



EVV Proprietary System Compliance Method – Demonstration Scenarios

For Proprietary System Business Rules v3.0

Effective 03/20/2023

Table of Contents

1	ONBOARDING	7
1.1	Service Provider Profile.....	7
1.1.1	Service Provider Profile	7
1.2	Member Profile.....	7
1.2.1	Member Profile.....	8
1.3	CDS Employer Profile	10
1.3.1	Setup of CDS Employer Profile	10
2	ESTABLISHING SERVICE	11
2.1	Service Authorizations.....	11
2.1.1	System User confirms data from Prior Authorization Web Service	11
2.1.2	Manual Creation of a Service Authorization	12
2.1.3	Clock In, Clock Out without a Service Authorization	12
3	ELECTRONIC VERIFICATION METHODS	14
3.1	Home Landline	14
3.1.1	Home Landline – With Schedule	15
3.1.2	Home Landline – Without Schedule	17
3.1.3	Home Landline – Call Using Different Number	18
3.1.4	Landline Method – Overnight Visit with Schedule	19
3.1.5	Landline Method – Overnight Visit Without a Schedule	20
3.2	Alternative Devices.....	21
3.2.1	Alternative Device – With Schedule	22
3.2.2	Alternative Device – Without Schedule.....	24
3.2.3	Alternative Device – Not Associated with Member	25
3.2.4	Alternative Device Method – Overnight Visit with Schedule	26
3.2.5	Alternative Device Method – Overnight Visit Without a Schedule	27

3.3	Mobile Method	29
3.3.1	Mobile Method – At Neighbor Home With Schedule	30
3.3.2	Mobile Method – At Member Home Without Schedule.....	32
3.3.3	Mobile Method – Overnight Visit with Schedules.....	33
3.3.4	Mobile Method – Overnight Visit Without a Schedule	35
3.3.5	Mobile Method – Service Provider Access to Visits	36
3.4	Multiple Electronic Verification Method Used.....	36
3.4.1	Clock In Clock Out with Multiple Methods.....	36
4	SERVICE DELIVERY VERIFICATION	38
4.1	Manual Visits.....	38
4.1.1	Manually Entered Visit Transaction (GUI)	38
4.1.2	Missed Clock In (GUI).....	40
4.1.3	Missed Clock Out (GUI).....	42
4.2	CDS Functionality	43
4.2.1	CDS Employer Option 1 Creates Manual Visit	44
4.2.2	CDS Employer Option 2 Reviews & Approves Visit	46
4.2.3	CDS Employer as Option 3 Accessing Reports	47
4.2.4	FMSA Assigns Security Access to Designated Representative	47
4.3	Visit Maintenance.....	48
4.3.1	Visit Maintenance – Within Allowed Timeframe (95 calendar days)	49
4.3.2	Visit Maintenance – Outside Allowed Timeframe.....	50
4.3.3	Visit Maintenance – Outside Allowed Timeframe with Payer Approval	50
4.3.4	Visit Maintenance – Unable to Change Restricted Fields.....	51
4.3.5	Visit Maintenance Date – NPI Updated.....	51
4.3.6	Visit Maintenance Date – API Updated	52
4.3.7	Visit Maintenance Date – Contract Number Updated	52
4.3.8	Visit Maintenance Date – Member Medicaid Id Updated	53
4.3.9	Visit Maintenance Date – Service Group Updated.....	53
4.3.10	Visit Maintenance Date – Service Code Updated.....	54
4.3.11	Visit Maintenance Date – HCPCS Code Updated.....	55

4.3.12	Visit Maintenance Date – HCPCS Modifier Updated	55
4.3.13	Visit Maintenance Date – Reason Code Only	56
4.4	Optional Visit Maintenance Reduction Solutions.....	57
4.4.1	Auto-Verify – Call Matching Window (Daily Variable Schedule Only).....	57
4.4.2	No-Auto-Verify – Call Matching Window (Daily Variable Schedule Only).....	58
4.4.3	Auto-Verify – Expanded Time for Auto-verification (Daily Variable or Daily Fixed Schedule Type)	59
4.4.4	Auto-Verify – Automatic Downward Adjustment Option Enabled	60
4.5	Bill Time In, Bill Time Out, EVV Hours & Bill Hours	61
4.5.1	Valid Clock In Clock Out to Calculate EVV Hours & Bill Hours	62
4.5.2	Downward Adjustment of Bill Hours Directly.....	63
4.5.3	Adjusting Bill Hours by Modifying Bill Time In.....	64
4.5.4	Adjusting Bill Hours by Modifying Bill Time Out.....	65
4.5.5	Adjusting Both Bill Time In & Bill Time Out	67
4.5.6	Adjusting Bill Hours Directly to Zero Hours	68
4.5.7	Adjusting Bill Hours Directly to More than EVV Hours.....	70
4.6	Non-EVV / EVV Optional Services	71
4.6.1	Service Provider Deducts Time from Visit for Non-EVV Services	71
4.6.2	Service Provider Clocks In and Clocks Out for EVV Optional Services.....	71
5	PROPRIETARY SYSTEM SPECIFICATIONS	73
5.1	HHSC Read-only Access.....	73
5.1.1	HHSC Read-Only Access – PSO Business Unit Profiles.....	73
5.1.2	HHSC Read-Only Access – Member Profiles.....	73
5.1.3	HHSC Read-Only Access – Service Provider Profiles.....	73
5.1.4	HHSC Read-Only Access – Schedules.....	73
5.1.5	HHSC Read-Only Access – Authorizations	74
5.1.6	HHSC Read-Only Access – Visit Transactions.....	74
5.1.7	HHSC Read-Only Access to Standard System Reports: Service Delivery Exception Report	74
5.1.8	HHSC Read-Only Access to Standard System Reports: CDS Reports.....	74
5.1.9	HHSC Read-Only Access to Standard System Reports: EVV Landline Phone Verification Report...	75
5.1.10	HHSC Read-Only Access to Standard System Reports: Non-EVV Relevant Time Logged Report....	75

5.2	MCO Read-Only Access	76
5.2.1	MCO Read-Only Access – PSO Business Unit Profiles	76
5.2.2	MCO Read-Only Access – Member Profiles.....	76
5.2.3	MCO Read-Only Access – Service Provider Profiles	77
5.2.4	MCO Read-Only Access – Schedules	78
5.2.5	MCO Read-Only Access – Authorizations	78
5.2.6	MCO Read-Only Access – Visit Transactions	79
5.2.7	MCO Read-Only Access to Standard System Reports: EVV Service Delivery Exception Report.....	80
5.2.8	MCO Read-Only Access to Standard System Reports: CDS Reports.....	81
5.2.9	MCO Read-Only Access to Standard System Reports: EVV Landline Phone Verification Report....	82
5.2.10	MCO Read-Only Access to Standard System Reports: Non-EVV Relevant Time Logged Report.....	83

Introduction

To gain Texas Health and Human Services Commission (HHSC) approval to use an Electronic Visit Verification (EVV) proprietary system (PS) a 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 the ORR process:

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

This document covers the demonstration method HHSC will use to determine the compliance of an EVV proprietary system. The Program Provider or FMSA must successfully demonstrate that their EVV proprietary system complies with each business rule contained in the HHSC EVV Business Rules for Proprietary Systems document, v3.0 dated 01/02/2023, unless HHSC has explicitly waived that business rule, in whole or in part, as not applicable to its EVV proprietary system. Refer to your EVV Proprietary System Operator Certification Form for waived Business Rules.

HHSC may also waive demonstration scenarios listed below during ORR based on the PSO responses in their PS Request Form. The scenarios where this applies reference the Questions from the PS Request Form in the scenario waiver statements.

Each Proprietary System Operator (PSO) will coordinate with HHSC to establish a date, time, and location for the demonstrations, as well as discuss expectations for the demonstration and any technology requirements that may impact the demonstration. The PSO will complete data setup identified in step #1 of each demonstration prior to the demonstration. The PSO will perform the remaining steps in each demonstration in a live webinar. All references to Service Provider, System User, etc. in the demonstration steps indicate a user role, all of which the PSO can demonstrate with one individual signing in using different credentials for each role.

1 ONBOARDING

1.1 SERVICE PROVIDER PROFILE

Business Rules

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 identification information:

- Texas EVV Service Provider Identification Number
- Legal Name (Last, First, MI)
- Permanent address (Street, City, State, ZIP+4)
- Service Provider Discipline

1.1.1 Service Provider Profile

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Service Provider Profile for 5 individuals each with a different Service Provider Discipline from the valid values in Business Rules Appendix M field: EMPLOYEE_EMPLOYEEDISCIPLINE.
 - i. At least one Service Provider must be a CDS employee if the PSO is an FMSA (PS Request Form Question 2.1.3 FMSA for Consumer Directed Services is checked).
- b. Visits delivered by each of the Service Providers.

2. System User demonstrates:

- a. Each Service Provider profile must include the following data to meet the business rule:
 - i. Texas EVV Service Provider Identification Number: Last 4 digits of the SSN or passport number plus last name
 - ii. Legal Name (last name, first name, middle initial)
 - iii. Permanent address (Street, City, State, ZIP+4)
 - iv. Service Provider Discipline

1.2 MEMBER PROFILE

Business Rules

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
- Medicaid Eligibility end date
- Managed Care Eligibility start date
- Managed Care Eligibility end date
- Member Home Address (Street, City, State, ZIP+4)
- Member Home 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) (if available)

When the Member selects Mobile method:

- Member Home Geo-Location (system assigned)

When the Member selects Alternative Device method:

- Member Alternative Device identifier

PAO-42P: EVV System must allow a System User to assign required data for multiple Alternate Phone Landline Numbers to a Member's profile.

1.2.1 Member Profile

Note: HHSC will not waive this scenario but will waive certain data elements within the Member Profile according to the PSO choice in electronic verification methods used in their Proprietary System.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profiles for 3 individuals.
 - i. 1 Member not enrolled in managed care
 - ii. 2 Members enrolled in managed care (if applicable)
- b. At least one of the Member Profiles includes:
 - i. Multiple clock in, clock out methods (Mobile, Alternative Device, Landline Phone) for that Member.
 - ii. Two Member Alternate Phone Landline Numbers
 - iii. Two Member Alternate Phone Landline Service Delivery Locations (required for each Alternate Phone Landline Number)
 - iv. Two Member Alternate Phone Landline Service Delivery Addresses

2. System User demonstrates:

- a. The EVV System allows for multiple clock in and clock out methods to be documented in a Member Profile.
- b. Each Member profile must include the following data to meet the business rule:
 - i. Texas Medicaid Identification Number (nine-digit identifier)

- ii. Legal Name (last name, first name, middle initial)
 - iii. Date of Birth
 - iv. Medicaid Eligibility start date
 - v. Medicaid Eligibility end date
 - vi. Managed Care Eligibility start date (if applicable)
 - vii. Managed Care Eligibility end date (if applicable)
 - viii. Member Home Address (Street, City, State, ZIP+4)
 - ix. Member Home Phone Number
- c. HHSC will waive the following data elements in the Member Profile if the PSO did not check Landline method on the EVV PS Request Form:
 - i. Landline Member Home Landline Phone Number (if applicable)
 - ii. Member Alternate Phone Landline Number (could be multiple numbers)
 - iii. Member Alternate Phone Landline Service Delivery Location(s) (required for each Alternate Phone Landline Number)
 - iv. Member Alternate Phone Landline Service Delivery Address(es) (if available)
- d. If the PSO checked Landline method, ensure that the System User can enter multiple Alternate Phone Landline data elements in the Member Profile.
 - i. See Business Rule PAO_42P above.
- e. HHSC will waive the following data element if the PSO did not check Mobile method on the EVV PS Request Form for the PSO under review:
 - i. Member Home Geo-location (system assigned)
- f. HHSC will waive the following data element if the PSO did not check Alternative Device method on the EVV PS Request Form:
 - i. Member Alternative Device identifier

1.3 CDS EMPLOYER PROFILE

Business Rules:

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-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.

1.3.1 Setup of CDS Employer Profile

Note: HHSC will waive this scenario if the PSO is not an FMSA (PS Request Form # 2.1.3 **only** has Program Provider checked).

Demonstration Steps

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

- a. Information for a member who is a CDS Employer
- b. Information for an individual who is identified as a Designated Representative for a CDS Employer on Form 1722 Employer's Selection for Electronic Visit Verification Responsibilities or Form 1720 Appointment of a Designated Representative.

2. **System User demonstrates:**

- a. The FMSA can setup a CDS Employer Profile in the EVV System with the following information:
 - i. A Designated Representative as indicated on Form 1722 or Form 1720
 - ii. CDS Form 1722 Option 1 (CDS Employer selects to approve CDS Employee time worked and perform Visit Maintenance)
- b. Verify that the EVV System requires the following data in the CDS Employer Profile per PAO-37P:
 - i. CDS Employer EVV Identification Number
 - ii. Legal Name (Last, First, MI)
 - iii. CDS Form 1722 Visit Maintenance Option
 - iv. Designated Representative, if applicable

2 ESTABLISHING SERVICE

Business Rules associated with the Prior Authorization Web Service:

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.

Business Rules associated with Creation & Usage of Service Authorizations:

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.

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.

