



# ELECTRONIC VISIT VERIFICATION (EVV)

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## EVV VISIT DETAILS: FIELD DESCRIPTIONS QUICK REFERENCE GUIDE (QRG)



# Introduction

The purpose of this document is to define the fields that appear on the EVV Visit Details screen in the EVV Portal. All data that appears in an EVV Visit Details field is pre-populated by the EVV system, and not every field will have data.

To access the EVV Visit Details screen, perform a search in the EVV Portal using one of the search tools (tabs). Click the **Visit ID** link.

**Note:** The Visit ID link will only appear in the Visit ID column if the EVV claim successfully matched to the EVV visit transaction (EVV01 - Successful Match).

Accepted Visit Search Result

[Export Data](#)  
Search results with 10,000 records or less will export to Excel. Search results with more than 10,000 records will be processed in Batch Results in CSV format.

Showing 1 to 10 of 30,632 entries Show 10 entries

Visit ID	EVV System Name	Payer Name	NPI/API	Provider Legal Name	Medicaid ID	Member Last Name	Visit Date	Billable Units	HCPSC Code	Modifier(s)	EVV Service Provider ID	Aggregator Received Date
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/02/2022	9.00	SS125	U3:U7	4321LASTNAME	11/10/2022 02:02 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/01/2022	10.00	SS125	U3:U7	4321LASTNAME	11/10/2022 02:02 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/03/2022	16.00	SS125	U5	4321LASTNAME	11/10/2022 02:04 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/01/2022	29.00	SS125	U5	4321LASTNAME	11/10/2022 02:04 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/03/2022	12.00	SS125	U5	4321LASTNAME	11/10/2022 02:06 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/02/2022	8.00	SS125	U5	4321LASTNAME	11/10/2022 02:06 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/03/2022	16.00	SS125	U5	4321LASTNAME	11/10/2022 02:04 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/02/2022	8.00	SS125	U5	4321LASTNAME	11/10/2022 02:04 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/01/2022	8.00	SS125	U5	4321LASTNAME	11/10/2022 02:04 PM
<a href="#">123456789012</a>	SYSTEM NAME	PAYER (PAY)	1234567890	EXAMPLE PROVIDER	123123123	LAST NAME	10/03/2022	20.00	SS125	U5	4321LASTNAME	11/10/2022 02:05 PM

Previous 1 2 3 4 5 ... 3064 Next

The EVV Visit Details screen appears.

**EVV Visit Details** ✕

Visit ID: 123456789012
Current Date: 12/22/2022 01:46 PM
User ID: PortalUser

Print
Return To Search Results

**Provider Information**

Provider Legal Name	PROVIDER NAME	Provider DBA	PROVIDER NAME
NPI/API	1234567890	TIN	123412345
Provider Number			

**Member Information**

Medicaid ID	111222333	Service Group	
Member First Name	JOHN	Service Code	
Member Last Name	SMITH	HCPCS Code	S5125
Payer Name		Modifiers	U5
Member SDA	11		

**Visit Information**

Visit Date	10/03/2022	EVV Bill Hours	4.00	Visit Auto Confirmed?	Yes
Actual Clock In Time	10/03/2022 07:30 AM	Billable Units	16.00	Last Visit Maintenance Date	
Actual Clock Out Time	10/03/2022 11:24 AM	Bill Time In	10/03/2022 7:30 AM	Visit Record Indicator	NEW
Actual Hours Worked	03 Hrs 54 Min	Bill Time Out	10/03/2022 11:30 AM	Visit Status	Accepted
Actual Hours Rounded	4.00	Clock In Method	MOBILE METHOD	Date/Time Created in Vendor System	10/03/2022 11:24 AM
Visit Location In	MEMBER HOME	Clock Out Method	MOBILE METHOD		
Visit Location Out					

**Employee Information**

Service Provider First Name	SALLY	Service Provider Discipline	ATTENDANT
Service Provider Last Name	GREEN	EVV Service Provider ID	1234GREEN

**Reason Code**

Reason Code		Reason Code Description	
Reason Code Comment			

**Visit History Details**

Visit History Details					
Visit Indicator	Visit Status	Rejection Codes	Visit Maintenance Date	Updated Fields	Visit Maintenance User ID
NEW	Accepted				

**Claim Details**

Claim Details								
TMHP Claim ID/ICN	TMHP Service Line Item	Other Claim ID/ICN	Claim Detail From Date	Claim Detail To Date	Claim Units	Match Date	Claim Match Result	Informational Match Result
No Results found								

