employee using a screen print of one or more visit transactions demonstrating that the Service Attendant performed EVV services for a Member who is a CDS employer. The Member must be one included in the PAO-14P & PAO-15P documentation screen prints and the Service Attendant must be one included in the PAO-8P & PAO-9P documentation screen prints.

2. PAO-14P & PAO-15P

Business Rules

PAO-14P	'EVV System' must create a unique profile for each 'Member' receiving services containing the identification Information listed in PAO-15P (at a minimum).
PAO-15P	'EVV System' must electronically document the following data elements for the 'Member's identification information: <ul style="list-style-type: none"> • Texas Medicaid Identification Number • Legal Name (Last, First, MI) • Date of Birth • Medicaid Eligibility start date • Medicaid Eligibility end date • Managed Care Eligibility start date • Managed Care Eligibility end date • Address (Street, City, State, ZIP+4) • Landline Home phone number

2.1. Member Profile

Documentation Required

1. Screen prints showing the user profiles of at least three Members.
2. At least one Member must be a CDS employer.*
3. At least one Member must have Fee For Service (FFS) eligibility.
4. At least one Member must have Managed Care eligibility.
5. Each Member screen print must include the following data (at a minimum):
 - a. Texas Medicaid Identification Number (nine-digit identifier)
 - b. Legal Name (last name, first name, middle initial)
 - c. Date of Birth
 - d. Medicaid Eligibility start date
 - e. Medicaid Eligibility end date
 - f. Managed Care Eligibility start date
 - g. Managed Care Eligibility end date
 - h. Address (Street, City, State, ZIP+4)
 - i. Landline Home phone number

* A Member can be documented as a CDS employer using a screen print of Member profile, if it indicates that the Member is a CDS employer. If not, some alternate means must be used to show that the Member is a CDS employer.

3. PAO-21P

Business Rule

PAO-21P	'Proprietary System Operator' must provide ongoing system training, as needed, to 'HHSC' and 'MCO' staff. The training must include access to, and use of, the system where full system functionality is demonstrated.
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3.1. System Training For HHSC & MCO Staff

Documentation Required

1. Training plan or approach for HHSC and MCO users.
2. The method that will be used by HHSC and MCO users to request and access the training.
3. Copy of the training materials that will be provided, covering all EVV system functionality.
 - a. If a single set of training materials are provided (for both HHSC and MCO users), the materials must clearly show the different level of access for HHSC versus MCO users.
 - b. Training materials must clearly state that MCO user access is limited to the data associated with Members for whom the user's MCO is the payer, and that the MCO user's access is further limited to only the dates of service that the user's MCO is or was the payer for that Member.

4. SDV-22P & VSS-13P

Business Rules

SDV-22P	'EVV System' must record changes made to the service delivery transaction after the 'System User'/'Service Attendant' has documented the visit. The following audit trail data must be collected at a minimum: <ul style="list-style-type: none"> • Data elements changed (including the before and after values) • Name of the 'System User' making the changes • Date and time the changes were made • 'Reason Code'(s) with associated free text
VSS-13P	'EVV System' must maintain audit trail for all data entered and updated in the 'EVV System', including the following data at a minimum: <ul style="list-style-type: none"> • 'EVV Visit Transaction' data elements • 'Program Provider' or 'FMSA' 'Business Unit' profile • 'Service Attendant' profile • 'Member' profile • 'Prior Authorization/Service Authorization' data • Service 'Schedule', if applicable • 'System User' credentials

4.1. Service Delivery Transaction Audit Trail

Documentation Required

1. Screen prints showing the audit trail for changes to each of the following sets of data:
 - a. EVV visit transaction
 - b. Program Provider or FMSA business unit profile
 - c. Service Attendant profile

