



**Electronic Visit Verification (EVV) Business  
Rules for Proprietary Systems v2.0**

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# Proprietary System Operator (PSO) Compliance and Processing Guidelines

This document outlines the set of standards that any Proprietary System Operator (PSO) must adhere to as a condition of participation in the Texas Medicaid EVV Program. The standards cover the processing guidelines for business processes related to EVV, and compliance with them is critical to producing successful outcomes for the program.

The guidelines govern the system set up (onboarding) for PSOs, the documentation and verification of services requiring EVV, the maintenance of the visit data, and transmission of the data to TMHP for inclusion in the EVV Aggregator.

If a PSO does not act as a Financial Management Services Agency (FMSA) and does not serve any Consumer Directed Services (CDS) Employers, the references to CDS Employer and FMSA in the business rules do not apply to the PSO’s EVV System.

## Onboarding

The following business rules address onboarding requirements that include features within the EVV System to assist with verification against Medicaid data available at the Medicaid Claims Administrator (TMHP). HHSC acknowledges that a specific PSO may choose to not implement these features within the EVV System. HHSC will waive the rules related to the unused features for the PSO implementation of their chosen EVV System.

### *Program Provider or FMSA Profile Set-Up and Data Elements Validation*

If a PSO does not implement the EVV Master Provider Web Service feature, HHSC will waive those rules marked by an ‘\*’.

Id	Program Provider or FMSA Profile Set-Up and Data Elements Validation Business Rule
PAO-3P	EVV System must create a unique profile for each distinct Business Unit the Program Provider or FMSA will use to submit EVV Visit Transactions to the EVV Aggregator. This includes distinct profiles for each type of System User and their security access.
PAO-4P*	EVV System must electronically document identification data elements for each Program Provider or FMSA Business Unit through the EVV Master Provider web service described in Appendix D.
PAO-5P*	EVV System must validate identification data entered by the System User against Texas Medicaid data using the EVV Master Provider web service. The EVV System must communicate an error to the System User for any required data elements that do not match and creation of the Program Provider or FMSA Business Unit profile must not occur until the System User corrects the errors. See Appendix D for details on the EVV Master Provider web service.
PAO-6P	EVV System must allow System Users with appropriate security access to initiate Program Provider or FMSA Business Unit profile updates.

<b>Id</b>	<b>Program Provider or FMSA Profile Set-Up and Data Elements Validation Business Rule</b>
PAO-30P	<p>EVV System must allow the following relationships, at a minimum:</p> <ul style="list-style-type: none"> <li>• A Program Provider or FMSA can be associated with multiple Members.</li> <li>• A Program Provider or FMSA can be associated with multiple Service Providers.</li> <li>• A Program Provider or FMSA can be associated with multiple Subcontracted Providers.</li> <li>• A Program Provider or FMSA Business Unit can be associated with multiple CDS Employers.</li> <li>• A CDS Employer can be associated with multiple Members.</li> <li>• A CDS Employer can be a Member.</li> <li>• A CDS Employer can be associated with multiple Service Providers.</li> </ul>
PAO-31P	<p>EVV System must allow an FMSA to capture the designation by the CDS Employer, to identify a Designated Representative (DR) to perform all system actions on behalf of a CDS Employer. EVV System must adhere to HHSC EVV Policy regarding the CDS Employer's appointment of a DR.</p>

### *Service Provider Profile Set-Up and Data Elements Validation*

<b>Id</b>	<b>Service Provider Profile Set-Up and Data Elements Validation Business Rule</b>
PAO-8P	<p>EVV System must create a unique profile for each Service Provider containing the Service Provider identification information listed in PAO-9P (at a minimum). This includes CDS Employees.</p>
PAO-9P	<p>EVV System must electronically document the following data elements for the Service Provider's identification information:</p> <ul style="list-style-type: none"> <li>• Texas EVV Service Provider Identification Number</li> <li>• Legal Name (Last, First, MI)</li> <li>• Permanent address (Street, City, State, ZIP+4)</li> </ul>
PAO-10P	<p>EVV System must allow System Users with the appropriate security access to update Service Provider profiles.</p>
PAO-32P	<p>EVV System must allow the following relationships, at a minimum:</p> <ul style="list-style-type: none"> <li>• A Service Provider can be associated with multiple Program Provider or FMSA Business Units.</li> <li>• A Service Provider can be associated with multiple CDS Employers.</li> <li>• A Service Provider can be associated with both Program Providers or FMSAs and CDS Employers.</li> <li>• A Service Provider can be associated with multiple Members.</li> </ul>

### *Member Profile and Data Elements Validation*

<b>Id</b>	<b>Member Profile and Data Elements Validation Business Rule</b>
PAO-14P	<p>EVV System must create a unique profile for each Member receiving services containing the identification information listed in PAO-15P (at a minimum).</p>
PAO-15P	<p>EVV System must electronically document the following data elements for the Member's identification information:</p> <ul style="list-style-type: none"> <li>• Texas Medicaid Identification Number</li> <li>• Legal Name (Last, First, MI)</li> </ul>

Id	Member Profile and Data Elements Validation Business Rule
	<ul style="list-style-type: none"> <li>• Date of Birth</li> <li>• Medicaid Eligibility start date</li> <li>• Medicaid Eligibility end date</li> <li>• Managed Care Eligibility start date</li> <li>• Managed Care Eligibility end date</li> <li>• Member Home Address (Street, City, State, ZIP+4)</li> <li>• Member Home Phone Number</li> </ul> <p>Conditional data elements depending on selected electronic verification method(s):</p> <p>When the Member selects Landline Method:</p> <ul style="list-style-type: none"> <li>• Member Home Phone Landline Number</li> <li>• Member Alternate Phone Landline Number(s)</li> </ul> <p>When the Member selects mobile method:</p> <ul style="list-style-type: none"> <li>• Member Home Geo-Location (system assigned)</li> </ul> <p>When the Member selects Alternative Device:</p> <ul style="list-style-type: none"> <li>• Member Alternative Device identifier</li> </ul>
PAO-16P*	EVV System must validate any Member data entered by the System User against the Texas Medicaid data using the x12 270/271 exchange. EVV System may notify the System User of an exception for any required data elements that do not match but must not prevent the creation of the profile. See Appendix E – Member Eligibility Companion Guides for details on the X12 270/271.
PAO-17P	EVV System must allow the System Users with appropriate security access to initiate Member profile updates.
PAO-33P	<p>EVV System must allow the following relationships, at a minimum:</p> <ul style="list-style-type: none"> <li>• A Member can be associated with multiple Program Providers or FMSA Business Units.</li> <li>• A Member can be associated with only one CDS Employer.</li> <li>• A Member can be associated with both Program Provider and FMSA Business Units, and a CDS Employer.</li> <li>• A Member can be associated with multiple Service Providers.</li> </ul>
PAO-34P	EVV System must allow a System User with the appropriate security access to adjust the Member Home Geo-location in the Member profile.