Print
Return To Search Results

## EVV Visit Details Header

EVV Visit Details

Visit ID: 123456789012      Current Date: 12/22/2022 01:46 PM      User ID: PortalUser

Print    Return To Search Results

- **Visit ID:** A unique ID number assigned to the EVV visit transaction by the EVV system
- **Current Date:** The date and time the EVV Visit Details screen is viewed
- **User ID:** The TMHP My Account user name of the person logged into the EVV Portal
- **Print Button:** Click to print EVV Visit Details
- **Return to Search Results Button:** Click to close EVV Visit Details
- **X Button** (located in the top right corner): Click to close EVV Visit Details

## Provider Information

Provider Information

Provider Legal Name	PROVIDER NAME	Provider DBA	PROVIDER NAME
NPI/API	1234567890	TIN	123412345
Provider Number			

- **Provider Legal Name:** The legal name of the program provider or Financial Management Services Agency (FMSA)
- **NPI/API:** The National Provider Identifier (NPI) or Atypical Provider Identifier (API) of the program provider or FMSA who provided EVV services
- **Provider Number:** Displays the Long-Term Care (LTC) provider number (formerly DADS contract number), if applicable
- **Provider DBA:** The program provider or FMSA “Doing Business As” (DBA) name
- **TIN:** Taxpayer Identification Number (TIN)

## Member Information

Member Information			
Medicaid ID	111222333	Service Group	
Member First Name	JOHN	Service Code	
Member Last Name	SMITH	HCPCS Code	S5125
Payer Name		Modifiers	U5
Member SDA	11		

- **Medicaid ID:** The member’s Medicaid ID number
- **Member First Name:** The first name of the member receiving EVV services
- **Member Last Name:** The last name of the member receiving EVV services
- **Payer Name:** A unique ID assigned to the payer, for example LTC (Long-Term Care) or Superior (SHP)
- **Member SDA:** The managed care organization (MCO) member’s service delivery area (SDA)
- **Service Group:** A code that identifies the LTC program for the service and is only used in the Fee-For-Service (FFS) programs for LTC
- **Service Code:** A code that identifies the LTC service within the program and is only used in FFS programs for LTC
- **HCPCS Code:** Identifies the service provided
- **Modifiers:** Provides additional information about the service or procedure

For a list of programs and services required to use EVV, refer to the following tables:

- For Personal Care Services (PCS), refer to the [EVV PCS Service Bill Codes table](#) on the [HHSC EVV](#) web page.
- For home health care services (HHCS), refer to the [EVV HHCS Service Bill Codes table](#) on the [EVV 21st Century Cures Act](#) web page.

## Visit Information

Visit Information					
Visit Date	10/03/2022	EVV Bill Hours	4.00	Visit Auto Confirmed?	Yes
Actual Clock In Time	10/03/2022 07:30 AM	Billable Units	16.00	Last Visit Maintenance Date	
Actual Clock Out Time	10/03/2022 11:24 AM	Bill Time In	10/03/2022 7:30 AM	Visit Record Indicator	NEW
Actual Hours Worked	03 Hrs 54 Min	Bill Time Out	10/03/2022 11:30 AM	Visit Status	Accepted
Actual Hours Rounded	4.00	Clock In Method	MOBILE METHOD	Date/Time Created in Vendor System	10/03/2022 11:24 AM
Visit Location In	MEMBER HOME	Clock Out Method	MOBILE METHOD		
Visit Location Out					

- **Visit Date:** The date the EVV service occurred
- **Actual Clock In Time:** The time the service provider clocked in when service delivery began
- **Actual Clock Out Time:** The time the service provider clocked out when service delivery ended
- **Actual Hours Worked:** The total duration of service delivery based on clock in and clock out times
- **Actual Hours Rounded:** The total duration of service delivery rounded to the nearest quarter hour increment.
- **Visit Location In:** The location EVV services were provided during Clock In; such as an individual's home, alternate home, or community
- **Visit Location Out:** The location EVV services were provided during Clock Out; such as an individual's home, alternate home, or community
- **EVV Bill Hours:** Total hours program providers or FMSAs will bill for EVV services
- **Billable Units:** Calculated units based on the unit type for the service; such as per 15 minutes on the EVV Service Bill Codes table
- **Bill Time In:** The electronic clock in date and time; populated from the Clock In Time, if present on the visit; entered by the system user when an EVV Clock Out is missing from the visit
- **Bill Time Out:** The electronic clock out date and time; populated from the Clock Out Time, if present on the visit; entered by the system user when an EVV Clock Out is missing from the visit
- **Clock In Method:** The method used by the service provider to clock in when service delivery began
- **Clock Out Method:** The method used by the service provider to clock out when service delivery ended
- **Date/Time Created in Vendor System:** Date and time the EVV visit was entered in the EVV System
- **Visit Auto Confirmed?:** Occurs when there are no exceptions to the EVV visit
- **Last Visit Maintenance Date:** The most recent date EVV visit maintenance was performed
- **Visit Record Indicator:** Reflects the status of the EVV visit in the EVV system, such as New
- **Visit Status:** Displays the current EVV visit transaction status; Accepted or Rejected

