

Proprietary System Operator
EVV Proprietary System
Compliance Method – Demonstration

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Introduction

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

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

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

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

Each Proprietary System Operator (PSO) will coordinate with HHSC to establish a date, time and location for the demo, as well as discuss expectations for the demo and any technology requirements that may impact the demo. Data setup identified in step #1 of each demo will be accomplished by the PSO prior to the demo. The remaining steps in each demo will be performed live. All references to Service Attendant, System User, etc. in the demo steps indicate a user role, all of which can be demoed by one individual signing in using different credentials for each role.

Business Rules that Must be Demonstrated

1. EVM-3P

Business Rule

EVM-3P	'EVV System' must accept clock-in and clock-out data via 'Member' home landline phone.
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1.1. Home Landline – With Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a home landline registered in the EVV System
 - b. Service Attendant
 - c. Scheduled visit
2. Service Attendant calls the IVR from the Member's home landline phone and enters the required information to successfully record the clock in.
3. Service Attendant calls the IVR from the Member's home landline phone and enters the required information to successfully record the clock out.
4. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of
 - d. Location where the service is delivered (home)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
5. System User verifies that the type of method used (Landline) has been captured accurately in the EVV System.

1.2. Home Landline – Without Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a home landline registered in the EVV System
 - b. Service Attendant
 - c. No scheduled visit
2. Service Attendant calls the IVR from the Member's home landline phone and enters the required information to successfully record the clock in.
3. Service Attendant calls the IVR from the Member's home landline phone and enters the required information to successfully record the clock out.
4. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):

- a. ‘Member’ receiving the service
 - b. ‘Service Attendant’ providing the service
 - c. ‘Proprietary System Operator’ ‘Business Unit’ the ‘Service Attendant’ is performing the service on behalf of
 - d. Location where the service is delivered (home)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
5. System User verifies that the type of method used (Landline) has been captured accurately in the EVV System.

2. EVM-4P

Business Rule

EVM-4P	‘EVV System’ must verify home landline phone number on ‘EVV Visit Transaction’ is associated with ‘Member’ profile. If a mismatch is found, the transaction must be flagged, and the ‘System User’ alerted.
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2.1. Home Landline – Call Using Different Number

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a home landline registered in the EVV System
 - b. Service Attendant
 - c. Scheduled visit
2. Service Attendant calls the IVR from a different phone (not the Member’s home landline phone) and enters the required information to successfully record the clock in.
3. Service Attendant calls the IVR from a different phone (not the Member’s home landline phone) and enters the required information to successfully record the clock out.
4. EVV System validates the phone number and alerts the System User that a number other than the Member’s registered home landline phone number was used for the clock-in and clock-out.

3. EVM-5P

Business Rule

EVM-5P	‘Proprietary System Operator’ must provide ‘HHSC’-approved alternatives for clock-in/clock-out in the event a ‘Member’ does not have a landline, or a ‘Member’ is unwilling to allow ‘Service Attendant’ use of landline.
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3.1. Alternative Device – With Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with an alternative device registered in the EVV System

- b. Service Attendant
 - c. Scheduled visit
2. Service Attendant clocks in using the alternative device registered to the Member and writes down whatever information is needed.
3. Service Attendant calls into the EVV System to successfully record the clock in.
4. Service Attendant clocks out using the alternative device and writes down whatever information is needed.
5. Service Attendant calls into the EVV System to successfully record the clock out.
6. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of
 - d. Location where the service is delivered (home)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
7. System User verifies that the type of method used (Alternative Device) has been captured accurately in the EVV System.

3.2. Alternative Device – Without Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with an alternative device registered in the EVV System
 - b. Service Attendant
 - c. No scheduled visit
2. Service Attendant clocks in using the alternative device registered to the Member and writes down whatever information is needed.
3. Service Attendant calls into the EVV System to successfully record the clock in.
4. Service Attendant clocks out using the alternative device and writes down whatever information is needed.
5. Service Attendant calls into the EVV System to successfully record the clock out.
6. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of
 - d. Location where the service is delivered (home)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)

7. System User verifies that the type of method used (Alternative Device) has been captured accurately in the EVV System.