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.

ESA-56P: EVV System must not Auto-verify an EVV Visit Transaction when an Active Service Authorization does not exist in the EVV System.

2.1 SERVICE AUTHORIZATIONS

2.1.1 System User confirms data from Prior Authorization Web Service

Note: HHSC may waive this scenario if the PSO is not using the Prior Authorization Web Service (PS Request Form Question # 3.4 Service Authorization Web Service is not checked).

Demonstration Steps

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

- a. An Active Service Authorization for a Member
 - i. For a Long-Term Care service (Only LTC & Acute Care data is available from TMHP through the Prior Authorization Web Service)
 - ii. Has a date range that includes the demonstration date making it an Active Service Authorization

- b. Prior Authorization Web Service capability is available for the Demonstration
- c. TMHP has the Service Authorization being used in the Demonstration that has a date range that is different from what is stored in the EVV System.

2. System User demonstrates:

- a. The EVV System receives Service Authorization data from the Prior Authorization Web Service and presents a System Alert to the System User to confirm the change.
- b. The System User confirms the service authorization
- c. The EVV System accepts the confirmation and stores the updated Service Authorization data from the Prior Authorization Web Service.
- d. The System User displays the updated Service Authorization.
- e. ORR team validates the Service Authorization data matches what is at TMHP (this will require assistance from the TMHP PSO team).

2.1.2 Manual Creation of a Service Authorization

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. A valid Member has been setup in the EVV System

2. System User demonstrates:

- a. The System User demonstrates the steps necessary to create a Service Authorization for the Member.
- b. The EVV System accepts the new service authorization.
- c. The System User demonstrates the collection of visit data during a service delivery for a different service than the one used to manually create the service authorization.
 - i. Note: The clock in and clock out can be with any of the methods (Mobile, Alternative Device or Landline Phone) whichever is appropriate for the PSO.
- d. The EVV System verifies the following data of the visit against the Service Authorization data and does not auto-verify the visit since the service (HCPCS/Modifier) is different:
 - i. Program Provider or FMSA ID (NPI, API, TIN, Provider Number),
 - ii. Medicaid ID for the Member and
 - iii. HCPCS/Modifier
- e. The System User demonstrates the collection of visit data during a service delivery for the Member and the service used in the manually created service authorization.
- f. The EVV System auto-verifies the visit and transmits the visit to the EVV Aggregator.

2.1.3 Clock In, Clock Out without a Service Authorization

Note: HHSC will waive this scenario if the PSO is an FMSA (PS Request Form # 2.1.3 **only** has FMSA checked) and the PSO has indicated they plan to prevent service delivery by their Service Providers without an active service authorization in the EVV System (PS Request Form Question 3.9 is No). An active service authorization is defined as an electronic service authorization within the EVV system where the begin and end dates include the visit date.

Demonstration Steps

1. Data Setup in the EVV System:

- a. A valid Member has been setup in the EVV System
- b. Ensure that there is no service authorization setup in the EVV System for the service being used in this scenario.

2. System User demonstrates:

- a. The System User demonstrates the collection of visit data during a service delivery for a different service than the one used to manually create the service authorization.
 - i. Note: The clock in and clock out can be with any of the methods (Mobile, Alternative Device or Landline Phone) whichever is appropriate for the PSO.
- b. The EVV System accepts the visit data but does not auto-verify the visit allowing for Visit Maintenance to be performed.

3 ELECTRONIC VERIFICATION METHODS

3.1 HOME LANDLINE

Business Rules

EVM-3P: EVV System must accept clock in and clock out data via the Member home phone landline or a Member alternate phone landline number identified in the Member profile.

EVM-4P: EVV System must verify Member Home phone landline number, or Member alternate phone landline number, on EVV Visit Transaction is associated with the Member profile. If the EVV System finds a mismatch, the EVV System must flag the EVV Visit Transaction' and alert the System User.

EVM-22P: EVV System must assign the value 'Member Home' to the Service Delivery Location when the EVV System verifies the clock in or clock out method used for the Visit matches the Member home phone landline number in the Member profile.

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.

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-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.

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 delivered

The 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 EVV Visit Transaction Layout and Appendix J Service Delivery Locations.

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.

SDV-66P: EVV System must capture the Service Delivery Location during clock in and clock out using the values listed in Appendix J. See Appendix C EVV Visit Transaction Layout describing the data elements the EVV System must use for transmission of this data to the EVV Aggregator.

3.1.1 Home Landline – With Schedule

Note: HHSC may waive this scenario if the PSO is not using the Home Phone Landline Electronic Verification Method (PS Request Form Question # 3.1 Landline Phone is not checked) or using Home Phone Landline (PS Request Form Question # 3.1 Landline Phone is checked) but not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profile:
 - i. Member with a home phone landline number
 - ii. An alternate phone landline number
 - iii. An alternate phone landline Service Delivery Location
 - iv. An alternate phone landline Service Delivery Address
- b. Service Provider profile

2. System User demonstrates, and Readiness Review (RR) team verifies that:

- a. System User demonstrates schedule setup for the PSO chosen type:
 - i. Daily Variable Schedule (per ESA-22P)
 - ii. Weekly Variable Schedule (per ESA-29P through ESA-32P)
 - iii. Daily Fixed Schedule (per ESA-43P)
 - iv. Alternate Schedule Type
- b. A Service Provider calls the Interactive Voice Response (IVR) from the Member's Home Phone Landline Number listed in the Member Profile and enters the required information to successfully record the clock in.
- c. A Service Provider calls the IVR from the Member's Home Phone Landline Number listed in the Member Profile and enters the required information to successfully record the clock out.
- d. The visit Auto-verifies in the EVV System based on Appendix P and the specified rules for the schedule type.
 - i. Daily Variable Schedule (per ESA-23P through ESA-28P)
 - ii. Weekly Variable Schedule (per ESA-34P through ESA-35P and ESA-40P through ESA-42P)
 - iii. Daily Fixed Schedule (per ESA-44P through ESA-51P)
 - iv. Alternate Schedule Type
 1. Note: If the PSO has chosen to use an Alternate Schedule Type there are no business rules documented for this schedule type for verification by the ORR team.
- e. The EVV system accurately captures the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service

- iii. PSO Business Unit the Service Provider is performing the service on behalf of
- iv. Service Delivery Location where the service is delivered
- v. Date the service is performed
- vi. Time the service is performed
- vii. Type of service performed
- viii. Service Delivery Address
- f. The EVV system accurately captured the type of method used (Landline).
- g. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Schedule information:

- 4. Position 51 VISIT_VISITDATE
- 5. Position 52 VISIT_VISITTIMEIN
- 6. Position 53 VISIT_VISITTIMEOUT
- 7. Position 54 VISIT_VISITHOURS
- 8. Position 55 VISIT_VISITLOCATION

Actual Visit information:

- 9. Position 68 EVV_VISITLOCATION
- 10. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
- 11. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
- 12. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
- 13. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
- 14. Position 123 EVV_VISITLOCATION_OUT
- 15. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
- 16. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
- 17. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
- 18. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
- 19. Position 60 EVV_VISITDATE
- 20. Position 63 EVV_CALLINTIME
- 21. Position 64 EVV_CALLOUTTIME
- 22. Position 124 EVV_BILL_TIME_IN
- 23. Position 125 EVV_BILL_TIME_OUT
- 24. Position 65 EVV_ACTUALHOURS
- 25. Position 126 EVV_ROUNDED_ACTUALHOURS
- 26. Position 66 EVV_PAYHOURS
- 27. Position 137 EVV_UNROUNDED_PAYHOURS
- 28. Position 73 EVV_INPUTMETHOD_IN
- 29. Position 74 EVV_INPUTMETHOD_OUT
- 30. Position 58 EVV_HCPCS_CODE
- 31. Position 59 EVV_MODIFIER
- 32. Position 56 VISIT_SVCGRP (LTC FFS only)

- 33. Position 57 EVV_SVCCODE (LTC FFS only)
- 34. Position 61 EVV_CREATEDDATETIME
- 35. Position 62 EVV_PHONE
- 36. Position 122 EVV_PHONE_OUT
- 37. Position 40 INDVMBR_PHONE
- 38. Position 114 EVV_AUTOCONFIRMFLAG

3.1.2 Home Landline – Without Schedule

Note: HHSC may waive this scenario if the PSO is not using the Landline Electronic Verification Method (PS Request Form Question # 3.1 Landline Phone is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profile:
 - i. Member with a home phone landline number
 - ii. An alternate phone landline number
 - iii. An alternate phone landline Service Delivery Location
 - iv. An alternate phone landline Service Delivery Address
- b. Service Provider profile
- c. No scheduled visit

2. System User demonstrates:

- a. A Service Provider calls the IVR from the Member's Alternate Phone Landline Number and enters the required information to successfully record the clock in.
- b. A Service Provider calls the IVR from the Member's Alternate Phone Landline Number and enters the required information to successfully record the clock out.
- c. The EVV system accurately captures the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered
 - v. Date the service is performed
 - vi. Time the service is performed
 - vii. Type of service performed
 - viii. Service Delivery Address
 - ix. Type of method used to clock in and clock out
- d. The EVV System auto-verifies the visit.
- e. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Actual Visit information:

4. Position 68 EVV_VISITLOCATION
5. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
6. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
7. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
8. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
9. Position 123 EVV_VISITLOCATION_OUT
10. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
11. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
12. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
13. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
14. Position 60 EVV_VISITDATE
15. Position 63 EVV_CALLINTIME
16. Position 64 EVV_CALLOUTTIME
17. Position 124 EVV_BILL_TIME_IN
18. Position 125 EVV_BILL_TIME_OUT
19. Position 65 EVV_ACTUALHOURS
20. Position 126 EVV_ROUNDED_ACTUALHOURS
21. Position 66 EVV_PAYHOURS
22. Position 137 EVV_UNROUNDED_PAYHOURS
23. Position 73 EVV_INPUTMETHOD_IN
24. Position 74 EVV_INPUTMETHOD_OUT
25. Position 58 EVV_HCPCS_CODE
26. Position 59 EVV_MODIFIER
27. Position 56 VISIT_SVCGRP (LTC FFS only)
28. Position 57 EVV_SVCCODE (LTC FFS only)
29. Position 61 EVV_CREATEDDATETIME
30. Position 62 EVV_PHONE
31. Position 122 EVV_PHONE_OUT
32. Position 41 INDVMBR_ALTPHONE
33. Position 114 EVV_AUTOCONFIRMFLAG

3.1.3 Home Landline – Call Using Different Number

Note: HHSC may waive this scenario if the PSO is not using the Landline Electronic Verification Method (PS Request Form Question # 3.1 Landline Phone is not checked).

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with a home phone landline number registered in the EVV System
 - b. There are no alternate phone numbers listed in the Member profile.
 - c. Service Provider profile
2. **System User demonstrates, and ORR team validates that:**
 - a. A Service Provider calls the IVR from a different phone (not the Member's home phone landline) and enters the required information to successfully record the clock in.

- b. A Service Provider 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.
- c. The EVV System validates the phone number and processes the visit according to the business rules.

3.1.4 Landline Method – Overnight Visit with Schedule

Note: HHSC may waive this scenario if the PSO is not using Landline (PS Request Form Question # 3.1 Landline Phone is not checked) or using Landline Method (PS Request Form Question # 3.1 Landline Phone is checked) but not using Schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with a landline method registered in the EVV System
- b. Service Provider
- c. Scheduled overnight visit (starts 11:00 PM, ends 6:00 AM the next day)

2. System User demonstrates:

- a. A Service Provider calls into the IVR from the member's home phone landline with the clock in information according to the schedule.
- b. A Service Provider calls into the IVR from the member's home phone landline with the clock out information according to the schedule.
- c. The EVV system has created two visits one for each date of service across midnight.
- d. The PSO presents the following in the EVV System for each visit created by the EVV system:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered
 - v. Dates the service is performed
 - vi. Time the service is performed
 - vii. Type of method used to clock in and clock out
- e. The text file to be submitted to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
- f. The PSO must present each visit record created by the EVV System for the overnight visit to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Schedule information:
 - 1. Position 51 VISIT_VISITDATE
 - 2. Position 52 VISIT_VISITTIMEIN
 - 3. Position 53 VISIT_VISITTIMEOUT
 - 4. Position 54 VISIT_VISITHOURS
 - Actual Visit information:

5. Position 60 EVV_VISITDATE
6. Position 63 EVV_CALLINTIME
7. Position 64 EVV_CALLOUTTIME
8. Position 124 EVV_BILL_TIME_IN
9. Position 125 EVV_BILL_TIME_OUT
10. Position 65 EVV_ACTUALHOURS
11. Position 126 EVV_ROUNDED_ACTUALHOURS
12. Position 137 EVV_UNROUNDED_PAYHOURS
13. Position 66 EVV_PAYHOURS
14. Position 67 EVV_REASONCODE1

3.1.5 Landline Method – Overnight Visit Without a Schedule

Note: HHSC may waive this scenario if the PSO is not using Landline Method (PS Request Form Question # 3.1 Landline Phone is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with a landline registered in the EVV System
- b. Service Provider

2. System User demonstrates:

- a. A Service Provider calls into the IVR from the member's home phone landline entering 11:00 PM for day one as the clock in information.
- b. A Service Provider calls into the IVR from the member's home phone landline entering 6:00 AM the next day as the clock out information.
- c. The EVV system creates two visits across midnight and has accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Proprietary System Operator Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (home)
 - v. Dates the service is performed overnight
 - vi. Time the service is performed (clock in and clock out time)
- d. The EVV system has accurately captured the type of method used (Landline).
- e. The text file the EVV system will submit to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
- f. The PSO must present this text file to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Actual Visit information:

4. Position 60 EVV_VISITDATE
5. Position 63 EVV_CALLINTIME
6. Position 64 EVV_CALLOUTTIME
7. Position 124 EVV_BILL_TIME_IN
8. Position 125 EVV_BILL_TIME_OUT
9. Position 65 EVV_ACTUALHOURS
10. Position 126 EVV_ROUNDED_ACTUALHOURS
11. Position 137 EVV_UNROUNDED_PAYHOURS
12. Position 66 EVV_PAYHOURS
13. Position 67 EVV_REASONCODE1

3.2 ALTERNATIVE DEVICES

Business Rules

EVM-5P: The PSO must provide HHSC-approved alternatives for clock in and clock out in the event a Member does not have a home phone landline, or a Member is unwilling to allow the Service Provider use of the home phone landline.