### *EVV System Training*

Id	EVV System Training Business Rule
PAO-21P	The PSO must provide initial and ongoing system training, as needed, to HHSC and MCO staff. The training must include access to, and use of, the EVV System for demonstration of full system functionality.

## Establishing Service

### *Service Authorizations*

If a PSO does not implement the EVV Provider Authorization Web Service feature, HHSC will waive those rules marked by an '\*'.

Id	Service Authorizations Business Rule
ESA-2P*	EVV System must request, receive and store available electronic Fee For Service authorization data from the payer (TMHP) using the standardized file format found in Appendix F. EVV System must conduct this activity at least once daily, when used.
ESA-3P*	EVV System must allow the System User to confirm Member Service Authorization when using the authorization data received from the payer (TMHP) in the standardized file format found in Appendix F. The EVV System must reject a Service Authorization not confirmed by the System User unless it matches what the System User created manually.
ESA-4P*	EVV System must alert the System User to changes in Service Authorization data when using the standardized file format found in Appendix F to receive authorization data from the payer (TMHP).
ESA-7P	EVV System must verify the accuracy of the EVV Visit Transaction, prior to confirmation and transmission to the EVV Aggregator, to ensure it matches the Service Authorization data. The verification must ensure that the relationship between the Provider ID (NPI, API, TIN, Provider Number), the Medicaid ID for the Member and the Service Codes match the Service Authorization data. If they do not match then the EVV System must notify the System User and, if within the Visit Maintenance Time Frame, and allow the System User to make corrections prior to transmission of the Visit to the EVV Aggregator.
ESA-15P	EVV System must allow the System User to manually create a Service Authorization for a Member. A Service Authorization from the payer will take precedence unless the Service Authorization matches what the System User created manually.
ESA-16P	EVV System must validate manually entered Service Authorization data against existing profile data in the system.
ESA-17P*	EVV System must validate electronic Service Authorization data received from the payer (TMHP) when using the standardized file format in Appendix F to ensure that the data format is correct, and that the payer populated all required fields. See Appendix F for technical specifications.

### *Schedules - No Schedule*

ESA-9P	EVV System must allow a Service Provider to clock in and clock out for a Visit that the Service Provider delivers without a Schedule.
ESA-52P	EVV System must allow a System User to manually document a Visit that the Service Provider delivered without a Schedule and did not use an electronic verification method to clock in or clock out.
ESA-53P	If the System User does not choose a Schedule Type for a Member, then the EVV System must default to no Schedule.
ESA-54P	The EVV System must Auto-verify a Visit with no Schedule if no critical exceptions are present on the Visit. Refer to Appendix P for Auto-verification specifications.

### *Schedules - General*

The following business rules address Schedule Types for implementation within the EVV System. HHSC acknowledges that a PSO may choose to implement alternate Schedule Type(s) not described in the HHSC EVV Business Rules for Proprietary Systems or may choose not to implement any Schedule Types in the EVV System. HHSC will waive the rules related to the unused Schedule Type(s) for the PSO implementation of their chosen EVV System. PSOs are responsible for meeting any Medicaid program requirements related to the use of a service delivery schedule.

<b>Id</b>	<b>Schedules Business Rule</b>
ESA-8P	EVV System must provide a scheduling function, giving the System Users the option to enter and maintain any of the Schedule Types for planned Service delivery.
ESA-18P	EVV System must allow the System User to choose any of the Schedule Types for each of the Member's services.
ESA-19P	EVV System must allow the System User to choose only one Schedule Type per service per Member at a time.
ESA-20P	The EVV System must allow the System User to create a Recurring Weekly Variable Schedule, Daily Variable Schedule, or Daily Fixed Schedule.
ESA-21P	EVV System must alert the System User when a change in the Member's Schedule Type will cause the EVV System to delete all Member Schedules associated with the previous Schedule Type. The System User must acknowledge the alert to proceed with the change or may cancel the change.

### *Schedules – Daily Variable*

<b>Id</b>	<b>Schedules Business Rule</b>
ESA-22P	EVV System must allow the System User to set up a Daily Variable Schedule for a specific Member, Service (HCPCS/Modifier), Service Provider, Service Delivery Location, Visit Duration and Visit Date.
ESA-23P	EVV System must match the Member, Service (HCPCS/Modifier) and Service Provider from a Visit to the specified data elements on the Daily Variable Schedule to Auto-verify the EVV Visit Transaction. Refer to Appendix P for Auto-verification specifications.
ESA-24P	EVV System must match the Visit date to the Scheduled Visit Date to Auto-verify the EVV Visit Transaction for a Member on a Daily Variable Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-25P	EVV System must match the Visit Duration within 7 minutes of the Scheduled Visit Duration to Auto-verify the Visit. Refer to Appendix P for Auto-verification specifications.
ESA-26P	EVV System must match the Visit Duration to the Scheduled Visit Duration using a 24-hour Call Matching Window to Auto-verify the Visit for a Member on a Daily Variable Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-27P	EVV System must allow the System User to apply the Optional Expanded Time for Auto-verification feature by Member when using a Daily Variable Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-28P	EVV System must allow the System User to apply the Optional Automatic Downward Adjustment feature by Member when using a Daily Variable Schedule. Refer to Appendix P for Auto-verification specifications.



### *Schedules – Weekly Variable*

<b>Id</b>	<b>Schedules Business Rule</b>
ESA-29P	EVV System must allow the System User to set up a Weekly Variable Schedule for a seven-calendar day period (Sunday through Saturday) for a specific Member, Service (HCPCS/Modifier), Service Provider and Service Delivery Location.
ESA-30P	EVV System must allow the System User to select any Sunday as the Weekly Variable Schedule Begin Date for a Weekly Variable Schedule.
ESA-31P	EVV System must allow the System User to set the Total Weekly Scheduled Hours equal to or less than 168 hours for the Weekly Variable Schedule.
ESA-32P	EVV System must set the Weekly Variable Schedule End Date to be a Saturday that is six calendar days after the Weekly Variable Schedule Begin Date.
ESA-33P	EVV System must allow the System User to delete a Weekly Variable Schedule at any point prior to the Auto-verification of a Visit against that Schedule.
ESA-34P	EVV System must match the Member, Service (HCPCS/Modifier) and Service Provider data from a Visit to the specified data elements on the Weekly Variable Schedule to Auto-verify the EVV Visit Transaction. Refer to Appendix P for Auto-verification specifications.
ESA-35P	EVV System must Auto-verify a Visit for a Weekly Variable Schedule when the Visit Date is between the Weekly Variable Schedule Begin Date and the Weekly Variable Schedule End Date and the Visit Duration does not exceed the Remaining Weekly Scheduled Hours.
ESA-36P	EVV System must track and report the Remaining Weekly Scheduled Hours based on the decrementing of Bill Hours of Visits that Auto-verify against a Weekly Variable Schedule.
ESA-37P	EVV System must update the Remaining Weekly Scheduled Hours of a Weekly Variable Schedule when the System User adjusts the Bill Hours during Visit Maintenance for a Visit previously Auto-verified against the Weekly Variable Schedule.
ESA-38P	During a Member’s Weekly Variable Schedule, the EVV System must allow the System User to increase or decrease the Total Weekly Scheduled Hours of the Weekly Variable Schedule prior to the Weekly Variable Schedule End Date. The Total Weekly Scheduled Hours adjusted amount must be equal to or greater than the Remaining Weekly Scheduled Hours.
ESA-39P	During a Member’s Weekly Variable Schedule, the EVV System must allow the System User to make changes to the Service Provider data associated with the Weekly Variable Schedule for future Visit Schedule dates.
ESA-40P	EVV System must not enable the 24-hour Call Matching Window when the System User chooses a Weekly Variable Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-41P	EVV System must not enable the Optional Expanded Time for Auto-verification feature when using a Weekly Variable Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-42P	EVV System must not enable the Optional Automatic Downward Adjustment feature when using a Weekly Variable Schedule. Refer to Appendix P for Auto-verification specifications.