- d. Member profile
 - e. Prior Authorization/Service Authorization
 - f. Service Schedule (if schedules are used by the Program Provider or FMSA)
 - g. System User credentials
2. Screen prints of each set of data identified in #1 above, before a change was made through visit maintenance.
 3. Screen prints of each set of data identified in #1 above, after the change was made through visit maintenance.
 4. Screen prints or audit log files showing documentation of the audit trail for each set of data identified in #1 above:
 - a. Data elements changed through visit maintenance (including the before and after values)
 - b. Name of the System User making the changes
 - c. Date and time the changes were made
 - d. Reason Code, Reason Code Description and Reason Code Comments associated with the visit maintenance that was performed

5. SDV-27P

Business Rule

SDV-27P	'EVV System' must only accept valid 'Reason Codes' as defined in the Texas Medicaid EVV program documentation (HHSC EVV Reason Codes), see Appendix A.
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5.1. Valid Reason Codes

Documentation Required

1. Screen print or an extract of the Reason Code reference table in the EVV system, depicting the following:
 - a. All Valid Reason Code and Reason Code Description combinations, exactly as they appear in the current version of the HHSC EVV Reason Codes table (refer to the HHSC EVV Business Rules for Proprietary Systems document, Appendix A for the link to the current reason codes).
 - b. Effective begin and end date of each Reason Code and Reason Code Description combination.

6. EVR-1P

Business Rule

EVR-1P	<p>'Proprietary System Operator' must provide reporting to support program requirements and monitoring to the 'System User'. The following standard reports must be available on demand to the 'System User' (if applicable), see Appendix G:</p> <ul style="list-style-type: none"> • EVV Attendant History Report • EVV CDS Service Delivery Log • EVV Clock-In/Clock-Out Usage Report • EVV Landline Phone Verification Report • EVV Reason Code Usage and Free Text Report • EVV Units of Service Summary Report • Non-EVV Relevant Time Logged
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This note applies to all the EVR-1P report documentation requirements below that use the term 'visit': The status of a visit (accepted, rejected or un-submitted) must be set by exchanging EVV Visit Transaction Files with TMHP in the test environment and can be documented using a screen print of the visit transaction that includes the status of the transaction.

6.1. EVV Attendant History Report

Documentation Required*

1. A copy of the EVV Attendant History Report.
2. The report must use realistic, production-like data and must include the following:
 - a. One Member
 - b. At least two Service Attendants
 - c. Only accepted visits (at least 10)
 - d. At least two accepted visits for the same date of service
 - e. At least two different HCPCS/Modifier combinations

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.2. EVV CDS Service Delivery Log

Documentation Required*

1. A copy of the EVV CDS Service Delivery Log.
2. The report must use realistic, production-like data and must include the following:
 - a. One Member
 - b. At least two Service Attendants (can be same report or separate reports)
 - c. At least five visits per Service Attendant
 - d. At least two different places of service
 - e. At least one accepted visit
 - f. At least one rejected visit
 - g. At least one un-submitted visit

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.3. EVV Clock-In/Clock-Out Usage Report

Documentation Required*

1. A copy of the EVV Clock-In/Clock-Out Usage Report.
2. The report must use realistic, production-like data and must include the following:
 - a. One Member
 - b. At least two Service Attendants
 - c. Only accepted visits (at least 25)
 - d. Date range of at least 30 days
 - e. At least two auto-verified accepted visits
 - f. At least two clock-ins or clock-outs using each of the following methods: GUI, Home Landline, Alternative Device, Mobile
 - g. At least five accepted visits where one method was used to clock-in and a different method was used to clock-out.