EVM-6P: EVV System must identify Service Provider use of Alternative Methods/Devices used for clock in and clock out and confirm association to a Member profile. If the EVV System finds a mismatch, the EVV System must flag the EVV Visit Transaction' and alert the System User.

EVM-23P: EVV System must assign the value 'Member Home' to Service Delivery Location when the EVV System verifies the clock in or clock out method used for the Visit matches the Alternative Device in the Member profile.

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.

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 delivered

The 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 EVV Visit Transaction Layout and Appendix J Service Delivery Locations.

SDV-9P: EVV System must support overnight shifts in a way that does not require the Service Provider to clock in and clock out multiple times per shift. The EVV System must split the overnight shift into two separate EVV Visit Transactions for the two affected days. The EVV System must not require the use of a Schedule to implement this business rule.

SDV-60P: EVV System must adhere to HHSC EVV Policy regarding Auto-Verification of EVV Visit Transactions and must comply with TMHP technical specifications. Refer to Appendix P – Auto Verification Specifications.

SDV-66P: EVV System must capture the Service Delivery Location during clock in and clock out using the values listed in Appendix J. See Appendix C EVV Visit Transaction Layout describing the data elements the EVV System must use for transmission of this data to the EVV Aggregator.

3.2.1 Alternative Device – With Schedule

Note: HHSC may waive this scenario if the PSO is not using the Alternative Device Electronic Verification Method (PS Request Form Question # 3.1 Alternative Device is not checked) or using Alternative Device (PS Request Form Question # 3.1 Alternative Device is checked) but not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with an alternative device registered in the EVV System
- b. Service Provider profile

2. System User demonstrates:

- a. System User demonstrates schedule setup:
 - i. Daily Variable Schedule (per ESA-22P)
 - ii. Weekly Variable Schedule (per ESA-29P through ESA-32P)
 - iii. Daily Fixed Schedule (per ESA-43P)
 - iv. Alternate Schedule Type
 1. Note: If the PSO has chosen to use an Alternate Schedule Type there are no business rules documented for this schedule type for verification by the ORR team.
- b. A Service Provider clocks in according to the schedule using the alternative device registered to the Member and writes down whatever information is needed.
- c. A Service Provider calls into the EVV System (or otherwise submits the necessary information) to successfully record the clock in.
- d. A Service Provider clocks out according to the schedule using the alternative device and writes down whatever information is needed.
- e. A Service Provider calls into the EVV System (or otherwise submits the necessary information) to successfully record the clock out.
- f. The visit Auto-verifies in the EVV System based on Appendix P and the specified rules for:
 - i. Daily Variable Schedule (per ESA-23P through ESA-28P)
 - ii. Weekly Variable Schedule (per ESA-34P through ESA-35P and ESA-40P through ESA-42P)
 - iii. Daily Fixed Schedule (per ESA-44P through ESA-51P)
 - iv. Alternate Schedule Type

1. Note: If the PSO has chosen to use an Alternate Schedule Type there are no business rules documented for this schedule type for verification by the ORR team.
- g. The EVV System accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (Member Home)
 - v. Date the service is performed
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
 - viii. Service Delivery Address
- h. The EVV System accurately captured the type of method used (Alternative Device).
- i. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Schedule information:
 4. Position 51 VISIT_VISITDATE
 5. Position 52 VISIT_VISITTIMEIN
 6. Position 53 VISIT_VISITTIMEOUT
 7. Position 54 VISIT_VISITHOURS
 8. Position 55 VISIT_VISITLOCATION
 - Actual Visit information:
 9. Position 68 EVV_VISITLOCATION
 10. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
 11. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
 12. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
 13. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
 14. Position 123 EVV_VISITLOCATION_OUT
 15. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
 16. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
 17. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
 18. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
 19. Position 60 EVV_VISITDATE
 20. Position 63 EVV_CALLINTIME
 21. Position 64 EVV_CALLOUTTIME
 22. Position 124 EVV_BILL_TIME_IN
 23. Position 125 EVV_BILL_TIME_OUT
 24. Position 65 EVV_ACTUALHOURS
 25. Position 126 EVV_ROUNDED_ACTUALHOURS

- 26. Position 66 EVV_PAYHOURS
- 27. Position 137 EVV_UNROUNDED_PAYHOURS
- 28. Position 73 EVV_INPUTMETHOD_IN
- 29. Position 74 EVV_INPUTMETHOD_OUT
- 30. Position 58 EVV_HCPCS_CODE
- 31. Position 59 EVV_MODIFIER
- 32. Position 56 VISIT_SVCGRP (LTC FFS only)
- 33. Position 57 EVV_SVCCODE (LTC FFS only)
- 34. Position 61 EVV_CREATEDDATETIME
- 35. Position 114 EVV_AUTOCONFIRMFLAG

3.2.2 Alternative Device – Without Schedule

Note: HHSC may waive this scenario if the PSO is not using the Alternative Device Electronic Verification Method (PS Request Form Question # 3.1 Alternative Device is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with an alternative device registered in the EVV System
- b. Service Provider profile
- c. No scheduled visit

2. System User demonstrates:

- a. A Service Provider clocks in using the alternative device registered to the Member and writes down whatever information is needed.
- b. A Service Provider calls into the EVV System (or otherwise submits the necessary information) to successfully record the clock in.
- c. A Service Provider clocks out using the alternative device and writes down whatever information is needed.
- d. A Service Provider calls into the EVV System (or otherwise submits the necessary information) to successfully record the clock out.
- e. The EVV system accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered
 - v. Date the service is performed
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
 - viii. Service Delivery Address (Street, City, State, Zip)
 - ix. The EVV system accurately captured the type of method used (Alternative Device).
- f. The EVV System auto-verifies the visit.
- g. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.

- i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Actual Visit information:

1. Position 60 EVV_VISITDATE
2. Position 68 EVV_VISITLOCATION
3. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
4. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
5. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
6. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
7. Position 123 EVV_VISITLOCATION_OUT
8. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
9. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
10. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
11. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
12. Position 63 EVV_CALLINTIME
13. Position 64 EVV_CALLOUTTIME
14. Position 124 EVV_BILL_TIME_IN
15. Position 125 EVV_BILL_TIME_OUT
16. Position 65 EVV_ACTUALHOURS
17. Position 126 EVV_ROUNDED_ACTUALHOURS
18. Position 66 EVV_PAYHOURS
19. Position 137 EVV_UNROUNDED_PAYHOURS
20. Position 73 EVV_INPUTMETHOD_IN
21. Position 74 EVV_INPUTMETHOD_OUT
22. Position 58 EVV_HCPCS_CODE
23. Position 59 EVV_MODIFIER
24. Position 56 VISIT_SVCGRP (LTC FFS only)
25. Position 57 EVV_SVCCODE (LTC FFS only)
26. Position 61 EVV_CREATEDDATETIME
27. Position 114 EVV_AUTOCONFIRMFLAG

3.2.3 Alternative Device – Not Associated with Member

Note: HHSC may waive this scenario if the PSO is not using the Alternative Device Electronic Verification Method (PS Request Form Question # 3.1 Alternative Device is not checked).

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member with an alternative device registered in the EVV System
 - b. Service Provider profile
2. **System User demonstrates:**

- a. A Service Provider clocks in using the alternative device associated with a different Member and writes down whatever information is needed.
- b. A Service Provider calls into the EVV System IVR and enters the required information associated with the visit.
- c. The EVV System attempts to validate that the alternative device is registered to the member.

3.2.4 Alternative Device Method – Overnight Visit with Schedule

Note: HHSC may waive this scenario if the PSO is not using Alternative Device Method (PS Request Form Question # 3.1 Alternative Device is not checked) or using Alternative Device Method (PS Request Form Question # 3.1 Alternative Device is checked) but not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with an alternative device method registered in the EVV System
- b. Service Provider
- c. Scheduled overnight visit (starts 11:00 PM, ends 6:00 AM the next day)

2. System User demonstrates:

- a. A Service Provider clocks in according to the schedule using the alternative device.
 - b. A Service Provider calls into the IVR with the clock in information recorded from the alternative device.
 - c. A Service Provider clocks out according to the schedule using the alternative device method.
 - d. A Service Provider calls into the IVR with the clock out information recorded from the alternative device.
 - e. The EVV system has accurately captured the following information for each visit created for the overnight:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Proprietary System Operator Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered
 - v. Dates the service is performed overnight
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of method used
 - f. The text file to be submitted to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
 - g. The PSO must present this text file for each visit record to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Schedule information:
4. Position 51 VISIT_VISITDATE

5. Position 52 VISIT_VISITTIMEIN
6. Position 53 VISIT_VISITTIMEOUT
7. Position 54 VISIT_VISITHOURS
8. Position 55 VISIT_VISITLOCATION

Actual Visit information:

9. Position 68 EVV_VISITLOCATION
10. Position 123 EVV_VISITLOCATION_OUT
11. Position 60 EVV_VISITDATE
12. Position 63 EVV_CALLINTIME
13. Position 64 EVV_CALLOUTTIME
14. Position 124 EVV_BILL_TIME_IN
15. Position 125 EVV_BILL_TIME_OUT
16. Position 65 EVV_ACTUALHOURS
17. Position 126 EVV_ROUNDED_ACTUALHOURS
18. Position 66 EVV_PAYHOURS
19. Position 137 EVV_UNROUNDED_PAYHOURS
20. Position 73 EVV_INPUTMETHOD_IN
21. Position 74 EVV_INPUTMETHOD_OUT
22. Position 58 EVV_HCPCS_CODE
23. Position 59 EVV_MODIFIER
24. Position 56 VISIT_SVCGRP (LTC FFS only)
25. Position 57 EVV_SVCCODE (LTC FFS only)
26. Position 61 EVV_CREATEDDATETIME
27. Position 62 EVV_PHONE
28. Position 122 EVV_PHONE_OUT
29. Position 40 INDVMBR_PHONE
30. Position 114 EVV_AUTOCONFIRMFLAG
31. Position 67 EVV_REASONCODE1

3.2.5 Alternative Device Method – Overnight Visit Without a Schedule

Note: HHSC may waive this scenario if the PSO is not using Alternative Device Method (PS Request Form Question # 3.1 Alternative Device is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with an alternative device method registered in the EVV System
- b. Service Provider

2. System User demonstrates:

- a. A Service Provider clocks in at 11:00 PM using the alternative device method.
- b. A Service Provider calls into the IVR with the clock in information recorded from the alternative device.
- c. A Service Provider clocks out the next day at 6:00 AM using the alternative device method.

- d. A Service Provider calls into the IVR with the clock in information recorded from the alternative device.
 - e. The EVV system has accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Proprietary System Operator Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (home)
 - v. Dates the service is performed overnight
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
 - f. The EVV system has accurately captured the type of method used (Alternative Device).
 - g. The text file to be submitted to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
 - h. The PSO must present this text file to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Actual Visit information:
- 4. Position 60 EVV_VISITDATE
 - 5. Position 63 EVV_CALLINTIME
 - 6. Position 64 EVV_CALLOUTTIME
 - 7. Position 124 EVV_BILL_TIME_IN
 - 8. Position 125 EVV_BILL_TIME_OUT
 - 9. Position 65 EVV_ACTUALHOURS
 - 10. Position 126 EVV_ROUNDED_ACTUALHOURS
 - 11. Position 137 EVV_UNROUNDED_PAYHOURS
 - 12. Position 66 EVV_PAYHOURS
 - 13. Position 67 EVV_REASONCODE1

3.3 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.

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 delivered

The 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 EVV Visit Transaction Layout and Appendix J Service Delivery Locations.

SDV-9P: EVV System must support overnight shifts in a way that does not require the Service Provider to clock in and clock out multiple times per shift. The EVV System must split the overnight shift into two separate EVV Visit Transactions for the two affected days. The EVV System must not require the use of a Schedule to implement this business rule.

