EVV Proprietary System Operator

EVV Proprietary System
Compliance Method – Documentation
for
Proprietary System Business Rules v2.0

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Introduction

To gain Texas Health and Human Services Commission (HHSC) approval to use an Electronic Visit Verification (EVV) proprietary system to electronically document and verify the data elements for a service delivery visit, the Program Provider or Financial Management Services Agency (FMSA) must:
- Comply with the Texas Administrative Code (TAC) and HHSC EVV Policy as they relate to EVV proprietary systems.
- Comply with the HHSC EVV Business Rules for Proprietary Systems document.
- Successfully complete all steps of the Operational Readiness Review (ORR) process.

HHSC will use four methods to determine compliance during an ORR process:
- Attestation
- Demonstration
- Documentation
- Trading Partner Testing (TPT) with the Texas Medicaid and Healthcare Partnership (TMHP)

This document covers the documentation methods for determining the compliance of the EVV proprietary system. The Program Provider or FMSA must successfully document that their EVV proprietary system complies with each business rule contained in this document (a subset of the business rules contained in the HHSC EVV Business Rules for Proprietary Systems document, v2.0 dated 2/25/2022), unless HHSC has explicitly waived that business rule or the scenario, in whole or in part, as not applicable to its EVV proprietary system at this time (refer to your EVV Proprietary System Operator Certification Form).

Business Rules that Must be Documented

1. PAO-21P

Business Rule

PAO-21P: Proprietary System Operator must provide initial and ongoing system training, as needed, to HHSC and MCO staff. The training must include access to, and use of, the EVV System for demonstration of full system functionality.

1.1. System Training For HHSC & MCO Staff

Documentation Required

1. PSO Training plan or approach for training HHSC and MCO users on the Proprietary System.
2. PSO Training contacts and method for HHSC and MCO users to request and access training on the Proprietary System.
3. Copy of the training materials that the PSO will provide, covering all EVV system functionality.
    a. If the PSO provides a single set of training materials (for both HHSC and MCO users), the materials must clearly show the different levels of access for HHSC versus MCO users.
    b. Training materials must clearly state that MCO user access is limited to the data associated with Members for whom the user's MCO is the payer, and that the MCO user's access is further limited to only the dates of service that the user's MCO is or was the payer for that Member.
    c. The content of the Training Materials must include the following at a minimum:
        i. System access and logon
        ii. Data entry and updates
        iii. Visit capture and validation
        iv. Device ordering and usage
        v. Visit maintenance/updates to EVV visit transactions
        vi. Clock-in/Clock-out methods
        vii. Access and creation of reporting, as well as overview of usage of the reporting
        viii. Customer Service (system troubleshooting, issue reporting, complaints, etc.)

2. SDV-22P & VSS-13P

Business Rules

SDV-22P: EVV System must record changes made to the EVV Visit Transaction by the System User after the System User/Service Provider has documented the Visit. The EVV System must collect the following audit trail data at a minimum:
- Data elements changed (including the before and after values)
- Name of the System User making the changes
- Date and time the System User made the changes
- EVV Reason Code(s) added with or without associated free text

VSS-13P: EVV System must maintain an audit trail for all data entered and updated in the EVV System, including the following data at a minimum:
- 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

2.1. Service Delivery Transaction Audit Trail

Documentation Required

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

3. SDV-27P

Business Rule

SDV-27P: EVV System must only accept valid EVV Reason Codes as defined in HHSC EVV Policy. See Appendix A.

3.1. Valid Reason Codes

Documentation Required

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

4. EVR-1P

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

Note for all EVR-1P report documentation requirements below that use the term 'visit': The status of a visit (accepted, rejected or un-submitted) must be set by exchanging EVV Visit Transaction Files with TMHP in the test environment and can be documented using a screen print of the visit transaction that includes the status of the transaction.

HHSC will limit the scenarios used during Readiness Review to the standard system reports that are required by the PSO. The following criteria will determine which reports will be waived during the ORR according to the PSO's Detailed Questionnaire responses.

> **Question 4:** PSO Response has only Program Provider checked (not FMSA and not Both), indicating the CDS business rules do not apply, and the following reports are waived:
> > o EVV CDS Service Delivery Log
>
> **Question 21:** Response is No, PSO will not be using a Landline Electronic Visit Verification Method therefore the following report is waived:
> > o EVV Landline Phone Verification Report
>
> **Question 9:** Response is No, Service Attendants or CDS employees do not deliver non-EVV services therefore the following report is waived:
> > o Non-EVV Relevant Time Logged

4.1. EVV CDS Service Delivery Log

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup: The report must use realistic, production-like data from the PSO's EVV System and must include the following:
   a. One Member
   b. At least two Service Attendants (can be same report or separate reports)
   c. At least five visits per Service Attendant
   d. At least two different places of service

       e.   At least one accepted visit
       f.   At least one rejected visit
       g.   At least one un-submitted visit

2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV CDS Service Delivery Log in a PDF and Excel format.

4.2. EVV Landline Phone Verification Report

<u>Documentation Required</u>

<u>Note: HHSC may waive this Scenario if the PSO is not using the Landline Electronic Verification Method (Detailed Questionnaire #21 is No).</u>

1. Data Setup: The report must use realistic, production-like data from the PSO's EVV System and must include the following:
       a.   At least five Members
       b.   All four listed phone types (Landline, Mobile, Fixed VOIP, and Non-fixed VOIP)
       c.   At least five listed carriers
       d.   At least 15 entries (rows of data)
2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications and sample report layout provided by TMHP.
3. Submit a copy of the EVV Landline Phone Verification Report in a PDF and Excel format.