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.4. EVV Landline Phone Verification Report

Documentation Required*

1. A copy of the EVV Landline Phone Verification Report.
2. The report must use realistic, production-like data and must include the following:
 - a. At least five Members
 - b. All four listed phone types (Landline, Mobile, Fixed VOIP, and Non-fixed VOIP)
 - c. At least five listed carriers
 - d. At 15 entries (rows of data)

** If the home landline electronic verification method is not used, the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.5. EVV Reason Code Usage and Free Text Report #1

Documentation Required*

1. Two different EVV Reason Code Usage and Free Text Reports.
2. **Report #1** must use realistic, production-like data and must include the following:
 - a. One Member
 - b. Only accepted visits (at least 10), all with reason codes
 - c. At least three different reason codes
 - d. At least two reason codes must appear on multiple accepted visits

- e. At least five accepted visits with reason code additional comments (free text)
- f. At least one accepted visit with no reason code additional comments (free text)

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.6. EVV Reason Code Usage and Free Text Report #2

Documentation Required*

1. Two different EVV Reason Code Usage and Free Text Reports.
2. **Report #2** must use realistic, production-like data and must include the following:
 - a. One Member
 - b. Only accepted visits (at least 10), all with reason codes
 - c. At least two payers

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.7. EVV Units of Service Summary Report #1

Documentation Required*

1. Two different EVV Units of Service Summary Reports.
2. **Report #1** must use realistic, production-like data and must include the following:
 - a. One Member
 - b. Only accepted visits
 - c. Date range of at least 60 days
 - d. Accepted visits for at least 45 of the 60 days
 - e. At least two HCPCS/Modifier combinations
 - f. At least one Service Group/Service Code combination

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.8. EVV Units of Service Summary Report #2

Documentation Required*

1. Two different EVV Units of Service Summary Reports.
2. **Report #2** must use realistic, production-like data and must include the following:
 - a. One Member
 - b. Only accepted visits
 - c. Date range of at least 60 days
 - d. At least five accepted visits in each month
 - e. At least two payers

** If the CDS service delivery model is not used (no CDS services will be delivered), the report is waived (refer to your Proprietary System Operator Attestation Letter).*

6.9. Non-EVV Relevant Time Logged

Documentation Required

1. A copy of the Non-EVV Relevant Time Logged report.
2. The report must use realistic, production-like data and must include the following:
 - a. One Member
 - b. At least two Service Attendants
 - c. At least 10 entries (rows of data)

Note: This report is optional, provided at the discretion of the Proprietary System Operator, but must comply with ‘Accenture/TMHP’ report specifications if the report is provided.

7. EVR-4P

Business Rule

EVR-4P	‘EVR System’ must provide Service Delivery Exception Report to ‘HHSC’ monthly. The Service Delivery Exception Report must include the following data points at a minimum: <ul style="list-style-type: none"> • Service ‘Scheduled’ but not performed • Service performed but not ‘Scheduled’ • Service performed but not authorized • Service authorized but not performed • Service performed but not approved/confirmed This data must include services regardless of service delivery locations (home or community location, and ‘GPS’ coordinates when the mobile method is used to clock in/out).
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7.1. Service Delivery Exception Report

Documentation Required

1. A copy of the report for any given month.
2. The report must use realistic, production-like data and include at least one of each of the following:
 - a. Service scheduled but not performed
 - b. Service performed but not scheduled
 - c. Service performed but not authorized
 - d. Service authorized but not performed
 - e. Service performed but not approved/confirmed
 - f. Service with a delivery location of home
 - g. Service with a delivery location of community
 - h. Service with GPS coordinates (where the mobile method is used to clock in/out)

8. VSS-23P

Business Rule

VSS-23P	'Proprietary System Operator' must maintain a mapping of Texas-specific terms to the terms visible to users in the 'EVV System' User Interface (UI). Refer to Appendix I for a list of Texas-EVV specific terms.
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8.1 Mapping of Texas-EVV Specific Terms

Documentation Required

1. A document that includes all the Texas-EVV specific terms listed in Appendix I.
2. The following information must be captured for each term:
 - a. Whether or not the term is visible to users in the EVV System.
 - b. For each term that is visible to users in the EVV System, the document must contain the following information for each instance of that term, including the following:
 - i. The component of the EVV system (back office application, mobile method, etc.)
 - ii. The window, screen, tab, etc. where the term appears
 - iii. The label associated with that term