### *Schedules – Daily Fixed*

<b>Id</b>	<b>Schedules Business Rule</b>
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ESA-43P	EVV System must allow the System User to set up a Daily Fixed Schedule for a specific Member, Service (HCPCS/Modifier), Service Provider, Service Delivery Location, Visit clock in time and Visit clock out time, and Visit Date.
ESA-44P	EVV System must match the Member, Service (HCPCS/Modifier) and Service Provider from a Visit to the specified data elements on the Daily Fixed Schedule to Auto-verify the Visit. Refer to Appendix P for Auto-verification specifications.
ESA-45P	EVV System must match the Visit Date to the Scheduled Visit Date to Auto-verify the Visit for a Member on a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-46P	EVV System must match the Visit clock in time within 7 minutes of the scheduled clock in time to Auto-verify the Visit for a Member on a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-47P	EVV System must match the Visit clock out time within 7 minutes of the scheduled clock out time to Auto-verify the Visit or a Member on a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-48P	EVV System must match the Visit Duration within 7 minutes of the Scheduled Visit Duration to Auto-verify the Visit for a Member on a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-49P	EVV System must not enable the 24-hour Call Matching Window when the System User chooses a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-50P	EVV System must allow the System User to apply the Optional Expanded Time for Auto-verification feature by Member when using a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.
ESA-51P	EVV System must allow the System User to apply the Optional Automatic Downward Adjustment feature by Member when using a Daily Fixed Schedule. Refer to Appendix P for Auto-verification specifications.

## Electronic Verification Methods

The following business rules address multiple electronic verification methods. HHSC acknowledges that a specific EVV System may not include all approved methods. HHSC will waive the rules related to the unused method(s) for the PSO implementation of their chosen EVV System.

### *General*

Id	Alternative Methods/Devices Business Rule
EVM-16P	EVV System must only collect data specifically required to verify the EVV Visit Transaction. The EVV System must not capture personal data on the Service Provider's mobile device other than that required for the clock in and clock out.

### *Home Phone Landline*

<b>Id</b>	<b>Home Phone Landline Business Rule</b>
EVM-3P	EVV System must accept clock in and clock out data via the Member home phone landline or a Member alternate phone landline number identified in the Member profile.
EVM-4P	EVV System must verify Member Home phone landline number, or Member alternate phone landline number, on EVV Visit Transaction is associated with the Member profile. If the EVV System finds a mismatch, the EVV System must flag the EVV Visit Transaction' and alert the System User.
EVM-22P	EVV System must assign the value 'Member Home' to the Service Delivery Location when the EVV System verifies the clock in or clock out method used for the Visit matches the Member home phone landline number in the Member profile.

### *Alternative Methods/Devices*

<b>Id</b>	<b>Alternative Methods/Devices Business Rule</b>
EVM-5P	The PSO must provide HHSC-approved alternatives for clock in and clock out in the event a Member does not have a home phone landline, or a Member is unwilling to allow the Service Provider use of the home phone landline.
EVM-6P	EVV System must identify Service Provider use of Alternative Methods/Devices used for clock in and clock out and confirm association to a Member profile. If the EVV System finds a mismatch, the EVV System must flag the EVV Visit Transaction' and alert the System User.
EVM-23P	EVV System must assign the value 'Member Home' to Service Delivery Location when the EVV System verifies the clock in or clock out method used for the Visit matches the Alternative Device in the Member profile.

### *Mobile Method*

<b>Id</b>	<b>Mobile Method Business Rule</b>
EVM-7P	The PSO must allow clock in and clock out through mobile methods. The PSO must provide the mobile methods at no charge to the Member.
EVM-8P	Proprietary System Operator must receive consent from the Service Provider when the Service Provider uses their personal cell phone for clock in and clock out using a mobile method.
EVM-9P	EVV System must verify that the mobile method used for clock in, and clock out is associated with the Service Provider delivering services to the Member. If the EVV System finds a mismatch, the EVV System must flag the EVV Visit Transaction and alert the System User.
EVM-10P	EVV System must capture Geo-location only at clock in and clock out through mobile methods. Mobile method must not allow for persistent tracking. EVV System must not allow a System User to alter Geo-location data captured through the mobile method.
EVM-11P	EVV System must allow the Service Providers to access the mobile method.
EVM-12P	EVV System must not utilize minutes from the Service Providers cellular plan or require significant data usage through cellular network for the mobile method when the cost associated with that data use is the responsibility of the Service Provider.

Id	Mobile Method Business Rule
EVM-17P	EVV mobile method provided by the Proprietary System Operator must allow multiple users to use the same device but must require logon credentials unique to each Service Provider.
EVM-18P	EVV mobile method provided by the PSO must allow the user to download, set up and begin using the mobile method without hands on interaction by the PSO or System User.
EVM-19P	The EVV System must only use the Geo-location data to document the location of the service delivery visit. The PSO must not sell, share, or allow use of the Geo-location data by a third party for any reason.
EVM-20P	EVV System must not restrict usage of the mobile method based on the proximity of the home address of the Service Provider and the Member Home Geo-location of Member receiving services.
EVM-21P	EVV System must assign the value Member Home to Service Delivery Location when the EVV System verifies the Geo-location captured using the mobile method is within the EVV Allowed Geo-perimeter.
EVM-25P	The EVV mobile method must restrict the selection of Service Delivery Location during clock in and clock out to the allowable values identified in Appendix J – Service Delivery Locations.

