



Electronic Visit Verification (EVV) Business Rules for Proprietary Systems v4.0

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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) and EVV Proprietary System 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 PSO and the EVV System they select to participate must also comply with all stand-alone EVV Business Rules for Proprietary Systems on the TMHP PSO Business Rules webpage.

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

The PSO and the EVV System they select to participate in the Texas Medicaid EVV Program must comply with Title 1 of the Texas Administrative Code (1 TAC), Chapter 354, Subchapter O (relating to Electronic Visit Verification), the HHSC EVV Policy Handbook, HHSC EVV Business Rules for Proprietary Systems, and state and federal laws governing EVV. If a PSO or EVV Proprietary System fails to comply with the requirements, HHSC may revoke the PSO's access to the EVV Aggregator from their chosen EVV Proprietary System for submission of EVV Visit Transactions or cancel approval for a PSO to use an EVV Proprietary System.

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 data retrieved from MES Administrators' systems. HHSC acknowledges that a specific PSO may choose not to 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 according to the HHSC Operational Readiness Review (ORR) criteria.

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

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.



ID	Program Provider or FMSA Profile Set-Up and Data Elements Validation Business Rule
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 data retrieved from MES Administrators' systems 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.
PAO-30P	EVV System must allow the following relationships, at a minimum: • A Program Provider or FMSA can be associated with multiple Members. • A Program Provider or FMSA can be associated with multiple Service Providers. • A Program Provider or FMSA can be associated with multiple Subcontracted Providers. • A Program Provider or FMSA Business Unit can be associated with multiple CDS Employers. • A Program Provider or FMSA Business Unit can be associated with multiple EVV Systems but must only use on EVV System to collect visit data at a time. • A CDS Employer can be associated with multiple Members. • A CDS Employer can be a Member. • A CDS Employer can be associated with multiple Service Providers.

Service Provider Profile Set-Up and Data Elements Validation

ID	Service Provider Profile Set-Up and Data Elements Validation Business Rule
PAO-8P	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.
PAO-9P	EVV System must electronically document the following data elements for the Service Provider's identification information: • Texas EVV Service Provider Identification Number • Legal Name (Last, First, MI) • Permanent address (Street, City, State, ZIP+4) • Service Provider Discipline
PAO-10P	EVV System must allow System Users with the appropriate security access to update Service Provider profiles.
PAO-32P	EVV System must allow the following relationships, at a minimum: • A Service Provider can be associated with multiple Program Provider or FMSA Business Units. • A Service Provider can be associated with multiple CDS Employers. • A Service Provider can be associated with both Program Providers or FMSAs and CDS Employers. • A Service Provider can be associated with multiple Members.

Member Profile and Data Elements Validation

ID	Member Profile and Data Elements Validation Business Rule
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: • Texas Medicaid Identification Number • Legal Name (Last, First, MI) • Date of Birth • Medicaid Eligibility start date (optional) • Medicaid Eligibility end date (optional) • Managed Care Eligibility start date (optional) • Managed Care Eligibility end date (optional) • Local Case Number (optional) • Member Home Address (Street, City, State, ZIP+4) • Member Contact Phone Number Conditional data elements depending on selected electronic verification method(s): When the Member selects Landline method: • Member Home Phone Landline Number • Member Alternate Phone Landline Number (could be multiple numbers) • Member Alternate Phone Landline Service Delivery Location(s) (required for each Alternate Phone Landline Number) • Member Alternate Phone Landline Service Delivery Address(es) When the Member selects Mobile method: • Member Home Geolocation (system assigned and displayed) When the Member selects Alternative Device method: • Member Alternative Device identifier
PAO-16P	EVV System must validate Member data entered by the System User against data retrieved from MES Administrators' systems using the Medicaid Eligibility X12 270/271 transaction. 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 – Medicaid Eligibility Companion Guide for details on the X12 270/271 transaction.
PAO-17P	EVV System must allow the System Users with appropriate security access to initiate Member profile updates.
PAO-19P	EVV System must allow the System User to document multiple clock in and clock out methods in a Member's profile.
PAO-33P	EVV System must allow the following relationships, at a minimum: • A Member can be associated with multiple Program Providers or FMSA Business Units. • A Member can be associated with only one CDS Employer. • A Member can be associated with both Program Provider and FMSA Business Units, and a CDS Employer. • A Member can be associated with multiple Service Providers.



ID	Member Profile and Data Elements Validation Business Rule
PAO-34P	EVV System must allow a System User with the appropriate security access to adjust the Member Home Geolocation in the Member profile.
PAO-42P	EVV System must allow a System User to assign required data for multiple Alternate Phone Landline Numbers to a Member's profile. EVV System must not allow the Service Delivery Location assigned to an Alternate Phone Landline Number to be 'Community'.