4. EVM-6P

Business Rule

EVM-6P	'EVV System' must identify a 'Service Attendant's use of alternative methods/devices used for clock-in/clock-out and confirm association to 'Member'. If a mismatch is found, the transaction must be flagged, and the 'System User' alerted.
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4.1. Alternative Device – Not Associated with Member

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with an alternative device registered in the EVV System
 - b. Service Attendant
 - c. Scheduled visit
2. Service Attendant clocks in using the alternative device associated with a different Member and writes down whatever information is needed.
3. Service Attendant calls into the EVV System and enters the required information.
4. EVV System validates the alternative device and alerts the System User that a device other than the Member's registered device was used for the clock-in.

5. EVM-7P

Business Rule

EVM-7P	'Proprietary System Operator' must allow clock-in/clock-out via mobile methods. The mobile methods must be provided at no charge to the 'Member'.
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5.1. Mobile Method – With Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a mobile method registered in the EVV System
 - b. Service Attendant
 - c. Scheduled visit
2. Service Attendant clocks in using the mobile method.
3. Service Attendant clocks out using the mobile method.
4. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of

- d. Location where the service is delivered (home or community location, and correct 'GPS' coordinates)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
5. System User verifies that the type of method used (Mobile Method) has been captured accurately in the EVV System.

5.2. Mobile Method – Without Schedule

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a mobile method registered in the EVV System
 - b. Service Attendant
 - c. No scheduled visit
2. Service Attendant clocks in using the mobile method.
3. Service Attendant clocks out using the mobile method.
4. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of
 - d. Location where the service is delivered (home or community location, and correct 'GPS' coordinates)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
5. System User verifies that the type of method used (Mobile Method) has been captured accurately in the EVV System.

6. SDV-4P

Business Rule

SDV-4P	'EVV System' must allow for manual data entry of 'EVV Visit Transactions'. All 'EVV Visit Transactions' entered using this manual method must identify the input method and output method as "GUI" (manual entry). 'EVV System' must require extra certification that supporting documentation is available when the visit is manually entered by the 'System User'.
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6.1. Manually Entered Visit Transaction (GUI)

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Attendant
 - c. Scheduled visit
2. Service Attendant fails to clock in and fails to clock out (did not use EVV).
3. System User manually enters the visit transaction as follows:
 - a. Enters all required visit data
 - b. Enters Reason Code 500 (Service Suspension) and Reason Code Description "The program provider will select this Reason Code when the member's services are suspended", without comments (this is the only Reason Code that does not require comments)
4. EVV System accepts the visit transaction.
5. System User verifies that the following information has been captured accurately in the EVV System (per SDV-1P):
 - a. 'Member' receiving the service
 - b. 'Service Attendant' providing the service
 - c. 'Proprietary System Operator' 'Business Unit' the 'Service Attendant' is performing the service on behalf of
 - d. Location where the service is delivered (home or community location)
 - e. Date the service is performed
 - f. Time the service is performed (start and end)
 - g. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
6. System User also verifies that the following information has been captured accurately in the EVV System:
 - a. Type of method used to clock in (GUI)
 - b. Type of method used to clock out (GUI)
 - c. Certification that supporting documentation is available
 - d. Reason Code 500 (Service Suspension) and Reason Code Description "The program provider will select this Reason Code when the member's services are suspended", without comments (this satisfies the demonstration requirement for SDV-48P)

7. SDV-7P

Business Rule

SDV-7P	'EVV System' must allow the 'System User' the ability to adjust billed hours in cases where 'Service Attendant' clock-in/clock-out were not appropriate. The billed hours may not be adjusted by the 'System User' to an amount greater than the actual hours recorded by the 'EVV System'.
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7.1. Adjust Bill Hours – Greater Than Actual Hours

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Attendant
 - c. Scheduled visit
 - d. Service Attendant clocked in and clocked out for a visit at least one hour in duration
2. System User performs the following visit maintenance on the visit transaction created in step #1:
 - a. Enters a bill hours amount of at least two hours in the EVV System (at least one hour greater than the actual hours captured in the EVV System)
 - b. Enters one or more Reason Code number and description, with or without additional comments
3. EVV System does not accept the changes to the visit transaction (even if the System User was able to enter the data).