## Service Delivery Verification

### *Service Delivery (EVV Visit) Transaction Documentation*

Id	Service Delivery (EVV Visit) Transaction Documentation Business Rule
SDV-1P	<p>EVV System must capture and verify the following visit data for each EVV visit:</p> <ul style="list-style-type: none"> <li>• Member receiving the service</li> <li>• Service Provider providing the service</li> <li>• PSO Business Unit the Service Provider is performing the service on behalf of</li> <li>• Service Delivery Location</li> <li>• Date Service Provider delivered the service</li> <li>• Time Service Provider delivered the service (start and end)</li> <li>• Type of service delivered</li> </ul> <p>The system must capture this visit data even in the absence of verification. See specific data elements required to support this data capture and validation in Appendix C and Appendix J.</p>
SDV-2P	EVV System must capture the clock in and clock out method used for each EVV visit transaction.
SDV-66P	EVV System must capture the Service Delivery Location during clock in and clock out using the values listed in Appendix J. The EVV System will record the Service Delivery Location as the EVV_VISITLOCATION when transmitting the EVV Visit Transaction to the EVV Aggregator.
SDV-3P	<p><b>** Business Rule Removed **</b></p> <p><del>‘EVV System’ must allow log in as well as the capture of clock in/clock out data when using a mobile method in instances when internet connection or cellular data is unavailable. This must not require manual entry of data by the ‘System User’.</del></p>

Id	Service Delivery (EVV Visit) Transaction Documentation Business Rule
SDV-4P	EVV System must allow for manual data entry of EVV Visit Transactions only within the Visit Maintenance Time Frame. All EVV Visit Transactions created using this manual method must identify the input method and output method as “GUI” (manual entry). EVV System must require extra certification that supporting documentation is available when the System User creates a manual Visit.
SDV-64P	EVV System must only allow for manual data entry of EVV Visit Transactions outside of the Visit Maintenance Time Frame when the payer has approved the creation of visits via the HHSC-approved process.
SDV-5P	EVV System must calculate service delivery time using clock in and clock out time in standard format (MMDDYYYY HH:MM AM/PM).
SDV-6P	EVV System must round actual service delivery time to the nearest quarter hour increment where program rules require and submit this separately as billed hours.
SDV-7P	EVV System must allow the System User the ability to adjust Bill Hours in cases where the Service Provider clock in and clock out was not appropriate. The System User may not adjust Bill Hours to an amount greater than the rounded actual hours recorded by the EVV System.
SDV-8P	EVV System must allow for multiple Service Providers to deliver the same service at the same Service Delivery Location, same date, and time with the same Member.
SDV-9P	EVV System must support overnight shifts in a way that does not require the Service Provider to clock in and clock out multiple times per shift. The EVV System must split the overnight shift into two separate EVV Visit Transactions for the two affected days. The EVV System must not require the use of a Schedule to implement this business rule.
SDV-10P	EVV System must allow the System User or may optionally allow the Service Provider, to document the amount of time associated with non-EVV relevant services that the Service Provider delivered during an EVV service delivery period. The EVV System must not use the non-EVV relevant service time in the calculation of the units.
SDV-11P	EVV System must identify duplicate EVV Visit Transactions and not allow transmission of the duplicate transaction to the EVV Aggregator. EVV System must alert the System Users when the EVV System identifies a duplicate and allow the System User to correct the EVV Visit Transaction.
SDV-58P	EVV System must not allow the System User to create a new EVV Visit Transaction to replace an existing EVV Visit Transaction. Instead, the System User must perform Visit Maintenance to make changes to the existing EVV Visit Transaction as needed. If after the Visit Maintenance Time Frame, the System User must receive payer approval to proceed with the change.
SDV-42P	EVV System must identify service delivery to multiple Members at the same time at separate Service Delivery Locations by the same Service Provider, and not allow transmission of those transactions to the EVV Aggregator. EVV System must alert the System User when the EVV System identifies these EVV Visit Transactions and allow for correction or attestation that the service delivery was accurate using the most appropriate EVV Reason Code, if allowed by program rules. EVV System must allow transactions with one Service Provider that provides service to multiple members at the same Service Delivery Location and transmit those transactions to the EVV Aggregator. EVV System must capture the service delivery in a user-friendly and efficient manner to reduce input by the Service Provider.

## Service Delivery (EVV Visit) Transaction Validation

Id	Service Delivery (EVV Visit) Transaction Validation Business Rule
SDV-12P	<p><b>**Business Rule Removed – replaced by SDV-60**</b></p> <p><i>'EVV System' must auto-verify a service delivery transaction received via approved method (except 'GUI') that matches to a previously entered 'Schedule' when applicable.</i></p>
SDV-13P	<p><b>**Business Rule Removed – replaced by SDV-60**</b></p> <p><i>'EVV System' must auto-verify a service delivery transaction received that matches Texas Medicaid EVV program criteria, in lieu of a 'Schedule', without the 'System User' performing 'Visit Maintenance'.</i></p>
SDV-60P	<p>EVV System must adhere to HHSC EVV Policy regarding Auto-Verification of EVV Visit Transactions and must comply with TMHP technical specifications. Refer to Appendix P – Auto Verification Specifications.</p>
SDV-14P*	<p>EVV System may verify Member data using the client Medicaid eligibility data available at TMHP for the Texas Medicaid program prior to verifying service delivery transaction. The EVV System may complete this validation using the x12 270/271. When used, the EVV System must notify the System User and allow the System User to correct exceptions prior to transmission of the EVV visit data to the EVV Aggregator. See Appendix E for details on the x12 270/271 Companion Guides.</p>
SDV-55P	<p>EVV System may verify payer and plan code using the Payer Plan Code web service prior to verifying service delivery transaction. If used, the EVV System must allow the System User to correct exceptions. See Appendix L for details on the Payer Plan Code web service.</p>
SDV-15P	<p>EVV System must verify PSO Business Unit profile prior to verifying service delivery transaction. The EVV System must notify the System User and allow the System User to correct exceptions.</p>
SDV-16P	<p>EVV System must accept only Texas Medicaid EVV program valid HCPCS (procedure codes) and modifier(s). The EVV System must allow the System User to correct exceptions. The EVV System must use the EVV Service Bill Codes Table to identify these valid codes, see Appendix B.</p>
SDV-19P	<p>EVV System must adhere to HHSC EVV Policy regarding Call Matching Window if the PSO chooses to implement this optional Visit Maintenance reduction solution.</p>
SDV-49P	<p>EVV System must adhere to HHSC EVV Policy regarding Optional Expanded Time for Auto-Verification if the PSO chooses to implement this optional Visit Maintenance reduction solution.</p>
SDV-50P	<p>EVV System must adhere to HHSC EVV Policy regarding Optional Automatic Downward Adjustment if the PSO chooses to implement this optional Visit Maintenance reduction solution which only applies to the Daily Variable Schedule or Daily Fixed Schedule types.</p>
SDV-51P	<p>EVV System must alert the System User when the Member units used are reaching the authorized units on the Service Authorization.</p>