CDS Employer Profile and Data Elements Validation

ID	CDS Employer Profile and Data Elements Validation Business Rule
PAO-36P	EVV System must create a unique profile for each CDS Employer.
PAO-37P	EVV System must electronically document the following critical data elements for the CDS Employer's identification information: • CDS Employer EVV Identification Number • Legal Name (Last, First, MI) • CDS Form 1722 Visit Maintenance Option • Designated Representative, if applicable
PAO-38P	EVV System must allow an FMSA to capture the selection by the CDS Employer on Form 1722 to perform Visit Maintenance. 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.
PAO-31P	EVV System must allow an FMSA to associate the Designated Representative (DR) to the CDS Employer profile, when indicated by the CDS Employer on CDS Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities or Form 1720 Appointment of a Designated Representative. EVV System must allow the 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.

EVV System Training

ID	EVV System Training Business Rule
PAO-21P	The PSO must provide initial and ongoing system training 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

ID	Service Authorizations Business Rule
ESA-2P	EVV System must request, receive and store available electronic authorization data from the Prior Authorization web service using the standardized file format found in Appendix F. EVV System must conduct this activity at least once daily, when used.



ID	Service Authorizations Business Rule
ESA-3P	EVV System must allow the System User to confirm a Member's Service Authorization when using the data received from the Prior Authorization web service using the standardized file format found in Appendix F. The EVV System must reject Service Authorizations that the System User has not confirmed, unless it matches what the System User created manually.
ESA-4P	EVV System must alert System Users to changes in electronic Service Authorization data received from the Prior Authorization web service. See Appendix F for technical specifications.
ESA-15P	EVV System must allow the System User to manually create a Service Authorization for a Member.
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 Prior Authorization web service to ensure that the data format is correct, and that the EVV System received all required data elements. See Appendix F for technical specifications.
ESA-55P	EVV System must allow a Service Provider to clock in and clock out when an Active Service Authorization does not exist in the EVV System.

Schedules - No Schedule

ID	Schedules Business Rule
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 Schedule Type 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.



ID	Schedules Business Rule
ESA-8P	EVV System must provide a scheduling function, giving Program Providers, CDS Employers, DR (if applicable) and FMSAs (on behalf of CDS Employers) 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

ID	Schedules Business Rule
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. EVV System must include the Scheduled Visit Time In and Scheduled Visit Time Out, if entered by the System User.
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

ID	Schedules Business Rule
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. EVV System must include Scheduled Visit Time In and Scheduled Visit Time Out, if entered by the System User.
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.



ID	Schedules Business Rule
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 or Visits that a System user manually verifies against the 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 or manually 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

ID	Schedules Business Rule
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.



ID	Schedules Business Rule
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. EVV Systems must include the Mobile Method.

General

ID	Electronic Verification Methods Business Rule
EVM-15P	EVV Proprietary System Operator must provide access to clock in and clock out methods at no cost to the Member, CDS Employer, Service Provider, HHSC, or MCO.
EVM-16P	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

ID	Home Phone Landline Business Rule
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 and assign the Member Home Address to the Service Delivery Address 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.

ID	Home Phone Landline Business Rule
EVM-26P	EVV System must assign the Service Delivery Location and the Service Delivery Address associated with the alternate phone landline number in the Member profile when the EVV System captures the Visit using the alternate phone landline number.

Alternative Devices

ID	Alternative Methods/Devices Business Rule
EVM-5P	The PSO must provide 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 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 the Service Delivery Location and assign the Member Home Address to the Service Delivery Address 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

ID	Mobile Method Business Rule
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 not allow a System User to alter Geolocation data captured through the mobile method.
EVM-10P	EVV System must capture Geolocation at clock in and clock out through mobile methods. Mobile method must only capture geolocation at clock in and clock out and not allow for persistent tracking. Mobile method may require a Service Provider to enable location services to clock in and clock out.
EVM-11P	EVV System must allow the Service Providers to access the mobile method.
EVM-12P	EVV System must not require significant data usage through a Service Provider's cellular plan for the mobile method when the cost associated with that data use is the responsibility of the Service Provider.
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 Geolocation data to document the location of the service delivery visit. The PSO must not sell, share, or allow use of the Geolocation 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 Geolocation of Member receiving services.
EVM-24P	EVV mobile method must auto-populate the Service Delivery Location as 'Member Home' if the device determines that the Service Provider is within the EVV Allowed Geo-perimeter of the Member Home Geolocation. The Service Provider can modify the Service Delivery Location as needed on the mobile device.