SDV-60P: EVV System must adhere to HHSC EVV Policy regarding Auto-Verification of EVV Visit Transactions and must comply with TMHP technical specifications. Refer to Appendix P – Auto Verification Specifications.

SDV-66P: EVV System must capture the Service Delivery Location during clock in and clock out using the values listed in Appendix J. See Appendix C EVV Visit Transaction Layout describing the data elements the EVV System must use for transmission of this data to the EVV Aggregator.

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 Geo-location. The Service Provider can modify the Service Delivery Location as needed on the mobile device.

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 Geo-location 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.

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.

3.3.1 Mobile Method – At Neighbor Home With Schedule

Note: HHSC may waive this scenario if the PSO is not using Mobile Method (PS Request Form Question # 3.1 Mobile Device is not checked) or using Mobile Method (PS Request Form Question # 3.1 Mobile Device is checked) but not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with a mobile method registered in the EVV System
- b. Service Provider profile with mobile number registered in the EVV System
- c. Member Home Geo-location shown in Member profile (latitude and longitude of Member physical address)

2. System User demonstrates:

- a. System User demonstrates schedule setup:
 - i. Daily Variable Schedule (per ESA-22P)
 - ii. Weekly Variable Schedule (per ESA-29P through ESA-32P)
 - iii. Daily Fixed Schedule (per ESA-43P)
 - iv. Alternate Schedule Type
- b. A Service Provider clocks in according to the schedule using the mobile method, outside the geo-location of the Member Home.
 - i. Service Provider logs in and/or enters Employee EVV ID
 - ii. Service Provider enters Member EVV ID
 - iii. Service Provider enters service (optional)
 - iv. Service Provider is presented a list of locations based on Business Rules Appendix J and selects 'Neighbor Home' from the list in the Mobile Method.
- c. A Service Provider clocks out according to the schedule using the mobile method, outside the geo-location of the Member Home.
 - i. Service Provider logs in and/or enters Employee EVV ID
 - ii. Service Provider enters Member EVV ID
 - iii. Service Provider is presented a list of locations based on Business Rules Appendix J and selects 'Neighbor Home' from the list in the Mobile Method.
- d. The visit Auto-verifies in the EVV System based on Appendix P and the specified rules:
 - i. Daily Variable Schedule (per ESA-23P through ESA-28P)
 - ii. Weekly Variable Schedule (per ESA-34P through ESA-35P and ESA-40P through ESA-42P)
 - iii. Daily Fixed Schedule (per ESA-44P through ESA-51P)
 - iv. Alternate Schedule Type
 1. Note: If the PSO has chosen to use an Alternate Schedule Type there are no business rules documented for this schedule type for verification by the ORR team.

- e. The EVV system accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered
 - v. Date the service is performed
 - vi. Time the service is performed (clock in and clock out time)
 - vii. GPS coordinates for a location other than the Member's home address
 - viii. Service Delivery Address (Street, City, State & Zip) if acquired (optional fields)
 - ix. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
 - x. Type of method used (Mobile Method).
- f. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Schedule information:
 - 4. Position 51 VISIT_VISITDATE
 - 5. Position 52 VISIT_VISITTIMEIN
 - 6. Position 53 VISIT_VISITTIMEOUT
 - 7. Position 54 VISIT_VISITHOURS
 - 8. Position 55 VISIT_VISITLOCATION
 - Actual Visit information:
 - 1. Position 60 EVV_VISITDATE
 - 2. Position 68 EVV_VISITLOCATION
 - 3. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
 - 4. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
 - 5. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
 - 6. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
 - 7. Position 123 EVV_VISITLOCATION_OUT
 - 8. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
 - 9. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
 - 10. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
 - 11. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
 - 12. Position 63 EVV_CALLINTIME
 - 13. Position 64 EVV_CALLOUTTIME
 - 14. Position 124 EVV_BILL_TIME_IN
 - 15. Position 125 EVV_BILL_TIME_OUT
 - 16. Position 65 EVV_ACTUALHOURS
 - 17. Position 126 EVV_ROUNDED_ACTUALHOURS
 - 18. Position 66 EVV_PAYHOURS
 - 19. Position 137 EVV_UNROUNDED_PAYHOURS

- 20. Position 73 EVV_INPUTMETHOD_IN
- 21. Position 74 EVV_INPUTMETHOD_OUT
- 22. Position 58 EVV_HCPCS_CODE
- 23. Position 59 EVV_MODIFIER
- 24. Position 56 VISIT_SVCGRP (LTC FFS only)
- 25. Position 57 EVV_SVCCODE (LTC FFS only)
- 26. Position 61 EVV_CREATEDDATETIME
- 27. Position 69 EVV_VISIT_LATITUDE_IN
- 28. Position 70 EVV_VISIT_LONGITUDE_IN
- 29. Position 116 EVV_VISIT_LATITUDE_OUT
- 30. Position 117 EVV_VISIT_LONGITUDE_OUT
- 31. Position 72 EVV_LAT_LONG_MATCH_IN
- 32. Position 120 EVV_LAT_LONG_MATCH_OUT
- 33. Position 114 EVV_AUTOCONFIRMFLAG

3.3.2 Mobile Method – At Member Home Without Schedule

Note: HHSC may waive this scenario if the PSO is not using the Mobile Electronic Verification Method (PS Request Form Question # 3.1 Mobile Device is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with a mobile method registered in the EVV System
- b. Service Provider profile with mobile number registered in the EVV System
- c. Member Home Geo-location shown in Member profile (latitude and longitude of Member physical address)
- d. No scheduled visit

2. System User demonstrates:

- a. A Service Provider clocks in from using the mobile method, outside the geo-location of the Member Home.
 - i. Service Provider logs in and/or enters Employee EVV ID
 - ii. Service Provider enters Member EVV ID
 - ii. Service Provider is presented a list of locations based on Business Rules Appendix J and selects Member Home from the list in the Mobile Method.
 - iii. Service Provider enters service (optional)
- b. A Service Provider clocks out from the Member Home using the mobile method.
- c. The EVV system accurately captured the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (from the Appendix J list, and correct GPS coordinates)
 - v. Date the service is performed
 - vi. Time the service is performed (clock in and clock out time)

- vii. GPS Latitude where service is performed
- viii. GPS Longitude where service is performed
- ix. Service Delivery Address (Street, City, State, Zip) of Member's Home
- x. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
- xi. Type of method used (Mobile Method)
- d. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Actual Visit information:

- 1. Position 60 EVV_VISITDATE
- 2. Position 68 EVV_VISITLOCATION
- 3. Position 123 EVV_VISITLOCATION_OUT
- 4. Position 63 EVV_CALLINTIME
- 5. Position 64 EVV_CALLOUTTIME
- 6. Position 124 EVV_BILL_TIME_IN
- 7. Position 125 EVV_BILL_TIME_OUT
- 8. Position 65 EVV_ACTUALHOURS
- 9. Position 126 EVV_ROUNDED_ACTUALHOURS
- 10. Position 66 EVV_PAYHOURS
- 11. Position 137 EVV_UNROUNDED_PAYHOURS
- 12. Position 73 EVV_INPUTMETHOD_IN
- 13. Position 74 EVV_INPUTMETHOD_OUT
- 14. Position 58 EVV_HCPCS_CODE
- 15. Position 59 EVV_MODIFIER
- 16. Position 56 VISIT_SVCGRP (LTC FFS only)
- 17. Position 57 EVV_SVCCODE (LTC FFS only)
- 18. Position 61 EVV_CREATEDDATETIME
- 19. Position 69 EVV_VISIT_LATITUDE_IN
- 20. Position 70 EVV_VISIT_LONGITUDE_IN
- 21. Position 116 EVV_VISIT_LATITUDE_OUT
- 22. Position 117 EVV_VISIT_LONGITUDE_OUT
- 23. Position 72 EVV_LAT_LONG_MATCH_IN
- 24. Position 120 EVV_LAT_LONG_MATCH_OUT
- 25. Position 114 EVV_AUTOCONFIRMFLAG

3.3.3 Mobile Method – Overnight Visit with Schedules

Note: HHSC may waive this scenario if the PSO is not using Mobile Method (PS Request Form Question # 3.1 Mobile Device is not checked) or using Mobile Method (PS Request Form Question # 3.1 Mobile Device is checked) but not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

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

- a. Member with a mobile method registered in the EVV System
- b. Service Provider
- c. Scheduled overnight visit (starts 11:00 PM, ends 6:00 AM the next day)

2. **System User demonstrates:**

- a. A Service Provider clocks in according to the schedule using the mobile method.
 - b. A Service Provider clocks out according to the schedule using the mobile method.
 - c. The EVV system has accurately captured the following information for each visit created for the overnight visit since it spans across two dates of service:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Proprietary System Operator Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (home or community location, and correct GPS coordinates)
 - v. Dates the service is performed overnight
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of method used to clock in and clock out
 - d. The EVV system has accurately captured the type of method used (Mobile Method).
 - e. The text file to be submitted to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
 - f. The PSO must present this text file for each visit record to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Schedule information:
4. Position 51 VISIT_VISITDATE
 5. Position 52 VISIT_VISITTIMEIN
 6. Position 53 VISIT_VISITTIMEOUT
 7. Position 54 VISIT_VISITHOURS
 8. Position 55 VISIT_VISITLOCATION
- Actual Visit information:
9. Position 60 EVV_VISITDATE
 10. Position 63 EVV_CALLINTIME
 11. Position 64 EVV_CALLOUTTIME
 12. Position 124 EVV_BILL_TIME_IN
 13. Position 125 EVV_BILL_TIME_OUT
 14. Position 65 EVV_ACTUALHOURS
 15. Position 126 EVV_ROUNDED_ACTUALHOURS
 16. Position 137 EVV_UNROUNDED_PAYHOURS

- 17. Position 66 EVV_PAYHOURS
- 18. Position 67 EVV_REASONCODE1

3.3.4 Mobile Method – Overnight Visit Without a Schedule

Note: HHSC may waive this scenario if the PSO is not using the Mobile Method (PS Request Form Question # 3.1 Mobile Device is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member with a mobile method registered in the EVV System
- b. Service Provider

2. System User demonstrates:

- a. A Service Provider clocks in at 11:00 PM using the mobile method.
 - b. A Service Provider clocks out the next day at 6:00 AM using the mobile method.
 - c. The EVV system has accurately captured the following information for each visit created for the overnight visit since it spans across two dates of service:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Proprietary System Operator Business Unit the Service Provider is performing the service on behalf of
 - iv. Location where the service is delivered (home or community location, and correct GPS coordinates)
 - v. Dates the service is performed overnight
 - vi. Time the service is performed (clock in and clock out time)
 - vii. Type of method used to clock in and clock out
 - d. The EVV system has accurately captured the type of method used (Mobile Method).
 - e. The text file to be submitted to the EVV Aggregator contains two visit records, one for the first date of service for 1 hour and a second visit record for the next date of service for 6 hours.
 - f. The PSO must present this text file to the ORR team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Actual Visit information:
- 4. Position 60 EVV_VISITDATE
 - 5. Position 63 EVV_CALLINTIME
 - 6. Position 64 EVV_CALLOUTTIME
 - 7. Position 124 EVV_BILL_TIME_IN
 - 8. Position 125 EVV_BILL_TIME_OUT
 - 9. Position 65 EVV_ACTUALHOURS
 - 10. Position 126 EVV_ROUNDED_ACTUALHOURS

11. Position 137 EVV_UNROUNDED_PAYHOURS
12. Position 66 EVV_PAYHOURS
13. Position 67 EVV_REASONCODE1

3.3.5 Mobile Method – Service Provider Access to Visits

Note: HHSC may waive this scenario if the PSO is not using the Mobile Method (PS Request Form Question # 3.1 Mobile Device is not checked).

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. A Service Provider
 - b. Multiple Members
 - c. 10 Visits performed by the Service Provider with different Members
2. **System User demonstrates:**
 - a. The System User is the Service Provider for this scenario.
 - b. The Service Provider views their visits for a specific Member and date range in the Mobile Method application.
 - c. The Service Provider views their visits for all Members and date range in the Mobile Method application.

3.4 MULTIPLE ELECTRONIC VERIFICATION METHOD USED

Business Rule

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.

3.4.1 Clock In Clock Out with Multiple Methods

Note: HHSC may waive this scenario if the PSO is only using one Electronic Verification Method (PS Request Form Question # 3.1 only one method is checked).

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. A Member
 - b. A Service Provider
2. **System User demonstrates, and ORR team verifies that:**
 - a. The System User is a Service Provider in this scenario.
 - b. The Service Provider clocks in using one of the electronic verification methods (Mobile, Alternative Device or Landline Phone).
 - c. The EVV System accepts the visit and auto-verifies.
 - d. The Service Provider clocks out using a different electronic verification method than what was used to clock in.

- e. The EVV System accepts the visit and auto-verifies.
- f. The ORR team verifies the text file the EVV system will submit to the EVV Aggregator contains the visit data for this scenario. The PSO must present this text file to the ORR Team in the format the EVV system will use to transmit to the EVV Aggregator.
 - i. The following fields should be highlighted for verification:
 - Position 34 INDVMBR_MEDICAID ID
 - Position 73 EVV_INPUTMETHOD_IN
 - Position 74 EVV_INPUTMETHOD_OUT

4 SERVICE DELIVERY VERIFICATION

4.1 MANUAL VISITS

Business Rules

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
- Reason Code(s) with associated free text

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’. EVV System must require extra certification that supporting documentation is available when the System User creates a manual Visit.