## Visit Maintenance

Id	Visit Maintenance Business Rule
SDV-20P	EVV System must allow System Users to complete Visit Maintenance within the Visit Maintenance Time Frame.
SDV-65P	EVV System must only allow the System Users to complete Visit Maintenance outside of the Visit Maintenance Time Frame when the payer has approved Visit Maintenance via the HHSC-approved process.
SDV-21P	<p>EVV System must restrict the System User from performing Visit Maintenance on the following fields:</p> <ul style="list-style-type: none"> <li>• Actual service delivery date</li> <li>• Actual service delivery clock in time</li> <li>• Actual service delivery clock out time</li> <li>• Actual hours worked</li> <li>• Auto-populated data fields</li> <li>• GPS coordinates</li> </ul> <p>See Appendix O for Visit Maintenance rules.</p>
SDV-46P	EVV System must identify the input method on the EVV Visit Transaction as “GUI” when the clock in time for a Visit is missing (messed clock in) and the System User manually completes the Visit.
SDV-47P	EVV System must identify the input method on the EVV Visit Transaction as “GUI” when the clock out time for a Visit is missing (messed clock out) and the System User manually completes the Visit.
SDV-61P	EVV System must adhere to HHSC EVV Policy regarding Visit Maintenance of EVV Visit Transactions and must comply with TMHP technical specifications. Refer to Appendix O for the Visit Maintenance specifications.
SDV-48P	EVV System must require the System User to enter a EVV Reason Code and required free text when the System User makes changes to the EVV Visit Transaction after the System User/ Service Provider has documented the visit. EVV system must adhere to the HHSC EVV Policy regarding EVV Reason Codes.
SDV-22P	<p>EVV System must record changes made to the EVV Visit Transaction by the System User after the System User/Service Provider has documented the Visit. The EVV System must collect the following audit trail data at a minimum:</p> <ul style="list-style-type: none"> <li>• Data elements changed (including the before and after values)</li> <li>• Name of the System User making the changes</li> <li>• Date and time the System User made the changes</li> <li>• EVV Reason Code(s) added with or without associated free text</li> </ul>
SDV-56P	EVV System must update the last visit maintenance date in the EVV Visit Transaction to the current date, whenever the EVV System identifies a change to one or more fields impacting the last visit maintenance date as listed in HHSC EVV Policy. The EVV System must save the last visit maintenance date to the EVV Visit Transaction after the System User/Service Provider has documented the EVV visit.
SDV-23P	EVV System must compare data elements from the original EVV Visit Transaction to the updated EVV Visit Transaction according to HHSC EVV Policy to confirm the EVV System made updates, prior to establishing the last visit maintenance date value for the field EVV_LASTVISITMAINT in the EVV Visit Transaction.
SDV-24P	EVV System must re-validate service delivery details, when the System User has updated the EVV Visit Transaction, using the same validations as an initial EVV Visit Transaction. Should the EVV System identify any exceptions, the EVV System must notify the System User that the System User must correct the exceptions before the EVV System will transmit changes to the EVV Aggregator. When re-validating service

Id	Visit Maintenance Business Rule
	delivery details for multiple EVV Visit Transactions at a time, the EVV System should alert the System User of only those EVV Visit Transactions with exceptions.
SDV-25P	EVV System must allow the System Users to confirm an EVV Visit Transaction after completing Visit Maintenance prior to transmitting to the EVV Aggregator.
SDV-26P	EVV System must not allow the System User to delete delivered/documented services from the EVV System. This includes instances of Visit Maintenance where the System User has added an EVV Reason Code to an EVV Visit Transaction. The EVV System must not allow the System User to delete an EVV Reason Code and associated free text.
SDV-44P	EVV System must allow an FMSA to capture the designation provided by the CDS Employer to complete Visit Maintenance on behalf of a CDS Employer associated with that FMSA. EVV System must adhere to HHSC EVV Policy regarding the CDS Employer's Selection for Electronic Visit Verification Responsibilities. See Appendix Q for CDS Process Workflow.
SDV-45P	EVV System must allow an FMSA to capture the designation provided by the CDS Employer to confirm visit approval and complete Visit Maintenance. Note that if the CDS Employer designates the FMSA to confirm visit approval they must also designate the FMSA Contracted or Subcontracted Provider to complete Visit Maintenance. EVV System must adhere to HHSC EVV Policy regarding the CDS Employer's selection for Electronic Visit Verification Responsibilities.
SDV-52P	EVV System must allow the System User to modify billed hours by either entering bill time in and bill time out, or by directly modifying the billed hours, to reflect that the Program Provider or FMSA will not bill actual visit hours in full.
SDV-53P	EVV System may use two fields for data entry of bill time in and bill time out to assist System Users, when adjusting Bill Hours during Visit Maintenance. The EVV System must use the bill time in and bill time out when entered to calculate Bill Hours in the same manner as the calculation of actual hours from the actual time in and actual time out. The EVV System will not transmit data for the bill time in and bill time out fields to the EVV Aggregator.

### *EVV Reason Codes*

Id	EVV Reason Codes Business Rule
SDV-27P	EVV System must only accept valid EVV Reason Codes as defined in HHSC EVV Policy. See Appendix A.
SDV-28P	EVV System must allow the System User to select multiple EVV Reason Codes for a single visit.
SDV-29P	EVV System must allow for modification of the EVV Reason Codes following the TMHP Change Management process. Modifications may include adding new EVV Reason Codes, discontinuing EVV Reason Codes, changing EVV Reason Code usage guidelines, or changing EVV Reason Code text.
SDV-30P	EVV System must capture free text/comments to allow further explanation by the System User regarding the reason for Visit Maintenance. HHSC EVV Policy may require free text/comments when using certain EVV Reason Codes.
SDV-57P	<p><b>** Business Rule Removed **</b></p> <p><i>'EVV System' must alert the 'System User' when the same 'Reason Code' number and description combination is used on a Members visits for occurrences 10 through 14 during a calendar month, to notify the 'System User'</i></p>



Id	EVV Reason Codes Business Rule
	<i>that 'Reason Code' usage is approaching the limit specified in the HHSC EVV Policy Handbook.</i>
SDV-63P	EVV System Reason Code table must list all EVV Reason Codes as defined in the HHSC EVV Policy. See Appendix A.

### *Transmission of Service Delivery (EVV Visit) Transactions*

Id	Transmission of Service Delivery (EVV Visit) Transactions Business Rule
SDV-31P	EVV System must transmit Confirmed EVV Visit Transactions to the EVV Aggregator in the standard format found in Appendix C.
SDV-32P	EVV System must transmit Confirmed EVV Visit Transactions to the EVV Aggregator. The PSO must ensure that 98% of initial EVV Visit Transactions submitted to the EVV Aggregator contain complete and accurate data elements and that 100% of subsequent EVV Visit Transactions submitted to the EVV Aggregator must contain complete and accurate data elements. For the purpose of this rule, “complete and accurate” is defined as no file-level errors, no field formatting errors, and all required fields populated, per the EVV Visit Data Layout Edits Crosswalk, found in Appendix M.
SDV-33P	EVV System must process responses from the EVV Aggregator and alert the System Users to the status (acceptance or rejection) of each EVV Visit Transaction within 24 hours of response receipt. EVV System must notify the System User of rejection alerts, including the reason for the rejection.
SDV-34P	EVV System must allow the System User to correct exceptions in allowable data elements on the EVV Visit Transactions previously submitted to the EVV Aggregator. Once complete, the EVV System must allow the System User to indicate that the EVV System can re-transmit the EVV visit transaction to the EVV Aggregator.
SDV-35P	The PSO must collaborate with TMHP to correct any format/file errors as well as any business errors received from the EVV Aggregator.
SDV-37P	EVV System must require CDS Employer or designated FMSA to approve an EVV Visit Transaction prior to export to the EVV Aggregator, even if the visit is Auto-verified. For the sequence of events of the CDS service delivery model refer to the CDS Process Flow diagram, found in Appendix Q.
SDV-59P	EVV System must allow the FMSA to review EVV Visit Transactions approved by the CDS Employer prior to export to the EVV Aggregator. For the sequence of events of the CDS service delivery model refer to the CDS Process Flow diagram, found in Appendix Q.