ID	Mobile Method Business Rule
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.
EVM-27P	EVV mobile method must prompt the Service Provider to select a Service Delivery Location (from the values specified in Appendix J) if the mobile application determines that the Service Provider is outside the EVV Allowed Geo-perimeter of the Member Home Geolocation when clocking in or clocking out.
EVM-28P	EVV System must provide read-only access in the mobile application for Service Providers to view EVV Visits performed by the Service Provider. The EVV System must limit the Service Provider's access to view only the Visit data associated with the Service Provider. The view must not provide access to Protected Health Information (PHI) associated with the Member.

Service Delivery Verification

Service Delivery (EVV Visit) Transaction Documentation

ID	Service Delivery (EVV Visit) Transaction Documentation Business Rule
SDV-1P	EVV System must capture and verify the following visit data for each EVV visit: • Member receiving the service, • Service Provider providing the service, • PSO Business Unit the Service Provider is performing the service on behalf of, • Service Delivery Location of clock in, • Service Delivery Location of clock out, • Electronic verification method Service Provider used to clock in, • Electronic verification method Service Provider used to clock out, • Service Delivery Address of clock in (when applicable), • Service Delivery Address of clock out (when applicable), • Date Service Provider delivered the service, • Time Service Provider delivered the service (start and end), • Type of service the Service Provider performed. The EVV System must capture this 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.
SDV-2P	EVV System must capture the clock in and clock out method used for each Visit. EVV System may allow multiple clock in and clock out methods for a Member on a single Visit.
SDV-66P	EVV System must capture the Service Delivery Location during clock in and clock out using the values listed in Appendix J.
SDV-3P	EVV System must allow login to the mobile method as well as the capture of Clock In and Clock Out Data, including geolocation, when using a mobile method in instances when internet connection or cellular data is unavailable. This must not require manual entry of data by System Users.
SDV-5P	EVV System must capture the EVV Clock In and the EVV Clock Out in standard format (MMDDYYYY HH:MM AM/PM). EVV System must ignore seconds when determining EVV Clock in or EVV Clock Out times. EVV System must not round the EVV Clock In or EVV Clock Out times.



ID	Service Delivery (EVV Visit) Transaction Documentation Business Rule
SDV-70P	EVV System must calculate unrounded EVV Hours for the Visit by subtracting the EVV Clock In from the EVV Clock Out when captured on the Visit. The EVV System must transmit unrounded EVV Hours to the EVV Aggregator in the EVV_ACTUALHOURS field. See Appendix C and Appendix M for details related to this field.
SDV-88P	EVV System must calculate rounded EVV Hours by subtracting the EVV Clock In from the EVV Clock Out when captured on the Visit, rounding to the nearest quarter hour increment according to HHSC EVV Policy. The EVV System must transmit rounded EVV Hours to the EVV Aggregator in the EVV_ROUNDED_ACTUALHOURS field. See Appendix C and Appendix M for details related to this field.
SDV-71P	EVV System must populate Bill Time In from the EVV Clock In when captured on the Visit.
SDV-72P	EVV System must populate Bill Time Out from the EVV Clock Out when captured on the Visit.
SDV-89P	EVV System must calculate unrounded Bill Hours by subtracting Bill Time In from Bill Time Out. The EVV System must transmit unrounded Bill Hours to the EVV Aggregator in the EVV_UNROUNDED_PAYHOURS field. See Appendix C and Appendix M for details regarding this field.
SDV-6P	EVV System must calculate rounded Bill Hours by subtracting Bill Time In from Bill Time Out rounding to the nearest quarter hour increment according to HHSC EVV Policy. The EVV System must transmit rounded hours to the EVV Aggregator in the EVV_PAYHOURS field. See Appendix C and Appendix M for details regarding this field.
SDV-82P	EVV System must display the rounded and unrounded Bill Hours to the System User.
SDV-90P	EVV System must display the rounded and unrounded EVV Hours to the System User.
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 with or without a Schedule. The EVV System must split the overnight shift into two separate EVV Visit Transactions, one ending at 11:59 PM and one beginning at 12:00 AM, for the two affected days. The EVV System must set the EVV Clock Out Time on the first EVV Visit Transaction to 11:59 PM. The EVV System must set the EVV Clock In Time on the second EVV Visit Transaction to 12:00 AM. The EVV System must use the same date for the EVV Clock In Time, EVV Clock Out Time, Bill Time In, and Bill Time Out for each EVV Visit Transaction.
SDV-10P	EVV System must allow the Service Provider and the System User to deduct the amount of time associated with a Non-EVV Service, that the Service Provider delivered during the EVV Service delivery period. The EVV System must store the amount of time associated with the Non-EVV Service, but the EVV System must not include the Non-EVV Service time in the calculation of the Bill Hours of the EVV Visit.
SDV-83P	EVV System must allow the Service Provider to clock in and clock out for an EVV Optional Service if HHSC identifies the Service in the EVV Service Bill Codes Table. If the Program Provider, FMSA or CDS Employer chooses to document EVV Optional Services using the EVV System, the EVV System must capture, verify, and store each EVV Optional Visit and transmit Confirmed EVV Visit Transactions to the EVV Aggregator using the standard format documented in Appendix C EVV Visit Transaction File.
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.