SDV-46P: EVV System must identify the input method on the EVV Visit Transaction as “GUI” when the clock in time for a Visit is missing (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 clock out time for a Visit is missing (missed clock out) and the System User manually completes the Visit.

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.

SDV-48P: EVV System must require the System User to enter a EVV Reason Code and required free text when the System User makes changes to the EVV Visit Transaction after the System User/ Service Provider has documented the visit. EVV system must adhere to the HHSC EVV Policy regarding EVV Reason Codes.

4.1.1 Manually Entered Visit Transaction (GUI)

Note: HHSC will not waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member Profile
 - b. Service Provider Profile
2. **System User demonstrates:**

- a. A Service Provider fails to use EVV to clock in and clock out.
- b. The System User manually enters the visit transaction as follows:
 - i. Enters all required visit data
 - 1. Member information
 - 2. Service Provider information
 - 3. Service
 - 4. Date of visit must be within visit maintenance timeframe of 95 days
 - 5. Service Delivery Location In as Member Home
 - 6. Service Delivery Location Out as Member Home
 - 7. Input method of clock in
 - 8. Input method of clock out
 - 9. Service Delivery Address from Member's Profile
 - 10. Bill Time In as 2:30 PM
 - 11. Bill Time Out as 5:25 PM
 - 12. Bill hours are calculated by the EVV system
 - ii. Enters Reason Code 600 (Other)
 - iii. Enters Free Text as to why the use of this reason code was required
- c. The EVV System accepts the visit transaction.
- d. The EVV system accurately captures the following information:
 - i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. PSO Business Unit the Service Provider is performing the service on behalf of
 - iv. Location of clock in (Member Home)
 - v. Location of clock out (Member Home)
 - vi. Date of service
 - vii. Time of service (Bill Time In and Bill Time Out)
 - viii. Type of service performed (HCPCS/Modifiers and Service Group/Service Code, if applicable)
 - ix. Type of method used to clock in ("GUI")
 - x. Type of method used to clock out ("GUI")
 - xi. Certification that supporting documentation is available
 - xii. Reason Code 600 (Other) and Free text in the comment field.
- e. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields should be highlighted in the text file for the ORR to validate that the following fields have data from this scenario:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Actual Visit information:
 - 4. Position 68 EVV_VISITLOCATION
 - 5. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
 - 6. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
 - 7. Position 129 EVV_SERVICE_DELIVERY_STATE_IN

8. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
9. Position 123 EVV_VISITLOCATION_OUT
10. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
11. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
12. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
13. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
14. Position 60 EVV_VISITDATE
15. Position 63 EVV_CALLINTIME
16. Position 64 EVV_CALLOUTTIME
17. Position 124 EVV_BILL_TIME_IN
18. Position 125 EVV_BILL_TIME_OUT
19. Position 65 EVV_ACTUALHOURS
20. Position 126 EVV_ROUNDED_ACTUALHOURS
21. Position 66 EVV_PAYHOURS
22. Position 137 EVV_UNROUNDED_PAYHOURS
23. Position 73 EVV_INPUTMETHOD_IN
24. Position 74 EVV_INPUTMETHOD_OUT
25. Position 58 EVV_HCPCS_CODE
26. Position 59 EVV_MODIFIER
27. Position 56 VISIT_SVCGRP (LTC FFS only)
28. Position 57 EVV_SVCCODE (LTC FFS only)
29. Position 67 EVV_UNITS
30. Position 61 EVV_CREATEDDATETIME
31. Position 114 EVV_AUTOCONFIRMFLAG
32. Position 76 EVV_REASONCODE1
33. Position 77 EVV_REASONCODE1DESC
34. Position 78 EVV_REASONCODE1COMMENT

4.1.2 Missed Clock In (GUI)

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profile
- b. Service Provider Profile
- c. Service Provider attempted to clock in at 8:30 AM using an EVV approved method, but the system did not register the clock in
- d. Service Provider clocked out successfully at 3 PM using the same approved method as the clock in attempt
- e. The EVV system records the visit as unverified requiring the System User to perform visit maintenance.

2. System User demonstrates:

- a. A System User manually creates the visit in the EVV System based on verification of the visit with the Attendant or the member and updates the visit.
 - i. Member information
 - ii. Service Provider information
 - iii. Service information
 - iv. Date of visit (must be within visit maintenance timeframe of 95 days)
 - v. Bill Time In
 - vi. Bill Time Out
 - vii. Bill Hours
 - viii. Type of method used to clock in
 - ix. Type of method used to clock out
 - x. Location of clock in
 - xi. Reason Code number 300 Technical Issues (F - Malfunctioning mobile device/application, A – Phone lines not working or B - Malfunctioning alternative device).
- b. The EVV System accepts the visit transaction.
- c. The EVV System has accurately captures the data the System User entered, and the ORR team has verified the following information:
 - i. Member information
 - ii. Service Provider information
 - iii. Service information
 - iv. Date of visit (must be within visit maintenance timeframe of 95 days)
 - v. Bill Time In
 - vi. Bill Time Out
 - vii. Bill hours
 - viii. Type of method used to clock in
 - ix. Location of clock in
 - x. Reason Code number 300 Technical Issues (F - Malfunctioning mobile device/application, A – Phone lines not working or B - Malfunctioning alternative device).
 - xi. The EVV system requires Comments (free text) however, the System User is not required to document the missing actual clock in date/time in the free text.
- d. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Actual Visit information:
 - 4. Position 60 EVV_VISITDATE
 - 5. Position 63 EVV_CALLINTIME
 - 6. Position 64 EVV_CALLOUTTIME
 - 7. Position 68 EVV_VISITLOCATION
 - 8. Position 124 EVV_BILL_TIME_IN

9. Position 125 EVV_BILL_TIME_OUT
10. Position 65 EVV_ACTUALHOURS
11. Position 126 EVV_ROUNDED_ACTUALHOURS
12. Position 66 EVV_PAYHOURS
13. Position 137 EVV_UNROUNDED_PAYHOURS
14. Position 73 EVV_INPUTMETHOD_IN
15. Position 74 EVV_INPUTMETHOD_OUT
16. Position 61 EVV_CREATEDDATETIME
17. Position 114 EVV_AUTOCONFIRMFLAG
18. Position 76 EVV_REASONCODE1
19. Position 77 EVV_REASONCODE1DESC
20. Position 78 EVV_REASONCODE1COMMENT

4.1.3 Missed Clock Out (GUI)

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profile
- b. Service Provider Profile
- c. Service Provider clocked in at 10:15 AM according to the schedule using an approved EVV method
- d. Service Provider failed to clock out
- e. The EVV system records the visit as unverified requiring the System User to perform visit maintenance.

2. System User demonstrates, and ORR Team verifies:

- a. A System User manually creates the visit clock out in the EVV System based on verification of the visit with the Attendant.
 - i. Member information
 - ii. Service Provider information
 - iii. Service
 - iv. Date of visit (must be within visit maintenance timeframe of 95 days)
 - v. Bill Time In is 10:00 AM
 - vi. Bill Time Out entered by the System User as 1:05 PM
 - vii. Bill Hours as calculated by the EVV System as 2.5 hours (rounded)
 - viii. Type of method used to clock out
 - ix. Location of clock out
 - x. Reason Code number 300 Technical Issues (F - Malfunctioning mobile device/application, A – Phone lines not working or B - Malfunctioning alternative device).
 - xi. Comments (free text), however the EVV System does not require that the System User document the missing clock out time in the comments.
- b. The EVV System accepts the visit transaction.

- c. The EVV System has accurately captured, and the ORR team has verified the following information:
 - i. Member information
 - ii. Service Provider information
 - iii. Service
 - iv. Date of visit (must be within visit maintenance timeframe of 95 days)
 - v. Bill Time In is 10:00 AM
 - vi. Bill Time Out entered by the System User as 1:05 PM
 - vii. Bill Hours as calculated by the EVV System (rounded)
 - viii. Bill Hours as calculated by the EVV System (unrounded)
 - ix. Type of method used to clock out
 - x. Location of clock out
 - xi. Reason Code
 - xii. Comments (free text).
 - d. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - ii. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Actual Visit information:
- 4. Position 60 EVV_VISITDATE
 - 5. Position 63 EVV_CALLINTIME
 - 6. Position 64 EVV_CALLOUTTIME
 - 7. Position 124 EVV_BILL_TIME_IN
 - 8. Position 125 EVV_BILL_TIME_OUT
 - 9. Position 65 EVV_ACTUALHOURS
 - 10. Position 126 EVV_ROUNDED_ACTUALHOURS
 - 11. Position 66 EVV_PAYHOURS
 - 12. Position 137 EVV_UNROUNDED_PAYHOURS
 - 13. Position 73 EVV_INPUTMETHOD_IN
 - 14. Position 74 EVV_INPUTMETHOD_OUT
 - 15. Position 123 EVV_VISITLOCATION_OUT
 - 16. Position 61 EVV_CREATEDDATETIME
 - 17. Position 114 EVV_AUTOCONFIRMFLAG
 - 18. Position 76 EVV_REASONCODE1
 - 19. Position 77 EVV_REASONCODE1DESC
 - 20. Position 78 EVV_REASONCODE1COMMENT

4.2 CDS FUNCTIONALITY

Business Rules

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.

Business Rules associated with Security Access

VSS-24P: EVV System must assign CDS Employers appropriate security access to create, update, and read EVV System data 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 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.

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.*

4.2.1 CDS Employer Option 1 Creates Manual Visit

Note: HHSC will waive this scenario if the PSO is not an FMSA (PS Request Form Question # 2.1.3 FMSA for Consumer Directed Services is not checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member Profile
- b. Service Provider Profile

2. System User demonstrates:

- a. A Service Provider fails to use EVV to clock in and clock out.
- b. The System User (CDS Employer) manually enters the visit transaction as follows:
 - ii. Enters all required visit data
 1. Member information

2. Service Provider information
 3. Date of visit must be within visit maintenance timeframe of 95 days
 4. Service Delivery Location In as Member Home
 5. Service Delivery Location Out as Member Home
 6. Service Delivery Address from Member's Profile
 7. Bill Time In as 2:30 PM
 8. Bill Time Out as 5:25 PM
 9. Bill Hours (unrounded) are calculated by the EVV system
 10. Bill Hours (rounded) according to EVV Policy
 11. Type of Service performed
 12. Input method of clock in
 13. Input method of clock out
 14. Enters Reason Code 600 (Other)
 15. Enters Free Text as to why the use of this reason code was required
- c. The EVV System accepts the visit transaction.
- d. The EVV system accurately captured the following information:
- i. Member receiving the service
 - ii. Service Provider providing the service
 - iii. Location of clock in
 - iv. Location of clock out
 - v. Date of service
 - vi. Time of service (Bill Time In and Bill Time Out)
 - vii. Unrounded and rounded Bill Hours
 - viii. Type of service performed (HCPCS/Modifiers or Service Group/Service Code, if applicable)
 - ix. Type of method used to clock in ("GUI")
 - x. Type of method used to clock out ("GUI")
 - xi. Certification that supporting documentation is available
 - xii. Reason Code 600 (Other) and Free text in the comment field.
- e. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
- i. The following fields should be highlighted in the text file for the ORR to validate that the following fields have data from this scenario:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Actual Visit information:
4. Position 136 EVV_CDS_OPTION
 5. Position 68 EVV_VISITLOCATION
 6. Position 127 EVV_SERVICE_DELIVERY_ADDRESS_IN
 7. Position 128 EVV_SERVICE_DELIVERY_CITY_IN
 8. Position 129 EVV_SERVICE_DELIVERY_STATE_IN
 9. Position 130 EVV_SERVICE_DELIVERY_ZIP_IN
 10. Position 123 EVV_VISITLOCATION_OUT

11. Position 131 EVV_SERVICE_DELIVERY_ADDRESS_OUT
12. Position 132 EVV_SERVICE_DELIVERY_CITY_OUT
13. Position 133 EVV_SERVICE_DELIVERY_STATE_OUT
14. Position 134 EVV_SERVICE_DELIVERY_ZIP_OUT
15. Position 60 EVV_VISITDATE
16. Position 63 EVV_CALLINTIME
17. Position 64 EVV_CALLOUTTIME
18. Position 124 EVV_BILL_TIME_IN
19. Position 125 EVV_BILL_TIME_OUT
20. Position 65 EVV_ACTUALHOURS
21. Position 126 EVV_ROUNDED_ACTUALHOURS
22. Position 66 EVV_PAYHOURS
23. Position 137 EVV_UNROUNDED_PAYHOURS
24. Position 73 EVV_INPUTMETHOD_IN
25. Position 74 EVV_INPUTMETHOD_OUT
26. Position 58 EVV_HCPCS_CODE
27. Position 59 EVV_MODIFIER
28. Position 56 VISIT_SVCGRP (LTC FFS only)
29. Position 57 EVV_SVCCODE (LTC FFS only)
30. Position 67 EVV_UNITS
31. Position 61 EVV_CREATEDDATETIME
32. Position 114 EVV_AUTOCONFIRMFLAG
33. Position 76 EVV_REASONCODE1
34. Position 77 EVV_REASONCODE1DESC
35. Position 78 EVV_REASONCODE1COMMENT

4.2.2 CDS Employer Option 2 Reviews & Approves Visit

Note: HHSC will waive this scenario if the PSO is not an FMSA (PS Request Form Question # 2.1.3 FMSA for Consumer Directed Services is not checked).