## Reporting Requirements

### *Standard System Reports*

Id	Standard System Reports Business Rule
EVR-1P	EVV System must provide reporting to support program requirements and monitoring. The EVV System must make the following standard reports available on demand, when applicable, based on data native to the EVV System. See Appendix G: <ul style="list-style-type: none"> <li>• EVV CDS Service Delivery Log</li> <li>• EVV Landline Phone Verification Report</li> </ul>

Id	Standard System Reports Business Rule
	<ul style="list-style-type: none"> <li>• EVV Service Delivery Exception Report</li> <li>• Non-EVV Relevant Time Logged</li> </ul>
EVR-8P	<p>EVV System must provide reporting to CDS Employers to support program requirements and monitoring. The EVV System must make the following standard reports available on demand to CDS Employers (as applicable) based on data retrieved from the EVV Standard System Reports web service provided by TMHP. Program Providers, FMSAs, HHSC and MCOs will access these reports from the EVV Portal. See Appendix G:</p> <ul style="list-style-type: none"> <li>• EVV Attendant History Report</li> <li>• EVV CDS Employer Usage Report</li> <li>• EVV Clock In/Clock Out Usage Report</li> <li>• EVV Reason Code Usage and Free Text Report</li> <li>• EVV Units of Service Summary Report</li> </ul>
EVR-4P	<p><b>** Business Rule Removed – See Appendix G**</b></p> <p><i>EVV System must provide the Service Delivery Exception Report in support of program requirements and monitoring for the System User. This report must include the following data points at a minimum:</i></p> <ul style="list-style-type: none"> <li>• <del>Service Scheduled but not delivered</del></li> <li>• <del>Service delivered but not Scheduled</del></li> <li>• <del>Service delivered but not authorized</del></li> <li>• <del>Service authorized but not delivered</del></li> <li>• <del>Service delivered but not approved/confirmed</del></li> </ul> <p><i>This data must include services regardless of Service Delivery Location. See Appendix G for details.</i></p>
EVR-7P	<p>All standard system reports must comply with TMHP report specifications. See Appendix G for details on EVV Standard Reports.</p>

## EVV Proprietary System Specifications

### *EVV Proprietary System Specifications*

Id	EVV Proprietary System Specifications Business Rule
VSS-2P	<p>EVV System must adhere to the accessibility standards contained in state and federal laws and regulations, including Americans With Disabilities Act and Section 508 of the Federal Rehabilitation Act. This includes providing accessibility for System Users, Service Providers and Members with disabilities, such as hearing or visual disabilities (e.g., ability to use a text telephone (TTY) or telecommunication device for the deaf (TDD), or use of interactive voice response (IVR), screen readers, text to speech, etc.).</p>
VSS-4P	<p>EVV System must create a unique profile for individual HHSC and MCO users.</p>
VSS-5P	<p>EVV System must provide read-only access to HHSC and MCO staff to view the same information that the System User can access and view. The EVV System must limit individual MCO access to view only the data of the Members contracted with the MCO.</p>
VSS-23P	<p>The PSO must maintain a mapping of Texas-specific terms to the terms visible to users in the EVV System User Interface (UI). Refer to Appendix K for a list of Texas-EVV specific terms.</p>

<b>Id</b>	<b>EVV Proprietary System Specifications Business Rule</b>
VSS-9P	The PSO must establish an Issue Resolution Process. The process must include PSO steps to respond to and resolve any complaints or issues with product(s) or service(s) as well as Root Cause Analysis and Corrective Action (RCCA) information. The RCCA must include the following at a minimum: <ul style="list-style-type: none"> <li>• steps to prevent re-occurrence</li> <li>• the number of Members affected by the issue</li> <li>• impacted stakeholders including MCOs and HHSC</li> </ul>
VSS-11P	The PSO must have a documented EVV System change management process in place.
VSS-12P	EVV System must support the requirements in this “HHSC EVV Business Rules for Proprietary Systems” document in their entirety, unless HHSC waived a portion of a rule or an entire rule as not applicable to the PSOs current situation. If that changes in the future, the EVV System must support each waived portion of the rule or the entire rule, as applicable.

### *Audit Trail & Quality*

<b>Id</b>	<b>Audit Trail &amp; Quality Business Rule</b>
VSS-13P	EVV System must maintain an 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"> <li>• EVV Visit Transaction data elements</li> <li>• Program Provider or FMSA Business Unit profile</li> <li>• Service Provider profile</li> <li>• Member profile</li> <li>• Prior Authorization/Service Authorization data</li> <li>• Service Schedule, if applicable</li> <li>• System User credentials</li> </ul>
VSS-24P	EVV system must account for Daylight Savings Time (DST) when calculating actual hours and billed hours. For Spring DST, the EVV System must subtract 1 hour when a Service Provider works a shift during the date and time when DST occurs. For Fall DST, the EVV System EVV system add 1 hour when a Service Provider works a shift during the date and time when DST occurs.

### *System Security*

<b>Id</b>	<b>System Security Business Rule</b>
VSS-16P	The PSO must give System Users secure access to the EVV System in a way that creates unique login credentials which allows for the identification of users accessing the EVV System.
VSS-17P	The PSO must disable System User accounts within 24 hours of notification or action taken by the Program Provider or FMSA EVV administrator.
VSS-18P	EVV System must comply with the Health Insurance Portability and Accountability Act (HIPAA) related to physical security and privacy. The PSO must notify HHSC within 24 hours of any privacy breach or suspected breach.
VSS-19P	EVV System must meet secure data standards, especially those related to Confidential and Personal Information to protect it from unauthorized access, use, or disclosure. The PSO must notify HHSC of any breach or suspected breach within 24 hours and follow up with a RCCA.

## Operational Readiness

### *Proprietary System Operator Testing/Preparedness*

Id	Proprietary System Operator Testing/Preparedness Business Rule
OPR-1P	EVV System must successfully execute an Operational Readiness Review conducted by HHSC to confirm adherence to guidelines included in this document prior to participation in the Texas Medicaid EVV program.
OPR-2P	EVV System must conduct and successfully execute a Trading Partner Testing process with TMHP and the EVV Aggregator prior to implementing any system modification impacting these entities.

## Glossary

The terms defined in this glossary, when used in this document, have the following meanings.