ID	Service Delivery (EVV Visit) Transaction Documentation Business Rule
SDV-58P	EVV System must not allow the System User to create a new EVV Visit Transaction to replace an existing EVV Visit Transaction, including an EVV Visit Transaction accepted by the EVV Aggregator but recorded in a different EVV System. 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 Different Locations by the same Service Provider, and not allow transmission of those EVV Visit Transactions to the EVV Aggregator without correction by the System User. EVV System must alert the System User when the EVV System identifies these EVV Visit Transactions and allow for correction of the Visits using the most appropriate EVV Reason Code.
SDV-84P	EVV System must allow a single Service Provider to deliver the same Service to multiple Members at the Same Location on the same date and at the same time. EVV System must allow transmission of the EVV Visit Transaction to the EVV Aggregator.
SDV-79P	EVV System must identify service delivery of different Services by multiple Service Providers at the same time at Different Locations to a single Member, and not allow transmission of those transactions to the EVV Aggregator without confirmation by the System User. EVV System must alert the System User when the EVV System identifies these EVV Visit Transactions and allow for correction or confirmation of the Visits using the most appropriate EVV Reason Code.
SDV-12P	EVV System must identify Service delivery of the same Service by multiple Service Providers at the same time at Different Locations to a single member, and not allow transmission of those EVV Visit Transactions to the EVV Aggregator without correction by the System User. EVV System must alert the System User when the EVV System identifies these EVV Visit Transactions and allow for correction of the Visits using the most appropriate EVV Reason Code.
SDV-85P	EVV System must allow multiple Service Providers to deliver the same or different Service(s) to a single Member at the Same Location on the same date and at the same time. EVV System must allow transmission of these EVV Visit Transactions to the EVV Aggregator.
SDV-74P	EVV system must account for Daylight Savings Time (DST) when calculating EVV Hours and Bill 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.

Service Delivery (EVV Visit) Transaction Validation

ID	Service Delivery (EVV Visit) Transaction Validation Business Rule
SDV-60P	EVV System must adhere to HHSC EVV Policy regarding Auto-Verification of EVV Visit Transactions, including requiring System Users to complete Visit Maintenance on EVV Visit Transactions that generate exceptions from Auto-Verification. EVV System's process flow for resolving Auto-Verification exceptions must prioritize using Clock In and Clock Out Data from approved electronic verification methods when the EVV System determines it is appropriate. Refer to Appendix P for Auto-Verification specifications.
SDV-14P	EVV System may verify Member profile data using the using the Medicaid Eligibility X12 270/271 transaction. The EVV System must notify the System User and allow the System User to correct exceptions prior to transmission of the EVV Visit Transaction to the EVV Aggregator. See Appendix E for details on the Medicaid Eligibility X12 270/271 Companion Guide.



ID	Service Delivery (EVV Visit) Transaction Validation Business Rule
SDV-55P	EVV System may verify payer and plan code using the Payer Plan Code web service prior to verifying EVV Visit Transactions. If used, the EVV System must allow the System User to correct errors. See Appendix L for details on the Payer Plan Code web service.
SDV-15P	EVV System must verify PSO Business Unit profile prior to verifying EVV Visit Transactions. The EVV System must notify the System User and allow the System User to correct errors.
SDV-16P	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 errors. The EVV System must use the EVV Service Bill Codes Table to identify these valid codes. See Appendix B.
SDV-17P	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 Active Service Authorization data. The verification must ensure that the relationship between the Program Provider or FMSA ID (NPI, API, TIN, Provider Number), the Medicaid ID for the Member and the HCPCS/Modifier match the Active Service Authorization data. If the EVV System finds any errors, the EVV System must notify the System User and, if within the Visit Maintenance Time Frame, allow the System User to make corrections prior to transmission of the EVV Visit Transaction to the EVV Aggregator.
SDV-19P	EVV System must adhere to HHSC EVV Policy regarding Call Matching Window if the PSO chooses to implement this optional Visit Maintenance reduction solution for the Daily Variable Schedule. See Appendix P for Auto Verification specifications.
SDV-49P	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. See Appendix P for Auto Verification specifications.
SDV-50P	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. See Appendix P for Auto-verification specifications.
SDV-51P	EVV System must alert the System User when the Member units used are reaching the authorized units on the Service Authorization.