7.2. Adjust Bill Hours – Less Than Actual Hours

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Attendant
 - c. Scheduled visit
 - d. Service Attendant clocked in and clocked out for a visit at least two hours in duration
2. System User performs the following visit maintenance on the visit transaction created in step #1:
 - a. Enters a bill hours amount of one hour in the EVV System (at least one hour less than the actual hours captured in the EVV System)
 - b. Enters Reason Code 100 (Service Variation) and Reason Code Description “B - Downward adjustment of pay hours.” and required comments
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:
 - a. Bill hours amount
 - b. One or more Reason Code number and description, with additional comments (this satisfies the demonstration requirement for SDV-48P)

8. SDV-19P

Business Rule

SDV-19P	'EVV System' must adhere to the HHSC EVV Policy Handbook in regard to 'Call Matching Window'.
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8.1. Auto-Verify – Call Matching Window

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Attendant
 - c. Scheduled visit
 - d. Service Attendant clocked in and clocked out at least two hours later than the scheduled visit, but for the correct visit duration
2. System User verifies that the rounded bill hours match the scheduled visit hours.
3. System User verifies that the visit transaction is auto-verified in the EVV System (ready to transmit to the EVV Aggregator without user intervention).

9. SDV-20P

Business Rule

SDV-20P	'EVV System' must allow the 'System User' to complete 'Visit Maintenance' for a period of time specified in the HHSC EVV Policy Handbook. 'Visit Maintenance' outside of the specified time period may be performed only after receiving payer approval.
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9.1. Visit Maintenance – Within Allowed Timeframe

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Completed visit transaction in the EVV System with a date of service 59 days in the past (calculated as demo date minus 59 days; example: (current (demo) date of 7/10 minus 59 days = date of service date of 5/12, visit maintenance is allowed)
2. System User performs the following visit maintenance:
 - a. Enters a bill hours amount in the EVV System that is at least one hour less than the actual hours captured in the EVV System
 - b. Enters one or more Reason Code number and description, with or without additional comments
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:
 - a. Modified bill hours
 - b. One or more Reason Code number and description, with or without additional comments (this satisfies the demonstration requirement for SDV-48P)

9.2. Visit Maintenance – Outside Allowed Timeframe

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Completed visit transaction in the EVV System with a date of service 60 days in the past (calculated as demo date minus 60 days; example: (current (demo) date of 7/10 minus 60 days = date of service date of 5/11, visit maintenance is **not** allowed)
2. System User attempts to perform the following visit maintenance:
 - a. Enter a bill hours amount in the EVV System that is at least one hour less than the actual hours captured in the EVV System
 - b. Enter one or more Reason Code number and description, with or without additional comments
3. EVV System does not accept the changes to the visit transaction (even if the System User was able to enter the data).

9.3. Visit Maintenance – Outside Allowed Timeframe with Payer Approval

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Completed visit transaction in the EVV System with a date of service at least 60 days in the past (refer to 10.2 above for an example of the 60 day calculation)
 - b. Payer approval has been received to perform visit maintenance on that visit transaction
 - c. Create a new authorization with a date that is retroactive back to the date of the visit.
2. System User attempts to perform visit maintenance but is unable to do so because the date of service is outside the allowed visit maintenance timeframe.
3. EVV System is updated to reflect approval from the Payer to allow visit maintenance of that visit.
4. System User performs the following visit maintenance:
 - a. Enters a bill hours amount in the EVV System that is at least one hour less than the actual hours captured in the EVV System
 - b. Enters one or more Reason Code number and description, with or without additional comments
5. EVV System accepts the changes to the visit transaction and accepts the new authorization.
6. System User verifies that the following information has been captured accurately in the EVV System:
 - a. Payer approval to perform visit maintenance
 - b. Modified bill hours
 - c. One or more Reason Code number and description, with or without additional comments (this satisfies the demonstration requirement for SDV-48P)

10. SDV-21P

Business Rule

SDV-21P	'EVV System' must restrict the 'System User' from performing 'Visit Maintenance' on the following fields at a minimum: <ul style="list-style-type: none"> • Actual service delivery date • Actual service delivery clock-in time • Actual service delivery clock-out time • Actual hours worked • Auto-populated data fields • 'GPS' coordinates
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10.1. Visit Maintenance – Unable to Change Restricted Fields

Demonstration Steps

1. **Data Setup in the EVV System:**

a. Completed mobile method* visit transaction in the EVV System with a date of service no more than 59 days in the past (refer to 10.1 above for an example of the 59 day calculation)

2. System User opens the visit transaction for visit maintenance, but is unable to save changes to any of the following data (even if the System User was able to enter the data):

- a. Actual service delivery date
- b. Actual service delivery clock-in time
- c. Actual service delivery clock-out time
- d. Actual hours worked
- e. Auto-populated data fields (except as noted in Appendix F – EVV Prior Authorization File)
- f. 'GPS' coordinates*

* If the mobile method is not supported, a visit completed using another method may be used and the GPS coordinates do not apply.