Demonstration Steps

- 1. Data Setup in the EVV System:**
 - a. A Member
 - b. A CDS Employee (Service Provider)
 - c. A CDS Employer with Option 2 from Form 1722 in their CDS Employer Profile
- 2. System User demonstrates, and ORR Team verifies:**
 - a. The Service Provider clocks in and clocks out for the visit as planned.
 - b. The EVV System accepts the visit and auto-verifies it.
 - c. The EVV System marks the visit for review and approval by the CDS Employer per their selection of Option 2 from the Form 1722.
 - d. The CDS Employer logs into the EVV System and approves the time worked on the visit.
 - e. The ORR Team verifies that the visit status indicates that it has not been transmitted to the EVV Aggregator.

- f. The FMSA logs into the EVV System and reviews the CDS Employer approval and confirms.
- g. The EVV System accepts the confirmation and transmits the visit transaction to the EVV Aggregator.
- h. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the visit to the EVV Aggregator.
 - i. The following fields in the EVV Visit transaction file should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 - 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - 4. Position 28 EMPLOYEE_CDSEMPLOYEREVID
 - 5. Position 29 EMPLOYEE_CDSEMPLOYERFIRSTNAME
 - 6. Position 30 EMPLOYEE_CDSEMPLOYERLASTNAME
 - Actual Visit information:
 - 7. Position 136 EVV_CDS_OPTION
 - 8. Position 60 EVV_VISITDATE

4.2.3 CDS Employer as Option 3 Accessing Reports

Note: HHSC may waive this scenario if the PSO is not an FMSA (PS Request Form Question # 2.1.3 FMSA for Consumer Directed Services is not checked.)

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. CDS Employer has chosen Option 3 on Form 1722 where the CDS Employer has access to read EVV System reports but has selected to delegate approval of time worked and Visit Maintenance to the FMSA
 - b. FMSA will perform Visit Maintenance and confirm CDS Employee time worked based on CDS Employer documentation (offline).
 - c. Standard CDS Reports are available in the EVV System
2. **System User demonstrates, and ORR Team validates that:**
 - a. The CDS Employer logs into the EVV System and requests to see the CDS reports.
 - b. The EVV System displays the reports to the CDS Employer.

4.2.4 FMSA Assigns Security Access to Designated Representative

Note: HHSC may waive this scenario if the PSO is not an FMSA (PS Request Form Question # 2.1.3 FMSA for Consumer Directed Services is not checked.)

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. CDS Employer Profile with a Designated Representative included, as indicated on Form 1722 or Form 1720
 - b. CDS Employer has chosen Option 1 on Form 1722 where the CDS Employer selects to approve CDS Employee time worked and perform Visit Maintenance.
 - c. Two EVV Visits that require the CDS Employer to approve CDS Employee time worked

- d. Two EVV Visits that require Visit Maintenance to downward adjust the Bill Hours
- 2. System User demonstrates, and ORR Team validates that:**
 - a. The EVV System has a previously created CDS Employer Profile as outlined in the Data Setup section.
 - b. The CDS Employer is the System User for the first portion of this demonstration and performs the following actions:
 - i. Display a visit that requires approval of time worked by the CDS Employee
 - ii. Approve the time worked on the visit
 - iii. The EVV System accepts the approval
 - iv. Display a visit that requires Visit Maintenance
 - v. Modify the visit to directly adjust the Bill Hours
 - vi. The EVV System accepts the adjustment
 - c. The Designated Representative for the CDS Employer is the System User for the second portion of this demonstration and performs the following actions:
 - i. Display a visit that requires approval of time worked by the CDS Employee
 - ii. Approve the time worked on the visit
 - iii. The EVV System accepts the approval
 - iv. Display a visit that requires Visit Maintenance
 - v. Modify the visit to directly adjust the Bill Hours
 - vi. The EVV System accepts the adjustment

4.3 VISIT MAINTENANCE

Business Rule

SDV-20P: EVV System must allow System Users to complete Visit Maintenance within the Visit Maintenance Time Frame.

SDV-21P: EVV System must restrict System Users from performing Visit Maintenance according to Appendix O Visit Maintenance rules.

SDV-65P: EVV System must only allow the System Users to complete Visit Maintenance outside of the Visit Maintenance Time Frame when the payer has approved Visit Maintenance via the HHSC-approved process.

SDV-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:

- API/NPI
- Contract number
- Member Medicaid ID
- Service group
- Service code
- HCPCS code
- Modifier
- Bill hours
- Units

- EVV Reason Code(s) with associated free text

The EVV System must transmit the User ID, the First Name and Last Name of the System User making the change and 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-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.

4.3.1 Visit Maintenance – Within Allowed Timeframe (95 calendar days)

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- Completed visit transaction in the EVV System with a date of service 94 days in the past (calculated as demonstration date minus 94 days)

2. System User demonstrates, and ORR Team verifies:

- The System User performs the following visit maintenance in the EVV System:
 - Changes the Service code that was delivered (HCPCS/Modifier)
 - Entry of a Reason Code with additional comments
- The EVV System accepts the changes to the visit transaction and accurately captures the following information:
 - The updated Service
 - Last Visit Maintenance date is equal to the demonstration date
- The text file the EVV system will submit to the EVV Aggregator contains the visit data for this scenario. The PSO must present this text file to the ORR Team in the format the EVV system will use to transmit to the EVV Aggregator.
 - The following fields should be highlighted:
 - Position 34 INDVMBR_MEDICAID ID
 - Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Actual Visit information:

- Position 25 EMPLOYEE_EVVUSERID
- Position 26 EMPLOYEE_EVVUSERFIRSTNAME
- Position 27 EMPLOYEE_EVVUSERLASTNAME
- Position 60 EVV_VISITDATE
- Position 58 EVV_HCPCS_CODE
- Position 59 EVV_MODIFIER

9. Position 108 EVV_LASTVISITMAINT

4.3.2 Visit Maintenance – Outside Allowed Timeframe

Note: HHSC will not waive this scenario.

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

- a. Completed visit transaction in the EVV System with:
 - i. A date of service 96 days in the past (calculated as demonstration date minus 96 days).
 - ii. Clock in and clock out for 3 actual hours in duration

2. System User demonstrates, and ORR team validates that:

- a. A System User attempts to perform the visit maintenance.
 - i. Entry of two (2) bill hours (one (1) hour less than the actual hours)
- b. The EVV System does not allow visit maintenance to be performed on the visit due to the date of service being more than 95 days in the past.
- c. The EVV system presents a message to the System User instructing how to obtain Payer Approval.

4.3.3 Visit Maintenance – Outside Allowed Timeframe with Payer Approval

Note: HHSC will not waive this scenario.

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

- a. Completed visit transaction in the EVV System with:
 - i. A duration of 4 hours and
 - ii. A date of service at least 96 days in the past

2. System User demonstrates:

- a. A 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.
- b. The PSO follows the procedure for requesting a Visit Maintenance unlock from the payer for that visit.
- c. See the Visit Maintenance Unlock Request Policy at this location:
<https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/8000-visit-maintenance>. The PSO receives Payer approval to perform visit maintenance on that visit transaction
- d. EVV System is updated to reflect approval from the Payer and the visit is unlocked for Visit Maintenance.
- e. System User performs the following visit maintenance:
 - i. Enters three (3) bill hours in the EVV System which is one (1) hour less than the actual hours (4) captured in the EVV System
- f. The EVV System accepts the changes to the visit transaction.
- g. The EVV system accurately captured the following information:
 - i. Payer approval to perform visit maintenance

- ii. Modified bill hours to three (3) hours
- iii. Last Visit Maintenance date is equal to the demonstration date
- h. The text file to be submitted to the EVV Aggregator contains the visit data for this scenario. The PSO must present this text file to the ORR Team in the format the EVV system will use to transmit it to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - Actual Visit information:
 - 3. Position 25 EMPLOYEE_EVVUSERID
 - 4. Position 26 EMPLOYEE_EVVUSERFIRSTNAME
 - 5. Position 27 EMPLOYEE_EVVUSERLASTNAME
 - 6. Position 60 EVV_VISITDATE
 - 7. Position 66 EVV_PAYHOURS
 - 8. Position 108 EVV_LASTVISITMAINT

4.3.4 Visit Maintenance – Unable to Change Restricted Fields

Note: HHSC will not waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Previously accepted landline, alternative device or mobile method visit transaction in the EVV System with a date of service no more than 94 days in the past.
2. **System User demonstrates:**
 - a. The System User opens the visit transaction for visit maintenance, but is unable to save changes to any of the following data elements:
 - i. Actual service delivery date
 - ii. Actual service delivery clock in time
 - iii. Actual service delivery clock out time
 - iv. Actual hours worked
 - v. Call In method
 - vi. Call out method
 - vii. Phone number used to call in
 - viii. GPS coordinates (when mobile method is used)

4.3.5 Visit Maintenance Date – NPI Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the NPI during Visit Maintenance.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator. If rejected, rejection will be because the NPI was incorrect.

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field: NPI (labeled PROVIDER_NPI on the visit transaction record for the EVV Aggregator)
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date of demonstration)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 3. Position 60 EVV_VISITDATE
 4. Position 108 EVV_LASTVISITMAINT

4.3.6 Visit Maintenance Date – API Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the API during Visit Maintenance.

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

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator.
- b. If rejected, rejection will be because the API was incorrect.

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field API (labeled PROVIDER_API on the visit transaction for the EVV Aggregator)
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date of demonstration)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 3. Position 60 EVV_VISITDATE
 4. Position 108 EVV_LASTVISITMAINT

4.3.7 Visit Maintenance Date – Contract Number Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the Contract Number during Visit Maintenance.

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

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator, if rejected, rejection will be because the contract number was incorrect.

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field Contract Number (labeled PROVIDER_CONTRACTNUMBER on the visit transaction for the EVV Aggregator)
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 3. Position 7 PROVIDER_CONTRACTNUMBER
 4. Position 60 EVV_VISITDATE
 5. Position 108 EVV_LASTVISITMAINT

4.3.8 Visit Maintenance Date – Member Medicaid Id Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the Member Medicaid Id during Visit Maintenance.

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

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field Medicaid Id (labeled INDVMBR_MEDICAIDID on the visit transaction for the EVV Aggregator)
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 3. Position 60 EVV_VISITDATE
 4. Position 108 EVV_LASTVISITMAINT

4.3.9 Visit Maintenance Date – Service Group Updated

Note: HHSC may waive this scenario if the PSO does not deliver LTC services (PS Request Form Question # 3.10 has no items checked) or PSO does deliver LTC services (PS Request Form Question # 3.10 has items checked) however, EVV System prevents updates to the Long-Term Care (LTC) Service Group field during Visit Maintenance.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field Contract Number (Service Group (labeled VISIT_SVCGRP on the visit transaction for the EVV Aggregator)
 - ii. Entry of one or more Reason Code number and description, with or without additional comments
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - 3. Position 60 EVV_VISITDATE
 - 4. Position 56 VISIT_SVCGRP
 - 5. Position 108 EVV_LASTVISITMAINT

4.3.10 Visit Maintenance Date – Service Code Updated

Note: HHSC may waive this scenario if the PSO does not deliver LTC services (PS Request Form Question # 3.10 has no items checked) or PSO does deliver LTC services (PS Request Form Question # 3.10 has items checked) however, EVV System prevents updates to the Long-Term Care (LTC) Service Group field during Visit Maintenance.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field Service Code (labeled EVV_SVCCODE on the visit transaction for the EVV Aggregator)
 - ii. Entry of one or more Reason Code number and description, with or without additional comments
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID

2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
3. Position 60 EVV_VISITDATE
4. Position 56 VISIT_SVCGRP
5. Position 57 EVV_SVCCODE (LTC FFS only)
6. Position 108 EVV_LASTVISITMAINT

4.3.11 Visit Maintenance Date – HCPCS Code Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the HCPCS code during Visit Maintenance.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field HCPCS Code (labeled EVV_HCPCS_CODE on the visit transaction for the EVV Aggregator)
 - ii. Entry of one or more Reason Code number and description, with or without additional comments
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 3. Position 60 EVV_VISITDATE
 4. Position 58 EVV_HCPCS_CODE
 5. Position 108 EVV_LASTVISITMAINT

4.3.12 Visit Maintenance Date – HCPCS Modifier Updated

Note: HHSC may waive this scenario if the EVV System prevents updates to the HCPCS Modifier code during Visit Maintenance.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Visit transactions previously submitted (accepted or rejected) by the Data Aggregator

2. System User demonstrates, and ORR Team verifies:

- a. The following visit maintenance actions:
 - i. An update to the visit transaction field HCPCS Modifier (labeled EVV_MODIFIER on the visit transaction for the EVV Aggregator)

- ii. Entry of one or more Reason Code number and description, with or without additional comments
- b. EVV System accepts the changes to the visit transaction.
- c. Last Visit maintenance date matches the current date (the date the demonstration was performed)
- d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - 3. Position 60 EVV_VISITDATE
 - 4. Position 58 EVV_HCPCS_CODE
 - 5. Position 59 EVV_MODIFIER
 - 6. Position 108 EVV_LASTVISITMAINT

4.3.13 Visit Maintenance Date – Reason Code Only

Note: HHSC will not waive this scenario.