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 Visit Maintenance Unlock Request process described in HHSC EVV Policy.
SDV-21P	EVV System must restrict System Users from performing Visit Maintenance according to Appendix O Visit Maintenance rules.
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) and the auto-confirm flag as 'N'.



ID	Visit Maintenance Business Rule
SDV-78P	The System User must populate the following required data elements for manual visits: • Member receiving the Service • Service Provider providing the Service • Service Delivery Location of clock in • Service Delivery Location of clock out • Input method of clock in • Input method of clock out • Service Delivery Address of clock in (when applicable) • Service Delivery Address of clock out (when applicable) • Date the Service Provider performed the Service • Bill Time In when the Service Provider started Service Delivery • Bill Time Out when the Service Provider ended Service Delivery • Type of Service the Service Provider performed • EVV Reason Code(s) with associated free text
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 Visit Maintenance Unlock Request process described in HHSC EVV Policy.
SDV-46P	EVV System must identify the input method on the EVV Visit Transaction as “GUI” when the EVV Clock In time for a Visit is missing (missed 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 EVV Clock Out for a Visit is missing (missed clock out) and the System User manually completes the Visit.
SDV-86P	EVV System must maintain an audit trail for all data entered and updated in the EVV System, including the following data at a minimum: • EVV Visit Transaction data elements • Program Provider or FMSA Business Unit profile • Service Provider profile • Member profile • Prior Authorization/Service Authorization data • Service Schedule, if applicable • System User credentials
SDV-22P	EVV System must record changes made by the System User to the EVV Visit Transaction during Visit Maintenance and when a System User enters a manual Visit. The EVV System must collect the following audit trail data at a minimum, and transmit the relevant audit trail data to the EVV Aggregator: • Data elements changed (including the before and after values) • User ID of the System User who made the changes • First Name and Last Name of the System User who made the changes • Date and time the System User made the changes or created the manual Visit • EVV Reason Code(s) with associated free text Refer to Appendix C for identification of the EVV Visit Transaction fields for this data.
SDV-61P	EVV System must adhere to HHSC EVV Policy regarding Visit Maintenance of EVV Visit Transactions and must comply with technical specifications for Visit Maintenance. Refer to Appendix O for the Visit Maintenance specifications.



ID	Visit Maintenance Business Rule
SDV-69P	EVV System must retain schedule information at the time of an EVV Clock In or EVV Clock Out or entry of a manual visit. EVV System must not allow schedule information to be edited after a visit is created, except for Weekly Variable Schedule information prior to the Weekly Variable Schedule End Date. Refer to Appendix O.
SDV-48P	EVV System must require the System User to enter an 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-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 data elements listed below (refer to Appendix O for Visit Maintenance specifications): • API/NPI • Texas EVV Service Provider ID • Contract number • Member Medicaid ID • Service group • Service code • HCPCS code • Modifier • Bill hours • Units The EVV System must transmit the User ID, the First Name and Last Name of the System User making the change and EVV Reason Code information that is associated with the change in the EVV Visit Transaction data elements below (see Appendix C and Appendix M for details): • EMPLOYEE_EVVUSERID • EMPLOYEE_EVVUSERFIRSTNAME • EMPLOYEE_EVVUSERLASTNAME • EVV_LASTVISITMAINT • EVV_REASONCODEn • EVV_REASONCODEnDESC • EVV_REASONCODEnCOMMENT
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 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-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-52P	EVV System must allow the System User to modify billed hours by entering or modifying Bill Time In and Bill Time Out. The EVV System must recalculate Bill Hours when the System User modifies these fields.



ID	Visit Maintenance Business Rule
SDV-73P	EVV System must require the System User to enter Bill Time In in standard format (MMDDYYYY HH:MM AM/PM) when the EVV System does not capture an EVV Clock In on the Visit.
SDV-76P	EVV System must require the System User to enter Bill Time Out in standard format (MMDDYYYY HH:MM AM/PM) when the EVV System does not capture an EVV Clock Out on the Visit.
SDV-80P	EVV system must limit the adjustment of Bill Time In and Bill Time Out to be within the boundaries of the EVV Clock In and EVV Clock Out when present on the Visit.
SDV-81P	EVV System must allow the System User to modify Bill Hours by directly adjusting the field to reflect that the Program Provider or FMSA will not bill the actual Visit hours in full. Adjustments made directly to Bill Hours must not alter the values in Bill Time In and Bill Time Out.
SDV-7P	EVV System must allow the System User to adjust Bill Hours down to zero but must not allow the System User to adjust Bill Hours to an amount greater than the rounded EVV Hours recorded by the EVV System or to a negative value.
SDV-91P	EVV System must allow for the import of EVV Visit Transactions from the EVV Aggregator via the HHSC-approved process. EVV System must retain the legacy EVV Vendor ID and the legacy EVV Visit ID on the imported visit. Refer to Appendix T.
SDV-92P	EVV System must not allow for the import of duplicate EVV Visit Transaction IDs with the same Provider API/NPI and EVV Vendor ID combination.
SDV-93P	EVV System must allow for the entry of manual EVV Visit Transactions for dates of service prior to the System Start Date of the Program Provider or FMSA Business Unit when the payer has approved the creation of visits via the HHSC-approved process. The EVV Vendor ID on the manual EVV Visit Transaction must be the EVV Vendor ID of the current EVV System.
SDV-94P	EVV System must identify when Member profile, Service Provider profile, CDS Employer profile, or Active Service Authorization set up is not complete or incorrect. EVV System must alert the System User when the EVV System identifies incomplete information and allow the System User to complete or correct the information.