Acronym/Term	Definition
Alternative Device	HHSC-approved electronic device provided at no cost by an EVV Vendor that allows the Service Provider or CDS Employee to clock in and clock out of the EVV System from the Member's home. The alternative device produces codes or information that display the precise date and time service delivery begins and ends.
Auto-Verified	EVV Visit Transactions that match a planned Schedule, include all required data elements, and have no exceptions; or EVV Visit Transactions with no planned Schedule that include all required data elements and have no exceptions. Refer to Appendix P for Auto-verification specifications.
Bill Hours	This refers to EVV_PAYHOURS in the EVV Visit Transaction file, calculated as the difference between the electronically captured EVV_CALLOUTTIME and the electronically captured EVV_CALLINTIME rounded to the nearest quarter hour increment. May be downward adjusted; used to bill the associated claim.
Business Unit	A distinct entity within a Program Provider or FMSA, as identified by a unique National Provider Identifier (NPI) or Atypical Provider Identifier (API), that will submit EVV Visit Transactions to the EVV Aggregator.
Call Matching Window	A visit maintenance reduction feature only applicable to the Daily Variable Schedule Type and when enabled allows the duration of an EVV visit to match to the Scheduled Visit Duration within a 24-hour time period, therefore not creating an alert to the System User.
CDS	Consumer Directed Services. A service delivery option in which a Member or Legally Authorized Representative employs and retains Service Providers and directs the delivery of program Services. This is an option given to Members to coordinate their Texas Medicaid program services.
CDS Employee	A Service Provider aged 18 years or older who meets eligibility requirements of the Member's program, is not prohibited by relationship from being a CDS Employee and delivers services to the Member as directed by the CDS Employer.
CDS Employer	An adult Member with no legally appointed guardian who is receiving services; or the parent or guardian of a minor Member, the Legally Authorized Representative (LAR) of a Member, or a foster parent authorized by DFPS to be the CDS Employer, who coordinates the Member's services within the Texas Medicaid program.
Confirmed EVV Visit Transaction	EVV Visit Transaction to which the System User has completed visit maintenance or otherwise verified.
Contracted Provider	A Program Provider or FMSA that is contracted by the State of Texas to provide Fee For Service (FFS) EVV services in Texas.

Acronym/Term	Definition
Daily Fixed Schedule	A Schedule Type in the EVV System that a System User may choose to plan Member Service visits. This Schedule Type allows Auto-verification of an EVV Visit Transaction on the Scheduled Visit Date when the clock in time matches the scheduled begin time within 7 minutes or less and the clock out time matches the scheduled end time within 7 minutes or less. The Daily Fixed Schedule does not use a Call Matching Window. The System User can use this Schedule Type in conjunction with other Visit Maintenance Reduction Options.
Daily Variable Schedule	A Schedule Type in the EVV System that a System User may choose to plan Member Service Visits. This Schedule Type allows Auto-verification of an EVV Visit Transaction when the Visit occurs within the Call Matching Window on the Scheduled Visit Date and the Visit Duration (rounded actual hours) matches the Scheduled Visit Duration on the Schedule. The System User can use this Schedule Type in conjunction with other Visit Maintenance Reduction Options.
Daylight Savings Time (DST)	Daylight Savings Time (DST) is the practice of advancing standard time by one hour in the spring ("spring forward") of each year and of setting it back by one hour in the fall ("fall back") to gain an extra period of daylight during the early evening.
Designated Representative (DR)	A willing adult appointed by the CDS Employer to assist with or perform the CDS Employer's required responsibilities to the extent approved by the CDS employer.
Electronic Visit Verification (EVV)	Electronic documentation and verification of Service delivery to a Member through an EVV System.
EVV Aggregator	A centralized database that collects, validates, and stores statewide EVV visit data transmitted by the EVV System(s).
EVV Allowed Geo-perimeter	A 250-foot perimeter around the Member Home Geo-location.
EVV Proprietary System	An HHSC-approved EVV System that a Program Provider or FMSA may opt to use instead of an EVV vendor system from the state vendor pool, that: (A) is purchased or developed by a Program Provider or FMSA; (B) is used to exchange EVV information with the EVV Aggregator (C) complies with the requirements of Texas Government Code §531.024172 or its successors.
EVV Reason Code	A standardized, HHSC-approved three-digit number and associated description used during Visit Maintenance to explain the specific reason a System User made a change to an EVV Visit Transaction.
EVV System	Electronic Visit Verification system that: (A) allows a service provider to electronically report: (i) the service recipient's identity; (ii) the service provider's identity; (iii) the date and time the service provider begins and ends the delivery of services; (iv) the Service Delivery Location; and (v) tasks performed by the service provider

Acronym/Term	Definition
	The system includes applications and tools used to clock in/clock out such as toll-free numbers, interactive voice response applications, mobile methods, and web applications. The system also includes mechanisms to complete Visit Maintenance and interact with the EVV Aggregator.
EVV Visit Transaction	<p>A complete, verified visit consisting of all required data elements (visit data and identification data) needed to verify a service delivery visit.</p> <p>EVV Visit Transactions can receive any of the following statuses:</p> <ul style="list-style-type: none"> <li>• Unsubmitted – visit received by the EVV System but not yet transmitted to the EVV Aggregator.</li> <li>• Submitted – visit received by the EVV System and transmitted to the EVV Aggregator but which the EVV Aggregator has not returned as accepted or rejected.</li> <li>• Accepted – visit submitted to the EVV Aggregator from an HHSC-approved EVV System and has successfully passed the EVV Aggregator validation edits.</li> <li>• Rejected – visit submitted to the EVV Aggregator from an HHSC-approved EVV System that the EVV Aggregator did not accept because it did not pass the EVV Aggregator validation edits.</li> </ul>
FMSA	Financial Management Services Agency is an entity that contracts with HHSC or an MCO to provide financial management services to a Member, CDS Employer or Designated Representative.
Geo-Location	Geographic location as determined by the GPS (latitude/longitude) coordinates.
GPS	Global Positioning System (GPS) is a satellite-based navigation system used to determine an exact location in latitude/longitude coordinates.
GUI	Graphical User Interface. A term used in the Texas Medicaid EVV program to identify manually entered EVV Visit Transactions using an EVV System.
HCPCS	Healthcare Common Procedure Coding System is a set of health care procedure codes based on the American Medical Association's Current Procedural Terminology (CPT).
HHSC	Texas Health and Human Services Commission. When used in this document, the term also refers to HHSC's designees, identified by HHSC as needed, on a case-by-case basis.
HHSC EVV Policy	A set of HHSC standards for organizations to adhere to regarding the EVV program. HHSC EVV policy documents are posted on the HHSC EVV website.
IVR	Interactive Voice Response
Legally Authorized Representative (LAR)	A natural parent, legal/adopted parent, stepparent and/or a court-appointed guardian of a Member, or the legally appointed guardian of a Member of any age.
MCO	Managed Care Organization. An entity that contracts with the State of Texas to provide health benefits and additional services and accepts a set capitation payment per Member, per month, for such services.