11. SDV-46P

Business Rule

SDV-46P	'EVV System' must identify the input method as "GUI" when the clock in time for an 'EVV Visit Transaction' is missing (missed clock in) and later manually entered.
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11.1 Missed Clock In (GUI)

Demonstration Steps

1. **Data Setup in the EVV System:**

- a. Member
- b. Service Attendant
- c. Scheduled visit

2. Service Attendant does not clock in.

3. Service Attendant calls the IVR from the Member's home landline* phone at the end of the service delivery visit and enters the required information to successfully record the clock out (may appear in the EVV System as a clock in that is waiting for a clock out).

4. System User performs the following visit maintenance:
 - a. Enters the missed clock in time
 - b. Enters one or more Reason Code number and description, with or without additional comments
5. EVV System accepts the changes to the visit transaction.
6. System User verifies that the following information has been captured accurately in the EVV System:
 - a. Clock in time
 - b. Type of method used to clock in (GUI)
 - c. Clock out time
 - d. Type of method used to clock out (Landline*)
 - e. One or more Reason Code number and description, with or without additional comments (this satisfies the demonstration requirement for SDV-48P)

** If the home landline method is not supported, a visit ended using another method may be used.*

12. SDV-47P

Business Rule

SDV-47P	'EVV System' must identify the input method as "GUI" when the clock out time for an 'EVV Visit Transaction' is missing (missed clock out) and later manually entered.
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12.1. Missed Clock Out (GUI)

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Attendant
 - c. Scheduled visit
 - d. Service Attendant clocked in for the visit from the Member's home landline* phone but failed to clock out
2. System User performs the following visit maintenance:
 - a. Enters the missed clock out time
 - b. Enters one or more Reason Code number and description, with or without additional comments
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:
 - a. Clock in time
 - b. Type of method used to clock in (Landline*)
 - c. Clock out time
 - d. Type of method used to clock out (GUI)
 - e. One or more Reason Code number and description, with or without additional comments (this satisfies the demonstration requirement for SDV-48P)

** If the home landline method is not supported, a visit ended using another method may be used.*

13. SDV-48P

Business Rule

SDV-48P	'EVV System' must require entry of a 'Reason Code' when changes are made to the service delivery transaction after the 'System User'/'Service Attendant' has documented the visit.
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13.1. Reason Code Required

Demonstration Steps

1. This business rule is met when at least one of the following business rules is successfully demonstrated (each includes the entry of a Reason Code number and description, with or without additional comments):
 - a. SDV-4P
 - b. SDV-7P
 - c. SDV-20P
 - d. SDV-46P
 - e. SDV-47P
 - f. SDV-56P
 - g. SDV-53P

Note: None of the business rules in the list above may be waived.

14. SDV-56P

Business Rule

SDV-56P	'EVV System' must update the last visit maintenance date in the 'EVV Visit Transaction' to the current date, whenever a change to one or more fields identified as impacting the last visit maintenance date in the HHSC EVV Policy Handbook are saved to the 'EVV Visit Transaction' after the 'System User'/'Service Attendant' has documented the visit.
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The demonstration steps below are the same for each of the fields identified in subsections 14.1 through 14.10 below. Each field must be tested separately (no other changes will be made to the visit transaction, except to enter a Reason Code number and description) to verify that changing that specific field caused the visit maintenance date to change.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Visit transaction captured but not yet transmitted to the Data Aggregator
 - b. No visit maintenance date on the visit transaction
2. System User performs the following visit maintenance:
 - a. *Changes the field specified (in 14.1 through 14.10 below) on the visit transaction*
 - b. Enters one or more Reason Code number and description, with or without additional comments
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:

- a. *The field specified (in 14.1 through 14.10 below) has been updated*
- b. One or more Reason Code number and description, with or without additional comments (this satisfies the demonstration requirement for SDV-48P)
- c. Visit maintenance date matches the current date (the date steps 2 and 3 were performed)

14.1. Visit Maintenance Date – NPI Updated

Change only the NPI (labeled PROVIDER_NPI on the visit transaction)

14.2. Visit Maintenance Date – API Updated

Change only the API (labeled PROVIDER_API on the visit transaction)

14.3. Visit Maintenance Date – Contract Number Updated

Change only the Contract Number (labeled PROVIDER_CONTRACTNUMBER on the visit transaction)

14.4. Visit Maintenance Date – Medicaid Id Updated

Change only the Medicaid Id (labeled INDVMBR_MEDICAIDID on the visit transaction)

14.5. Visit Maintenance Date – Service Group Updated

Change only the Service Group (labeled VISIT_SVCGRP on the visit transaction)

14.6. Visit Maintenance Date – Service Code Updated

Change only the Service Code (labeled EVV_SVCCODE on the visit transaction)

14.7. Visit Maintenance Date – HCPCS Code Updated

Change only the HCPCS Code (labeled EVV_HCPCS_CODE on the visit transaction)

14.8. Visit Maintenance Date – HCPCS Modifier Updated

Change only the HCPCS Modifier (labeled EVV_MODIFIER on the visit transaction)

14.9. Visit Maintenance Date – Bill Hours Updated

Change only the Bill Hours (labeled EVV_PAYHOURS on the visit transaction)

14.10. Visit Maintenance Date – Number of Units Updated

Change only the Number of Units (labeled EVV_UNITS on the visit transaction)

14.11. Visit Maintenance Date – Reason Code Only

Demonstration Steps

1. **Data Setup in the EVV System:**

- a. Visit transaction transmitted to the Data Aggregator
- b. Visit maintenance date on the visit transaction is prior to the current date
2. System User performs the following visit maintenance:
 - a. Enters one Reason Code number and description, with or without additional comments (labeled EVV_REASONCODEnumber, EVV_REASONCODEnumberDESC, and EVV_REASONCODEnumberCOMMENT on the visit transaction)
 - b. No other changes made to the visit transaction
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:
 - a. One Reason Code number and description (entered in step #2), with or without additional comments (this satisfies the demonstration requirement for SDV-48P)
 - b. Visit maintenance date matches the current date (the date steps 2 and 3 were performed)

14.12. Visit Maintenance Date – No Visit Maintenance Fields Updated

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Visit transaction transmitted to the Data Aggregator
 - b. No visit maintenance date on the visit transaction
2. System User performs the following actions:
 - a. Updates one or more fields on the visit transaction, none of which are identified in demonstrations 14.1 through 14.11 above (the fields that cause the visit maintenance date to change)
 - b. No other changes are made to the visit transaction (if the System User is unable to update a visit transaction without entering a Reason Code, the change required by this demonstration must be performed by the EVV System, or a user with administrative rights)
3. EVV System accepts the changes to the visit transaction.
4. System User verifies that the following information has been captured accurately in the EVV System:
 - a. The changes to the field(s) updated in step 2a have been saved
 - b. Visit maintenance date has NOT been changed to the current date (the date steps 2 and 3 were performed)

15. SDV-53P

Business Rule

SDV-53P	'EVV System' must use bill time in and bill time out, when entered, to calculate billed hours in the same manner as actual service delivery time is calculated.
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15.1. Enter Bill Time to Calculate Bill Hours

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member
- b. Service Attendant
- c. Scheduled visit
- d. Service Attendant clocked in but forgot to clock out until at least one hour after the visit ended (at least one hour longer than the scheduled duration)

2. System User performs the following visit maintenance:

- a. Enters the correct bill time in and bill time out (to calculate bill hours)
- b. Enters one or more Reason Code number and description
- c. Enters a comment to document the bill time out (per EVV Policy)

3. EVV System accepts the changes to the visit transaction.

4. System User verifies that the following information has been captured accurately in the EVV System:

- a. Bill time in and bill time out
- b. Rounded bill hours (based on the bill times entered)
- c. One or more Reason Code number and description, with a comment to document the bill time out (this satisfies the demonstration requirement for SDV-48P)
- d. Visit maintenance date matches the current date

16. VSS-5P

Business Rule

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. 'MCO' access must be limited to view only the data of their 'Members'.
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16.1 HHSC Read-Only Access

The demonstration steps below are the same for each category of data in section 16.1.