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 as directed by HHSC. 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 requires free text/comments when using certain EVV Reason Codes.
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-75P	EVV System must transmit Confirmed EVV Visit Transactions with zero Bill Hours 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, HHSC defines “complete and accurate” 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 HHSC MES Administrators 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: • EVV CDS Service Delivery Log • EVV Landline Phone Verification Report • EVV Service Delivery Exception Report • Non-EVV Relevant Time Logged



ID	Standard System Reports Business Rule
EVR-8P	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 the EVV Aggregator. Program Providers, FMSAs, HHSC and MCOs will access these reports from the EVV Portal. See Appendix G: • EVV Service Provider History Report • EVV CDS Employer Usage Report • EVV Service Provider Clock In and Clock Out Report • EVV Reason Code Usage and Free Text Report • EVV Units of Service Summary Report
EVR-7P	All standard system reports must comply with the report specifications provided in Appendix G - EVV Standard System Reports.
EVR-2P	EVV System must allow the date range between the Visit Start Date and Visit End Date for all standard system reports to be at least 31 calendar days.

EVV System Specifications

EVV Proprietary System Specifications

ID	EVV Proprietary System Specifications Business Rule
VSS-2P	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.).
VSS-4P	EVV System must create a unique profile for individual HHSC and MCO users as directed by HHSC.
VSS-5P	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 EVV System data associated with the Members contracted with the MCO.
VSS-23P	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.
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.
VSS-3P	EVV System must support all stand-alone updates to the EVV Business Rules for Proprietary Systems, including updates to appendices to the EVV Business Rules for Proprietary Systems, published on the TMHP PSO Business Rules webpage.
VSS-28P	EVV System must use the Local Time Zone. See specific data elements required to be captured in the Local Time Zone in Appendices C and M.
VSS-6P	The PSO and the EVV System must ensure that Texas Medicaid Data is not stored outside of the United States, that Texas Medicaid Data is not accessed or transmitted outside of the United States, and that no work using Texas Medicaid Data is performed outside of the United States, as required by the HHSC Provider Agreement.

System Security

ID	System Security Business Rule
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.
VSS-21P	EVV System must limit individual CDS Employer access to EVV system data of Members and Service Providers associated with the CDS Employer.
VSS-24P	EVV System must assign CDS Employers appropriate security access to create, update, and read EVV System data and view CDS Employer EVV System reports when the CDS Employer selects to approve CDS Employee time worked and perform Visit Maintenance under Option 1 on CDS Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities.
VSS-25P	EVV System must assign CDS Employers appropriate security access to read and approve EVV Visit data and view CDS Employer EVV System reports in the EVV System when the CDS Employer selects to approve CDS Employee time worked under Option 2 on CDS Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities.
VSS-26P	EVV System must assign CDS Employers appropriate security access to read EVV System reports when the CDS Employer selects to delegate approval of time worked and Visit Maintenance to the FMSA under Option 3 on CDS Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities.
VSS-27P	EVV System must allow an FMSA to assign the appropriate security role to a DR that is equivalent to the option chosen by the CDS Employer on the CDS Employer's Form 1722, when indicated.

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 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
Active Service Authorization	An electronic Service Authorization within the EVV System where the begin and end dates include the Visit Date.
Alternative Device	HHSC-approved electronic device provided at no cost by an EVV Proprietary System 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 correspond to 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 value is the difference between the Bill Time Out and Bill Time In, minus the amount of time spent on Non-EVV Services, an automatic downward adjustment by the EVV System, or downward adjustment by the System User, rounded to the nearest quarter hour increment. The EVV System must transmit this value as EVV_PAYHOURS in the EVV Visit Transaction file. See Appendix C, Appendix M and Appendix O for details regarding this field.
Bill Time In	Bill Time In reflects the EVV Clock In time when present. If the EVV Clock In time is missing from the Visit, the System User must enter the Visit begin time in this field. The System User may modify this value, which will trigger the EVV System to recalculate Bill Hours.
Bill Time Out	Bill Time Out reflects the EVV Clock Out time when present. If the EVV Clock Out time is missing from the Visit, the System User must enter the Visit end time in this field. The System User may modify this value, which will trigger the EVV System to recalculate Bill Hours.
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	The 24-hour period (12:00:00am to 11:59:59pm) used during Auto- verification with a Daily Variable Schedule to determine whether the EVV Visit occurred on the scheduled day and for the scheduled duration.
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.