4.3. Service Delivery Exception Report

<u>Documentation Required</u>

1. Data Setup: The report must use realistic, production-like data from the PSO's EVV System and include at least one of each of the following:
       a.   Service scheduled but not performed
       b.   Service performed but not scheduled
       c.   Service performed but not authorized
       d.   Service authorized but not performed
       e.   Service performed but not approved/confirmed
       f.   Service with a delivery location of home
       g.   Service with a delivery location of community
       h.   Service with GPS coordinates (where the mobile method is used to clock in/out)
2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the report for any given month in a PDF and Excel format.

4.4. Non-EVV Relevant Time Logged

<u>Documentation Required</u>

Note: HHSC may waive this Scenario if the PSO is not delivering non-EVV relevant services (Detailed Questionnaire #9 is No).

1. Data set up for the report must use realistic, production-like data from the PSO's EVV System and must include the following:
   a. One Member
   b. At least two Service Attendants
   c. At least 10 entries (rows of data)
2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the Non-EVV Relevant Time Logged report in a PDF and Excel format.

5. EVR-8P

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 TMHP. Program Providers, FMSAs, HHSC and MCOs will access these reports from the EVV Portal. See Appendix G:

- EVV Attendant History Report
- EVV CDS Employer Usage Report
- EVV Clock In/Clock Out Usage Report
- EVV Reason Code Usage and Free Text Report
- EVV Units of Service Summary Report

HHSC will limit the scenarios used during Readiness Review to the standard system reports that are required by the PSO. The following criteria will determine which reports will be waived during the ORR according to the PSO's Detailed Questionnaire responses.

Question 4: PSO Response has only Program Provider checked (not FMSA and not Both), indicating the CDS business rules do not apply, then all reports in this scenario are waived.

5.1. EVV Attendant History Report

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup requires that visits meeting the criteria below have been submitted (through TPT) and accepted in the EVV Aggregator prior to requesting the report through the web service. The report must use realistic, production-like data and must include the following:
     i. One Member
     ii. At least two Service Attendants
     iii. At least 10 accepted visits At least two accepted visits for the same date of service
     iv. At least two different HCPCS/Modifier combinations
2. Report must be requested from the TMHP EVV Portal using the Standard System Reports Web Service as indicated in the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV Attendant History Report in a PDF and Excel format.

5.2. EVV CDS Employer Usage Report

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup requires that visits meeting the criteria below have been submitted (through TPT) and accepted in the EVV Aggregator prior to requesting the report through the web service. The report must use realistic, production-like data and must include the following:
   a. One Member
   b. At least two Service Attendants
   c. At least 10 accepted visits. Date must be the current fiscal year and the most recent quarter and month (one report should be for a quarter, the other for a month)
   d. At least two clock ins or clock outs using the following methods: GUI, an HHSC approved electronic verification method
2. Report must be requested from the TMHP EVV Portal using the Standard System Reports Web Service as indicated in the Appendix G - EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV CDS Employer Usage Report in a PDF and Excel format.

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

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup requires that visits meeting the criteria below have been submitted (through TPT) and accepted in the EVV Aggregator prior to requesting the report through the web service. The report must use realistic, production-like data and must include the following:
   a. One Member
   b. At least two Service Attendants
   c. At least 25 accepted visits
   d. Date range of at least 30 days
   e. At least two auto-verified accepted visits
   f. At least two clock ins or clock outs using each of the following methods: GUI, Home Landline, Alternative Device, Mobile
   g. At least five accepted visits where one method was used to clock in, and a different method was used to clock out
2. Report must be requested from the TMHP EVV Portal using the Standard System Reports Web Service as indicated in the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV Clock In/Clock Out Usage Report in a PDF and Excel format.

5.3. EVV Reason Code Usage and Free Text Report

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup requires that visits meeting the criteria below have been submitted (through TPT) and accepted in the EVV Aggregator prior to requesting the report through the web service. Report must use realistic, production-like data and must include the following:
   a. One Member
   b. At least 10 accepted visits, all with reason codes
   c. At least three different reason codes
   d. At least two reason codes must appear on multiple accepted visits
   e. At least five accepted visits with reason code additional comments (free text)
   f. At least one accepted visit with no reason code additional comments (free text)
2. Report must be requested from the TMHP EVV Portal using the Standard System Reports Web Service as indicated in the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV Reason Code Usage and Free Text Report in a PDF and Excel format.

5.4. EVV Units of Service Summary Report

Documentation Required

Note: HHSC may waive this Scenario if the PSO is not an FMSA (Detailed Questionnaire #4 Program Provider only is checked).

1. Data Setup requires that visits meeting the criteria below have been submitted (through TPT) and accepted in the EVV Aggregator prior to requesting the report through the web service. Report must use realistic, production-like data and must include the following:
   a. One Member
   b. At least 12 accepted visits on at least 10 different days during the same month
   c. At least two HCPCS/Modifier combinations, at least 8 visits with one HCPCS/Modifier
2. Report must be requested from the TMHP EVV Portal using the Standard System Reports Web Service as indicated in the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV Units of Service Summary Report in a PDF and Excel format.

6. VSS-23P

Business Rule

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.

6.1 Mapping of Texas-EVV Specific Terms

Documentation Required

1. Submit a document that includes all the Texas-EVV specific terms listed in Appendix I of the PS Business Rules.
2. The following information must be captured for each term:
     a. An indication as to whether the term is visible to users in the EVV System.
     b. For each term that is visible to users in the EVV System, the document must contain the following information for each instance of that term, including the following:
          i. The component of the EVV system (back-office application, mobile method, etc.)
          ii. The window, screen, tab, etc. where the term appears
          iii. The label associated with that term in the EVV System