## Employee Information

**Employee Information**

Service Provider First Name	SALLY	Service Provider Discipline	NURSE
Service Provider Last Name	GREEN	EVV Service Provider ID	1234GREEN

- **Service Provider First Name:** The first name of the person providing EVV services
- **Service Provider Last Name:** The last name of the person providing EVV services
- **Service Provider Discipline:** The specialty of the person providing EVV services: service provider, nurse, certified nursing assistant (CNA), physical therapist (PT), occupational therapist (OT), speech-language pathologist (SLP), or other
- **EVV Service Provider ID:** The last four digits of the employee’s social security number or passport number and last name of the person providing EVV services

## EVV Reason Code

**Reason Code**

Reason Code	210	Reason Code Description	I - Emergency
Reason Code Comment	The visit with the member was delayed because the member had fallen when the service provider arrived.		

- **Reason Code:** Displays the reason code number that was selected by the program provider or FMSA representative in the EVV system
- **Reason Code Description:** Displays the reason code description that was selected by the program provider or FMSA representative in the EVV system
- **Reason Code Comment:** Displays any free text entered into the EVV system

Refer to the Reason Code section of the [HHSC EVV webpage](#) for more information on reason code numbers, reason code descriptions, and required free text.



## Visit History Details

Visit History Details					
Visit Indicator	Visit Status	Rejection Codes	Visit Maintenance Date	Updated Fields	Visit Maintenance User ID
NEW	Rejected	Ex00057C1, Ex00059C	10/03/2019 07:06 PM		JDOE
NEW	Accepted		10/03/2019 07:06 PM	Service Code	JDOE
NEW	Rejected	Ex00031C, Ex00057C3, E...	10/02/2019 03:46 PM		JDOE
NEW	Rejected	Ex00057C3	10/02/2019 03:46 PM	Visit Date	JDOE

- **Visit Indicator:** Reflects the status of the EVV visit in the EVV system, such as New
- **Visit Status:** Displays the accepted or rejected status from the EVV Aggregator
- **Rejection Codes:** Codes indicating the reason the EVV visit transaction was rejected by the EVV Aggregator; click the Rejection Codes for more details
- **Visit Maintenance Date:** The date EVV visit maintenance was performed before the EVV visit transaction was transmitted to the EVV Aggregator
- **Updated Fields:** Fields updated during EVV visit maintenance
- **Visit Maintenance User ID:** The EVV system ID of the person performing visit maintenance



## Claim Details

Information in the Claim Details section will be populated if an EVV claim has been submitted and matched to the EVV visit transaction.

Claim Details								
TMHP Claim ID/ICN	TMHP Service Line Item	Other Claim ID/ICN	Claim Detail From Date	Claim Detail To Date	Claim Units	Match Date	Claim Match Result	Informational Match Result
1234567890111222	1		10/05/2019	10/05/2019	12.00	10/18/2019	EVV01 - EVV Match	

Print    Return To Search Results

- **TMHP Claim ID/ICN:** Unique TMHP claim identifier for each EVV claim
- **TMHP Service Line Item:** The EVV claim line item that matched to the visit
- **Other Claim ID/ICN:** Claim identifier for each EVV claim from CARE, CMBHS, and MCO systems. The Other Claim ID/ICN column will only be populated for claims with dates of service 10/01/2020 and after.
- **Claim Detail From Date:** EVV service delivery begin date
- **Claim Detail To Date:** EVV service delivery end date
- **Claim Units:** Billed units from the EVV claim
- **Match Date:** The date the EVV claims matching process was performed
- **Claim Match Result:** Displays the claim match result code for this visit. Only claims with match codes EVV01-EVV Match in either the Claim Match Result or the Informational Match Result have been matched to a visit.
- **Informational Match Result:** Will only contain an EVV claim match result code when EVV07 or EVV08 are in the Claim Match Result column (indicating the EVV claims matching process was bypassed). When populated, on the EVV Visit Details screen, this column will always be an EVV01 since the EVV Visit Details is only available when an EVV claim matches an EVV visit transaction.