Acronym/Term	Definition
Clock In and Clock Out Data	Information captured from an electronic verification method used by the EVV system to document and verify the visit, including: - The type of service provided - The name of the recipient to whom the service is provided - The data and times the service provider began and ended the service delivery visit - The location, including the address and geolocation, where the service was provided - Note: geolocation is only captured for visits recorded by the Mobile Method - The name of the service provider who provided the service - Other information the commission determines is necessary to ensure the accurate adjudication of Medicaid claims
Confirmed EVV Visit Transaction	EVV Visit Transaction to which the System User has completed Visit Maintenance or otherwise verified.
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.
Different Locations	Different Service Delivery Addresses derived from the Service Delivery Location. If the Service Delivery Address is not available, the Geolocations of the EVV Visit Transactions (when available) are two locations a distance more than the EVV Allowed Geo-Perimeter apart. If Service Delivery Addresses and Geolocations are not available, the Service Delivery Location In and/or Service Delivery Location Out value(s) of the EVV Visit Transactions are different.
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 perimeter (or radius) around the Member Home Geolocation. The EVV System must set the value of the EVV Allowed Geo-perimeter to a value of no less than 250 feet and no greater than 1320 feet.
EVV Clock In	The time captured by the EVV System from the electronic verification method (Home Phone Landline, Alternative Device, Mobile method) that the Service Provider used to indicate the beginning of a Service delivery Visit. The EVV System must not allow a System User to modify or manually enter the EVV Clock In.

Acronym/Term	Definition
EVV Clock Out	The time captured by the EVV System from the electronic verification method (Home Phone Landline, Alternative Devices, Mobile Method) that the Service Provider used to indicate the end of a Service delivery Visit. The EVV System must not allow a System User to modify or manually enter the EVV Clock Out.
EVV Hours	This refers to the service delivery time reflected in Hours and Minutes (nn.nn) and is calculated by subtracting the EVV Clock In from the EVV Clock Out, when present on the Visit. If an EVV Clock In or EVV Clock Out is missing from the Visit, this field must be blank (or null). The EVV System must transmit the calculated unrounded value to the EVV Aggregator as EVV_ACTUALHOURS in the EVV Visit Transaction file. The EVV System must not allow a System User to modify or manually enter EVV Hours. See Appendix C and Appendix M for details regarding this field.
EVV Proprietary System	An approved EVV System purchased or developed by a Program Provider or FMSA that a Program Provider or FMSA uses instead of the state provided EVV system.
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 Required Services	EVV Required Services include in-home Personal Care Services (PCS) and Home Health Care Services (HHCS) identified as required by State and federal statute and included in Appendix B EVV Service Bill Codes table.
EVV System	A state provided EVV System or an EVV Proprietary System used to electronically document and verify critical data elements (Clock In and Clock Out Data) related to the delivery of EVV services.
EVV Visit Transaction	A complete, verified visit consisting of all required data elements (identified in Appendix C) needed to verify a service delivery visit. EVV Visit Transactions can have any of the following statuses: • Unsubmitted – visit received by the EVV System but not yet transmitted to the EVV Aggregator. • 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. • Accepted – visit submitted to the EVV Aggregator from an approved EVV System and has successfully passed the EVV Aggregator validation edits. • 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.
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.
Geolocation	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).

Acronym/Term	Definition
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 and requirements for organizations to adhere to regarding the EVV program which includes the HHSC EVV policy handbook and HHSC EVV policy documents posted on the HHSC EVV website in the Policies section.
HHSC Provider Agreement	Agreement between HHSC and a program provider or FMSA that is signed by the program provider or FMSA during Texas Medicaid provider enrollment.
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.
Local Time Zone	The time zone, a standard offset from Coordinated Universal Time (UTC) assigned to a specific area, of the Member Home.
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. MCOs are the payers for managed care services.
Member	A person eligible to receive Medicaid services that require the use of EVV.
Member Home	The physical address where a Member who receives EVV services resides, which aligns with the address on file with Medicaid.
MES Administrators	The Medicaid Enterprise Systems (MES) administrators are a group of contractors charged with administering Texas Medicaid and other state health care programs on behalf of the Texas Health and Human Services Commission.
Non-EVV Service	A Service that does not require the use of EVV but may occur in the course of an EVV Service delivery Visit. Non-EVV Services include EVV Optional Services in Appendix B EVV Service Bill Codes table and Services not listed in the EVV Service Bill Codes table. The EVV System must allow a Service Provider or System User to deduct Non-EVV Service time that occurred during an EVV Visit.
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 (up to 22 minutes for Daily Variable and up to 14 minutes for Daily Fixed) 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.
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 has been approved to use an EVV Proprietary System to meet HHSC EVV Business Rules for Proprietary Systems.