Acronym/Term	Definition
Member	A person enrolled in Medicaid FFS (Individual) or MCO (Member) and receiving services through Texas Medicaid.
Member Home	The physical address where a Member who receives EVV services resides, which aligns with the address on file with Medicaid.
Optional Automatic Downward Adjustment	A visit maintenance reduction solution offered to System Users for use with Schedules whereby the EVV System will downward adjust Bill Hours by .25 to match the planned scheduled hours, so the EVV System can still consider the visit a match to the Schedule, therefore not creating an alert to the System User. The EVV System must only allow System Users to apply this feature to the Daily Variable Schedule and the Daily Fixed Schedule Types.
Optional Expanded Time for Auto-Verification	A visit maintenance reduction solution offered to System Users for use with Schedules whereby the EVV System expands the auto-verified time frame by .25 rounded Bill Hours (22 minutes) so the EVV System can still consider the Visit a match to the Schedule, therefore not creating an alert to the System User. The EVV System must only allow System Users to apply this feature to the Daily Variable Schedule and the Daily Fixed Schedule Types.
Pending Visit	An EVV Visit Transaction that the EVV System has not confirmed and has not submitted to the EVV Aggregator.
Program Provider	An entity that contracts with HHSC or an MCO to provide an EVV service.
Proprietary System Operator	A Program Provider or FMSA that uses an EVV Proprietary System to meet HHSC EVV Business Rules for Proprietary Systems.
RCCA	Root Cause Analysis and Corrective Action (RCCA) is a process where the Proprietary System Operator reviews and analyzes an incident or deficiency to determine root cause. Corrective action defines the actions put in place to prevent re-occurrence.
Recurring	Indicates the planned service delivery event (Scheduled Visit) is to occur on a regular basis for a prescribed number of days or weeks.
Remaining Weekly Scheduled Hours	The number of hours that are available for Visit Auto-verification within a Weekly Variable Schedule after decrementing the Bill Hours of Visits that Auto-verify against the Weekly Variable Schedule and applying adjustments made by the System User to the Bill Hours of Auto-verified Visits.
Schedule	Planned time recorded in the EVV System when the service delivery (EVV visit) is to occur.
Schedule Type	A distinct method the System User can choose for planning future Member visits in the EVV System. Schedule Types include Daily Variable Schedule, Daily Fixed Schedule, and Weekly Variable Schedule.
Scheduled Visit Date	The date the System User scheduled the Service Provider to perform Services for the Member. The System User enters the Scheduled Visit Date into the EVV System prior to a Visit as part of a Daily Fixed Schedule or Daily Variable Schedule. Recorded as VISIT_VISITDATE in the EVV Visit Transaction.
Scheduled Visit Duration	The amount of time the System User scheduled the Service Provider to spend performing Services for the Member. The System User enters the Scheduled Visit Duration into the EVV



Acronym/Term	Definition
	System prior to a Visit as part of a Daily Fixed Schedule or Daily Variable Schedule. Recorded as VISIT_VISITHOURS in the EVV Visit Transaction.
Schedule Maintenance	Actions performed by a System User to adjust a Scheduled Visit or Visits in the EVV System.
Service	An in-home personal care service or home health care service required to use EVV as identified in Appendix B EVV Bill Code Services Table.
Service Authorization	Documentation of the Services a payer authorized for a Member, including the authorized units for the Services, the Program Provider or FMSA authorized to provide the Services, the bill codes for the Service and the effective dates during which the payer has authorized the Service. May be known by other names such as “prior authorization” in some Medicaid programs.
Service Delivery Location	The physical location where the Member received EVV services during a scheduled or unscheduled visit. See Appendix J for allowable values.
Service Provider	The person employed by the Program Provider or CDS Employer to deliver services directly to the Member.
Subcontracted Provider	An agency or individual contracted by a Program Provider or FMSA to provide EVV Services in Texas.
System User	An individual who the program provider or FMSA has authorized to have access to the Proprietary System. The individual can be a program provider or FMSA or CDS Employer or Subcontract Provider. CDS Employer
Texas EVV Service Attendant Identification Number	A unique identifier generated by the EVV System for each Service Provider. The number should be the last 4 digits of the Service Provider SSN or passport number plus Service Provider last name.
TMHP	The Texas Medicaid & Healthcare Partnership (TMHP) is a group of contractors under the leadership of Accenture charged with administering Texas Medicaid and other state health-care programs on behalf of the Texas Health and Human Services Commission.
Total Weekly Scheduled Hours	The total hours scheduled by the System User for a Member Service on a Weekly Variable Schedule.
Visit	Electronic documentation of a completed EVV service delivery event.
Visit Approval	The process the System User (CDS Employer or FMSA) uses to confirm that the CDS Employee time worked in the EVV system accurately reflects the delivery of Services.
Visit Date	The calendar date when (MMDDYYYY) the Service Provider delivers Services to the Member.
Visit Duration	The total time a Service Provider spends with a Member during a service delivery Visit.

Acronym/Term	Definition
Visit Maintenance	The action the System User takes to create a Visit or correct data elements in an EVV Visit Transaction to accurately reflect Service delivery.
Visit Maintenance Time Frame	The number of days from the Visit Date when the System User can complete Visit Maintenance according to HHSC EVV Policy.
Weekly Variable Schedule	A Schedule Type in the EVV System that the System User may choose to plan Member Services for a set number of Service hours over the course of a 7-calendar day period (Sunday through Saturday). This Schedule Type will Auto-verify a Visit when the Visit is delivered on a date of service between the Weekly Variable Schedule Begin Date and the Weekly Variable Schedule End Date for a Visit Duration not to exceed the Remaining Weekly Scheduled Hours.
Weekly Variable Schedule Begin Date	The start date of a Weekly Variable Schedule set up by a System User for a Member. This is the first date (Sunday) of service during the Weekly Variable Schedule time frame when the EVV System will Auto- verify an EVV Visit Transaction if the Bill Hours of the EVV Visit do not exceed the Total Weekly Scheduled Hours.
Weekly Variable Schedule End Date	The last date of a Weekly Variable Schedule for a Member is set by the EVV System to be seven (7) calendar days from the Weekly Variable Schedule Begin Date. This is the last date of service during the Weekly Variable Schedule time frame when the EVV System will Auto verify an EVV Visit Transactions if the Bill Hours of the EVV Visit do not exceed the Total Weekly Scheduled Hours.

## Appendices

**Note:** If clicking an appendix link will not open the document (PDF), copy, and paste the link directly into your Internet browser instead.

[Appendix A – HHSC EVV Reason Codes](#)

[Appendix B – EVV Service Bill Codes Table](#)

[Appendix C – EVV Visit Transaction File](#)

[Appendix D – EVV Master Provider Web Service](#)

[Appendix E – Member Eligibility Companion Guides](#)

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[Appendix M – EVV Visit Data Layout Edits Crosswalk](#)

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[Appendix O – Visit Maintenance](#)

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[Appendix Q – CDS Process Flow](#)

## Document Revision History

Version	Date	Responsible Party	Description
1.0	1/31/2020	HHSC	Published version.
1.1	06/04/2021	HHSC	Added Business Rule PAO-34P and EVM-21P. Updated EVM-20P. Added Appendix P. Updated Glossary.
2.0	02/25/2022	HHSC	Updates effective May 31, 2022, include variable schedule types, updates to Glossary terms, language changes and updates and renumbering of appendices.
2.0	06/17/2022	TMHP	Updated links in appendices.