Demonstration Steps

1. Data Setup in the EVV System:

- a. System Administrator creates an account in the EVV System for an HHSC user

2. HHSC System User logs into the EVV System.

16.1.1 HHSC Read-Only Access – PSO Business Unit Profiles

Validate that the HHSC System User has read-only access in the EVV System to view all Proprietary System Operator business unit profiles.

16.1.2 HHSC Read-Only Access – Member Profiles

Validate that the HHSC System User has read-only access in the EVV System to view all Member profiles.

16.1.3 HHSC Read-Only Access – Service Attendant Profiles

Validate that the HHSC System User has read-only access in the EVV System to view all Service Attendant profiles.

16.1.4 HHSC Read-Only Access – Schedules

Validate that the HHSC System User has read-only access in the EVV System to view all schedules.

16.1.5 HHSC Read-Only Access – Authorizations

Validate that the HHSC System User has read-only access in the EVV System to view all authorizations.

16.1.6 HHSC Read-Only Access – Visit Transactions

Validate that the HHSC System User has read-only access in the EVV System to view all visit transactions.

16.1.7 HHSC Read-Only Access – Standard System Reports

Validate that the HHSC System User has read-only access in the EVV System to generate all standard system reports (refer to EVR-1P for the list of reports).

16.2. MCO Read-Only Access

The demonstration steps below are the same for each category of data section 16.2.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. System Administrator creates an account in the EVV System for an MCO user
 - b. Members with authorizations for at least two different MCOs and Fee For Service (HHSC)
 - c. Schedules for each Member with at least two different MCOs
 - d. Visit transactions for each Member for at least two different MCOs
2. MCO System User logs into the EVV System.

Note: Except for PSO business unit profiles, access must be limited to the data associated with Members for whom the MCO is the payer. Access must be further limited to only the dates of service that the MCO was the payer for that Member.

16.2.1 MCO Read-Only Access – PSO Business Unit Profiles

Validate that the MCO System User has read-only access in the EVV System to view only Proprietary System Operator business unit profiles that are associated with the System User's MCO.

Note: For PSO business unit profiles, access must be limited to the business units for which the MCO is the payer. Access must be further limited to only the dates of service that the MCO was the payer for that business unit.

16.2.2 MCO Read-Only Access – Member Profiles

Validate that the MCO System User has read-only access in the EVV System to view only Member profiles for individuals who are Members of the System User's MCO.

16.2.3 MCO Read-Only Access – Service Attendant Profiles

Validate that the MCO System User has read-only access in the EVV System to view only Service Attendant profiles for individuals who are associated with a Member of the System User's MCO.

16.2.4 MCO Read-Only Access – Schedules

1. Validate that the MCO System User has read-only access in the EVV System to view:
 - a. Only schedules for Members of the System User's MCO
 - b. Only schedules for dates of service when the individual was a Member of the System User's MCO
2. Validate that at least one schedule includes dates of service when the individual was a not Member of the System User's MCO, and that only the dates of service when the individual was a Member of the System User's MCO are viewable

16.2.5 MCO Read-Only Access – Authorizations

1. Validate that the MCO System User has read-only access in the EVV System to view:
 - a. Only authorizations for Members of the System User's MCO
 - b. Only authorizations for dates of service when the individual was a Member of the System User's MCO
2. Validate that at least one authorization includes dates of service when the individual was a not Member of the System User's MCO, and that authorization is viewable

16.2.6 MCO Read-Only Access – Visit Transactions

1. Validate that the MCO System User has read-only access in the EVV System to view:
 - a. Only visit transactions for Members of the System User's MCO

- b. Only visit transactions for dates of service when the individual was a Member of the System User's MCO

16.2.7 MCO Read-Only Access – Standard System Reports

1. Validate that the MCO System User has read-only access in the EVV System to generate all standard system reports (refer to EVR-1P for the list of reports).
2. Validate that each standard system report includes only the data the System User's MCO has access to review (per 16.2.1 through 16.2.6).