Acronym/Term	Definition
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.
Same Location	The same Service Delivery Address derived from the Service Delivery Location. If the Service Delivery Address is not available, the Geolocations of the Visit transactions (when available) are both within the EVV Allowed Geo-perimeter of the Member Home.
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 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.
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 a payer's authorization for a Member to receive Services which includes: the authorized units for the Services, the Program Provider or FMSA that is 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. The EVV System will record the Service Delivery Location at clock in as the EVV_VISITLOCATION and Service Delivery Location at clock out as EVV_VISITLOCATION_OUT when transmitting the EVV Visit Transaction to the EVV Aggregator. See Appendix C EVV Visit Transaction Layout for details.
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, an FMSA, a Subcontracted Provider, or a CDS Employer or their DR.

Acronym/Term	Definition
Texas EVV Service Provider 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.
Texas Medicaid Data	All information in the EVV System designated as confidential under the constitution and laws of the State of Texas and of the United States, including the Texas Health & Safety Code and the Texas Public Information Act, Texas Government Code, Chapter 552. This includes any communication or record in the EVV System that consists of or includes any of the following: a. Protected Health Information in any form including, without limitation, Electronic Protected Health Information or Unsecured Protected Health Information (as defined in Title 45 of the US Code of Federal Regulations (45 CFR) §160.103 and 45 CFR §164.402); b. Sensitive Personal Information (as defined in Texas Business and Commerce Code § 521.002(2)); c. Federal Tax Information (as defined in IRS Publication 1075); d. Personally Identifiable Information (as defined in Office Management and Budget Memorandum M-07-16); e. Social Security Administration Data (defined as information received from a Social Security Administration federal agency system of records), including, without limitation, Medicare or Medicaid information (defined as information relating to an applicant or recipient of Medicare or Medicaid benefits).
Total Weekly Scheduled Hours	The total hours scheduled by the System User for a Member Service on a Weekly Variable Schedule.
User ID	This is the unique identifier assigned by the EVV System and used by the System User to access the EVV System to perform Visit Maintenance. The EVV System must require the assigned identifier and password when the System User is logging onto the EVV System.
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.
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 before the visit is locked.
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 occurs 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.

Acronym/Term	Definition
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 PCS Service Bill Codes Table**](#)

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

[**Appendix C – EVV Visit Transaction Layout**](#)

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

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

[**Appendix F – EVV Prior Authorization Web Service and File Layout**](#)

[**Appendix G – EVV Standard System Reports**](#)

[**Appendix H – N/A**](#)

[**Appendix I – Removed**](#)

[**Appendix J – Service Delivery Locations**](#)

[**Appendix K – Texas EVV-Specific Terms**](#)

[**Appendix L – Payer Plan Code Web Service**](#)

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

[**Appendix N – EVV Data Transfer Guide**](#)

[**Appendix O – Visit Maintenance**](#)

[**Appendix P – Auto Verification**](#)

[**Appendix Q – CDS Process Flow**](#)

[**Appendix R – N/A**](#)

[**Appendix S – EVV Aggregator Results**](#)

[**Appendix T – Legacy EVV Visit Import Process**](#)

Document Revision History

Version	Date	Responsible Party	Description
1.0	1/31/2020	HHSC	Published initial 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.
3.0	01/02/2023	HHSC	Updates effective August 1, 2023, include profile, Service Authorization, and Service Delivery Location updates, updates for EVV Optional Services, Bill Hours, Bill Time In/Out, Visit Maintenance and EVV Visit Transaction file changes as well as updates to appendices and the Glossary.
3.1	09/16/2024	HHSC	Updates effective March 12, 2025, include profile, Service Authorization, and schedule changes. Updates for Visit Maintenance Unlock Requests and Visit Maintenance. Language changes throughout the document (including the Glossary) and appendices.
4.0	08/24/2026	HHSC	Updates effective April 1, 2027, include profile, electronic verification method, service delivery verification, and EVV System specification changes. Updates to Appendices to modify requirements to address common questions. New Glossary terms added and definitions updated.