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 demonstrates, and ORR Team verifies:**
 - a. The following visit maintenance:
 - i. Enters two Reason Codes number and description, with additional comments
 - ii. No other changes made to the visit transaction
 - iii. EVV System accepts the changes to the visit transaction.
 - b. The following information has been captured accurately in the EVV System:
 - i. Two Reason Code number and description (entered in step #2)
 - ii. Visit maintenance date matches the demonstration date
 - c. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 - 1. Position 34 INDVMBR_MEDICAID ID
 - 2. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
 - 3. Position 60 EVV_VISITDATE
 - 4. Position 76 EVV_REASONCODE1
 - 5. Position 77 EVV_REASONCODE1DESC
 - 6. Position 78 EVV_REASONCODE1COMMENT
 - 7. Position 79 EVV_REASONCODE2
 - 8. Position 80 EVV_REASONCODE2DESC
 - 9. Position 81 EVV_REASONCODE2COMMENT

10. Position 108 EVV_LASTVISITMAINT

4.4 OPTIONAL VISIT MAINTENANCE REDUCTION SOLUTIONSBusiness Rules & Policy References

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.

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.

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.

4.4.1 Auto-Verify – Call Matching Window (Daily Variable Schedule Only)

Note: HHSC may waive this scenario if the PSO is not using Schedules (PS Request Form Question # 3.8 is No).

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

- a. Member
- b. Service Provider
- c. Call Matching Window policy is in effect with no other Visit Maintenance reduction options enabled in the EVV System.
- d. Scheduled visit for 10 AM to Noon (2 hours in duration)
- e. The Service Provider clocked in at 8:00 AM and clocked out at 10:07 AM (total hours worked 2 hours and 7 minutes)

2. System User demonstrates:

- a. The EVV system automatically rounded down the total duration of the visit hours to 2.0 hours (the system rounds down if seven minutes or less).
 - b. The rounded hours match the scheduled visit duration.
 - c. The EVV system auto-verifies the visit transaction (ready to transmit to the EVV Aggregator without user intervention).
 - d. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Schedule information:
4. Position 51 VISIT_VISITDATE
 5. Position 52 VISIT_VISITTIMEIN
 6. Position 53 VISIT_VISITTIMEOUT
 7. Position 54 VISIT_VISITHOURS

Actual Visit information:

8. Position 60 EVV_VISITDATE
9. Position 63 EVV_CALLINTIME
10. Position 64 EVV_CALLOUTTIME
11. Position 124 EVV_BILL_TIME_IN
12. Position 125 EVV_BILL_TIME_OUT
13. Position 65 EVV_ACTUALHOURS
14. Position 126 EVV_ROUNDED_ACTUALHOURS
15. Position 66 EVV_PAYHOURS
16. Position 137 EVV_UNROUNDED_PAYHOURS

4.4.2 No-Auto-Verify – Call Matching Window (Daily Variable Schedule Only)

Note: HHSC may waive this scenario if the PSO is not using Schedules (PS Request Form Question # 3.8 is No).

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

- a. Member
- b. Service Provider
- c. Call Matching Window policy is in effect with no other Visit Maintenance reduction options enabled in the EVV System.
- d. Scheduled visit for 10:00 AM to Noon (2 hours in duration)
- e. The Service Provider clocked in at 8 AM and clocked out at 10:08 AM (total hours worked 2 hours and 8 minutes)

2. System User demonstrates:

- a. The EVV system automatically rounded up the total duration of the visit to 2.25 hours (the system rounds up if eight minutes or more). Actual hours remain at 2 hours 8 minutes.
- b. The EVV system does not auto-verify the visit transaction since the rounded hours (2.25) does not match the scheduled visit duration (2 hours) requiring user intervention.
- c. The System User confirms the visit has the correct hours worked.
- d. The System User enters Reason Code 100-A *Staff hours worked differ from schedule* (thus retaining the 2.25 hours).
- e. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID
 2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Schedule information:

4. Position 51 VISIT_VISITDATE
5. Position 52 VISIT_VISITTIMEIN
6. Position 53 VISIT_VISITTIMEOUT
7. Position 54 VISIT_VISITHOURS

Actual Visit information:

8. Position 60 EVV_VISITDATE
9. Position 63 EVV_CALLINTIME
10. Position 64 EVV_CALLOUTTIME
11. Position 124 EVV_BILL_TIME_IN
12. Position 125 EVV_BILL_TIME_OUT
13. Position 65 EVV_ACTUALHOURS
14. Position 126 EVV_ROUNDED_ACTUALHOURS
15. Position 66 EVV_PAYHOURS
16. Position 137 EVV_UNROUNDED_PAYHOURS
17. Position 114 EVV_AUTOCONFIRMFLAG
18. Position 76 EVV_REASONCODE1
19. Position 77 EVV_REASONCODE1DESC
20. Position 78 EVV_REASONCODE1COMMENT

4.4.3 Auto-Verify – Expanded Time for Auto-verification (Daily Variable or Daily Fixed Schedule Type)

Note: HHSC may waive this scenario if the PSO is not using Schedules (PS Request Form Question # 3.8 is No) OR if the PSO has indicated they do not wish to use this Optional Visit Maintenance Reduction option (PS Request Form Question # 3.8.b is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member
- b. Service Provider
- c. Optional Expanded Time for Auto-Verification (a Visit Maintenance reduction option) is enabled in the EVV System with no other options enabled.
- d. Scheduled visit for 1:00 PM to 3:00 PM (2 hours in duration).
 - i. Identify schedule type as Daily Variable or Daily Fixed.
- e. Service Provider clocks in and clocks out for a total duration of 2 hours and 11 minutes.
 - i. For Daily Variable schedule type, the Call Matching Window policy allows the Service Provider to clock in and out anytime between 12 a.m. - 11:59 p.m.
 - ii. For Daily Fixed schedule type, the Call Matching Window is not in effect, and the Service Provider must clock in and clock out within 7 minutes of the scheduled start and end times.

2. System User demonstrates:

- a. The EVV system automatically rounded up the total duration of the visit to 2.25 Bill Hours (the system rounds up if eight minutes or more). Actual hours remain at 2 hours 11 minutes.
- b. The EVV system auto-verifies the visit transaction due to the enabling of the 'Optional Expanded Time for Auto-Verification'.
- f. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:
 1. Position 34 INDVMBR_MEDICAID ID

2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
 3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API
- Schedule information:
4. Position 51 VISIT_VISITDATE
 5. Position 52 VISIT_VISITTIMEIN
 6. Position 53 VISIT_VISITTIMEOUT
 7. Position 54 VISIT_VISITHOURS
- Actual Visit information:
8. Position 60 EVV_VISITDATE
 9. Position 63 EVV_CALLINTIME
 10. Position 64 EVV_CALLOUTTIME
 11. Position 124 EVV_BILL_TIME_IN
 12. Position 125 EVV_BILL_TIME_OUT
 13. Position 65 EVV_ACTUALHOURS
 14. Position 126 EVV_ROUNDED_ACTUALHOURS
 15. Position 66 EVV_PAYHOURS
 16. Position 137 EVV_UNROUNDED_PAYHOURS
 17. Position 114 EVV_AUTOCONFIRMFLAG

4.4.4 Auto-Verify – Automatic Downward Adjustment Option Enabled

Note: HHSC may waive this scenario if the PSO is not using Schedules (PS Request Form Question # 3.8 is No) OR if the PSO is using schedule but has indicated they do not wish to use this Optional Visit Maintenance Reduction option (PS Request Form Question # 3.8.c is No).

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. Optional Automatic Downward Adjustment (a Visit Maintenance reduction option) is enabled in the EVV System.
 - d. Optional Expanded Time for Auto-Verification (a Visit Maintenance reduction option) is also enabled in the EVV System.
 - e. Scheduled visit for 8:00 AM to Noon (4 hours in duration).
 - i. Identify schedule type.
 - f. Service Provider clocks in and clocks out for a total duration of 4 hours and 22 minutes.
2. **System User demonstrates:**
 - a. The EVV system automatically downward adjusted bill hours to the 4-hour planned schedule instead of the rounded 4.25.
 - b. The EVV system auto-verifies the visit transaction due to the enabling of the Expanded Time for Auto-Verification option and the Automatic Downward Adjustment options.
 - g. The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.
 - i. The following fields should be highlighted:

1. Position 34 INDVMBR_MEDICAID ID
2. Position 18 EMPLOYEE_SOCSEC_VISA_PASSPORT
3. Position 2 PROVIDER_NPI or Position 3 PROVIDER_API

Schedule information:

4. Position 51 VISIT_VISITDATE
5. Position 52 VISIT_VISITTIMEIN
6. Position 53 VISIT_VISITTIMEOUT
7. Position 54 VISIT_VISITHOURS

Actual Visit information:

8. Position 60 EVV_VISITDATE
9. Position 63 EVV_CALLINTIME
10. Position 64 EVV_CALLOUTTIME
11. Position 124 EVV_BILL_TIME_IN
12. Position 125 EVV_BILL_TIME_OUT
13. Position 65 EVV_ACTUALHOURS
14. Position 126 EVV_ROUNDED_ACTUALHOURS
15. Position 66 EVV_PAYHOURS
16. Position 137 EVV_UNROUNDED_PAYHOURS
17. Position 114 EVV_AUTOCONFIRMFLAG

4.5 BILL TIME IN, BILL TIME OUT, EVV HOURS & BILL HOURS

Business Rules related to Bill Time In, Bill Time Out

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-73P: EVV System must require the System User to enter Bill Time In in standard format (MMDDYYYY HH:MM AM/PM) when an EVV Clock In is not captured 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 an EVV Clock Out is not captured 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.

Business Rules related to EVV Hours and Bill Hours

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.

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 unrounded EVV Hours must be transmitted 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

rounded EVV Hours must be transmitted to the EVV Aggregator in the EVV_ROUNDED_ACTUALHOURS field. See Appendix C and Appendix M for details related to this field.

SDV-90P: EVV System must display the rounded and unrounded EVV Hours to the System User.

Business Rules related to Bill Hours

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 rounded hours must be transmitted to the EVV Aggregator in the EVV_PAYHOURS field. See Appendix C and Appendix M for details regarding this field.

Note: Refer to section 8090 in the HHSC EVV Policy Handbook for Rounding Rules:

<https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/8000-visit-maintenance>

SDV-52P: EVV System must allow the System User to modify Bill 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.

SDV-89P: EVV System must calculate unrounded Bill Hours by subtracting Bill Time In from Bill Time Out. The unrounded Bill Hours must be transmitted to the EVV Aggregator in the EVV_UNROUNDED_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-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.

4.5.1 Valid Clock In Clock Out to Calculate EVV Hours & Bill Hours

Note: HHSC will never waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 7 AM with an approved EVV method
 - ii. Service Provider clocks out at 10:25 AM with an approved EVV method
2. **System User demonstrates, and ORR team verifies that the:**
 - a. EVV Clock In time is 7 AM
 - b. EVV Clock Out time is 10:25 AM
 - c. EVV System displays unrounded EVV Hours equal to 3 hours and 25 minutes (3.42 hours)
 - d. EVV System displays rounded EVV Hours equal to 3.5 hours
 - e. Bill Time In is populated by the EVV system to be 7 AM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 10:25 AM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System displays unrounded Bill Hours as 3 hours and 25 minutes (3.42 hours)
 - i. EVV System displays rounded Bill Hours as 3.5 hours

3. The PSO must present the EVV Visit transaction file to the ORR Team in the format the EVV system will use to transmit the EVV Visit to the EVV Aggregator.
 - a. The following fields should be highlighted:
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 66 EVV_PAYHOURS
 - i. Position 137 EVV_UNROUNDED_PAYHOURS
 - j. Position 67 EVV_UNITS

4.5.2 Downward Adjustment of Bill Hours Directly

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 1:10 PM with an approved EVV method
 - ii. Service Provider clocks out at 3:45 PM with an approved EVV method
 - d. PSO chooses to bill for 1 hour less than the EVV Hours calculated by the EVV System.
 - i. System User conducts Visit Maintenance on the visit.
2. **System User demonstrates the following, and the ORR team verifies that the:**
 - a. EVV Clock In time is 1:10 PM
 - b. EVV Clock Out time is 3:45 PM
 - c. EVV System displays unrounded EVV Hours equal to 2 hours 35 minutes (2.58 hours)
 - d. EVV System displays rounded EVV Hours equal to 2.5 hours
 - e. Bill Time In is populated by the EVV system to be 1:10 PM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 3:45 PM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System displays unrounded Bill Hours as 2 hours 35 minutes (2.58 hours)
 - i. EVV System displays rounded Bill Hours as 2.5 hours
3. **The PSO must present the modified text file to the ORR Team in the format the EVV system will use to transmit the modified visit to the EVV Aggregator.**
 - a. The following fields should be highlighted:
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS

- g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 66 EVV_PAYHOURS
 - i. Position 137 EVV_UNROUNDED_PAYHOURS
 - j. Position 67 EVV_UNITS
4. **System User demonstrates modification of Bill Hours directly during Visit Maintenance and ORR team verifies that:**
- a. The System User modifies the Bill Hours value from 2.5 hours to 2 hours
 - b. The EVV System accepts the change
 - c. The ORR Team verifies that there is no change to the Bill Time In, Bill Time Out, EVV Clock In, EVV Clock Out and EVV Hours because of this change to Bill Hours
5. **System User presents the EVV Transaction file of the modified visit with the following fields highlighted:**
- a. The following fields should be highlighted:
 - i. Position 60 EVV_VISITDATE = date of the visit
 - ii. Position 63 EVV_CALLINTIME
 - iii. Position 64 EVV_CALLOUTTIME
 - iv. Position 124 EVV_BILL_TIME_IN
 - v. Position 125 EVV_BILL_TIME_OUT
 - vi. Position 65 EVV_ACTUALHOURS
 - vii. Position 126 EVV_ROUNDED_ACTUALHOURS
 - viii. Position 66 EVV_PAYHOURS
 - ix. Position 137 EVV_UNROUNDED_PAYHOURS
 - x. Position 67 EVV_UNITS
 - xi. Position 108 EVV_LASTVISITMAINT

4.5.3 Adjusting Bill Hours by Modifying Bill Time In

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 9:00 AM with an approved EVV method
 - ii. Service Provider clocks out at 1:50 PM with an approved EVV method
 - d. Service Provider reports that clock in was at 10:00 AM not 9:00 AM
 - i. System User performs Visit Maintenance on the Visit
2. **System User demonstrates the original visit, and the ORR team verifies that the:**
 - a. EVV Clock In time is the date of the visit at 09:00 AM
 - b. EVV Clock Out time is the date of the visit at 1:50 PM
 - c. EVV System displays unrounded EVV Hours equal to 4 hours 50 minutes (4.83 hours)
 - d. EVV System displays rounded EVV Hours equal to 4.75 hours
 - e. Bill Time In is populated by the EVV system to be 9:00 AM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 1:50 PM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User

- h. EVV System displays unrounded Bill Hours as 4 hours 50 minutes (4.83 hours)
 - i. EVV System displays rounded Bill Hours as 4.75 hours
- 3. System User presents the EVV Transaction file with the original visit data with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 137 EVV_UNROUNDED_PAYHOURS
 - i. Position 66 EVV_PAYHOURS
- 4. System User modifies Bill Time In during Visit Maintenance:**
 - a. The System User modifies the Bill Time In from 9:00 AM to 10:00 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - b. The EVV System accepts the change
 - c. The EVV System recalculates and displays the unrounded Bill Hours as 3 hours 50 minutes (3.83 hours)
 - d. The EVV System recalculates and displays the rounded Bill Hours as 3.75 hours
 - e. The ORR Team verifies that there is no change to Bill Time Out, EVV Clock In, EVV Clock Out and EVV Hours because of this change to Bill Time In.
 - f. Note: no reason code is required for a downward adjustment of the Bill Hours
- 5. System User presents the EVV Transaction file for the modified visit with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 66 EVV_PAYHOURS
 - i. Position 137 EVV_UNROUNDED_PAYHOURS
 - j. Position 108 EVV_LASTVISITMAINT

4.5.4 Adjusting Bill Hours by Modifying Bill Time Out

Note: HHSC will never waive this scenario.

Demonstration Steps

- 1. Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider

- c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 8:30 AM with an approved EVV method
 - ii. Service Provider clocks out at 11:50 AM with an approved EVV method
 - d. Service Provider reports that clock out was at 11:00 AM not 11:50 AM
 - i. System User performs Visit Maintenance on the Visit
- 2. **System User demonstrates the original visit with the following fields highlighted, and the ORR team verifies that the:**
 - a. EVV Clock In time is 8:30 AM
 - b. EVV Clock Out time is 11:50 PM
 - c. EVV System displays unrounded EVV Hours equal to 3 hours 20 minutes (3.33 hours)
 - d. EVV System displays rounded EVV Hours equal to 3.25 hours
 - e. Bill Time In is populated by the EVV system to be 8:30 AM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 11:50 AM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System displays unrounded Bill Hours as 3 hours 20 minutes (3.33 hours)
 - i. EVV System displays rounded Bill Hours as 3.25 hours
- 3. **System User presents the EVV Transaction file with the original visit data with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 137 EVV_UNROUNDED_PAYHOURS
 - i. Position 66 EVV_PAYHOURS
- 4. **System User modifies Bill Time Out during Visit Maintenance:**
 - a. The System User modifies the Bill Time Out from 11:50 AM to 11:00 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - b. The EVV System accepts the change
 - c. The EVV System recalculates and displays the unrounded Bill Hours as 2 hours 50 minutes (2.33 hours)
 - d. The EVV System recalculates and displays the rounded Bill Hours as 2.25 hours
 - e. The ORR Team verifies that there is no change to Bill Time In, EVV Clock In, EVV Clock Out and EVV Hours because of this change to Bill Time Out.
 - f. Note: no reason code is required for a downward adjustment of the Bill Hours
- 5. **System User presents the EVV Transaction file of the modified visit with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE = date of the visit
 - b. Position 63 EVV_CALLINTIME = date of the visit and 08:30 AM in MMDDYYYY HH:MM AM/PM format

- c. Position 64 EVV_CALLOUTTIME = date of the visit and 11:50 AM in MMDDYYYY HH:MM AM/PM format
- d. Position 124 EVV_BILL_TIME_IN
- e. Position 125 EVV_BILL_TIME_OUT = 11:00 AM in MMDDYYYY HH:MM AM/PM format
- f. Position 65 EVV_ACTUALHOURS = 03.33 the unrounded EVV Hours value
- g. Position 126 EVV_ROUNDED_ACTUALHOURS = 03.25 the rounded EVV Hours value
- h. Position 137 EVV_UNROUNDED_PAYHOURS = 02.33 the unrounded Bill Hours value
- i. Position 66 EVV_PAYHOURS = 02.25 the updated Bill Hours value
- j. Position 108 EVV_LASTVISITMAINT = the date of the demonstration

4.5.5 Adjusting Both Bill Time In & Bill Time Out

Note: HHSC will never waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 7:00 AM with an approved EVV method
 - ii. Service Provider clocks out at 9:00 AM with an approved EVV method
 - d. During Visit Maintenance the System User modifies
 - i. Bill Time In to 6:00 AM
 - ii. Bill Time Out to 7:00 AM
2. **System User demonstrates the original visit, and the ORR team verifies that the:**
 - a. EVV Clock In time is 7:00 AM
 - b. EVV Clock Out time is 9:00 AM
 - c. EVV System displays unrounded EVV Hours equal to 2 hours (2.00 hours)
 - d. EVV System displays rounded EVV Hours equal to 2.00 hours
 - e. Bill Time In is populated by the EVV system to be 7:00 AM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 9:00 AM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System displays unrounded Bill Hours as 2 hours (2.00 hours)
 - i. EVV System displays rounded Bill Hours as 2.00 hours
3. **System User presents the EVV Transaction file with the original visit data with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 137 EVV_UNROUNDED_PAYHOURS

- i. Position 66 EVV_PAYHOURS
- 4. **System User modifies Bill Time In & Bill Time Out outside boundaries of the clock in and clock out time during Visit Maintenance:**
 - a. The System User modifies the Bill Time In from 7:00 AM to 6:00 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - b. The System User modifies the Bill Time Out from 9:00 AM to 10:00 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - c. The EVV System does not accept the change and reports the error to the System User since the change is outside the boundaries of the EVV Clock In and EVV Clock Out captured on the visit.
- 5. **System User modifies Bill Time In & Bill Time Out within the boundaries of the clock in and clock out time during Visit Maintenance:**
 - a. The System User modifies the Bill Time In from 7:00 AM to 7:30 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - b. The System User modifies the Bill Time Out from 9:00 AM to 8:30 AM for the same date of the visit. The entry must be in the standard format listed in SDV-73P (MMDDYYYY HH:MM AM/PM).
 - c. The EVV System accepts this change.
- 6. **System User demonstrates the modified visit, and the ORR team verifies that the:**
 - a. EVV Clock In time is 7:00 AM
 - b. EVV Clock Out time is 9:00 AM
 - c. EVV System displays unrounded EVV Hours equal to 2 hours (2.00 hours)
 - d. EVV System displays rounded EVV Hours equal to 2.00 hours
 - e. Bill Time In is populated by the EVV system to be 7:30 AM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 8:30 AM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System recalculates and displays unrounded Bill Hours as 1 hours (1.00 hours)
 - i. EVV System recalculates and displays rounded Bill Hours as 1.00 hours
- 7. **System User presents the EVV Transaction file with the original visit data with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 137 EVV_UNROUNDED_PAYHOURS = 01.00 the unrounded Bill Hours value
 - i. Position 66 EVV_PAYHOURS = 01.00 the rounded Bill Hours value
 - j. Position 108 EVV_LASTVISITMAINT = the date of the demonstration

4.5.6 Adjusting Bill Hours Directly to Zero Hours

Note: HHSC will never waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Member
- b. Service Provider
- c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 1:15 PM with an approved EVV method
 - ii. Service Provider clocks out at 3:45 PM with an approved EVV method
- d. System User performs Visit Maintenance to change the Bill Hours to 0 hours rather than the Bill Hours calculated by the EVV System.

2. System User demonstrates the following, and the ORR team verifies that the:

- a. EVV Clock In time is 1:15 PM
- b. EVV Clock Out time is 3:45 PM
- c. EVV System displays unrounded EVV Hours equal to 2 hours 30 minutes (2.5 hours)
- d. EVV System displays rounded EVV Hours equal to 2.5 hours
- e. Bill Time In is populated by the EVV system to be 1:15 PM (matches EVV Clock In time)
- f. Bill Time Out is populated by the EVV system to be 3:45 PM (matches EVV Clock Out time)
- g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
- h. EVV System displays unrounded Bill Hours as 2 hours 30 minutes (2.5 hours)
- i. EVV System displays rounded Bill Hours as 2.5 hours

3. System User presents the EVV Transaction file of the original visit with the following fields highlighted:

- a. Position 60 EVV_VISITDATE
- b. Position 63 EVV_CALLINTIME
- c. Position 64 EVV_CALLOUTTIME
- d. Position 124 EVV_BILL_TIME_IN
- e. Position 125 EVV_BILL_TIME_OUT
- f. Position 65 EVV_ACTUALHOURS
- g. Position 126 EVV_ROUNDED_ACTUALHOURS
- h. Position 137 EVV_UNROUNDED_PAYHOURS
- i. Position 66 EVV_PAYHOURS
- j. Position 67 EVV_UNITS

4. System User demonstrates modification of Bill Hours directly during Visit Maintenance and ORR team verifies that:

- a. The System User modifies the Bill Hours value from 2.5 hours to 0 hours
- b. The EVV System accepts the change
- c. The ORR Team verifies that there is no change to the Bill Time In, Bill Time Out, EVV Clock In, EVV Clock Out and EVV Hours because of this change to Bill Hours

5. System User presents the EVV Transaction file of the modified visit with the following fields highlighted:

- a. Position 60 EVV_VISITDATE
- b. Position 63 EVV_CALLINTIME
- c. Position 64 EVV_CALLOUTTIME
- d. Position 124 EVV_BILL_TIME_IN
- e. Position 125 EVV_BILL_TIME_OUT
- f. Position 65 EVV_ACTUALHOURS

- g. Position 126 EVV_ROUNDED_ACTUALHOURS
- h. Position 66 EVV_PAYHOURS
- i. Position 137 EVV_UNROUNDED_PAYHOURS
- j. Position 67 EVV_UNITS
- k. Position 108 EVV_LASTVISITMAINT

4.5.7 Adjusting Bill Hours Directly to More than EVV Hours

Note: HHSC will never waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Member
 - b. Service Provider
 - c. EVV Visit to the Member by the Service Provider where:
 - i. Service Provider clocks in at 1:15 PM with an approved EVV method
 - ii. Service Provider clocks out at 3:45 PM with an approved EVV method
 - d. System User performs Visit Maintenance to change the Bill Hours to more than the EVV Hours calculated by the EVV System.
2. **System User demonstrates the following, and the ORR team verifies that the:**
 - a. EVV Clock In time is 1:15 PM
 - b. EVV Clock Out time is 3:45 PM
 - c. EVV System displays unrounded EVV Hours equal to 2 hours 30 minutes (2.5 hours)
 - d. EVV System displays rounded EVV Hours equal to 2.5 hours
 - e. Bill Time In is populated by the EVV system to be 1:15 PM (matches EVV Clock In time)
 - f. Bill Time Out is populated by the EVV system to be 3:45 PM (matches EVV Clock Out time)
 - g. Bill Time In and Bill Time Out fields are enabled for changes by the System User
 - h. EVV System displays unrounded Bill Hours as 2 hours 30 minutes (2.5 hours)
 - i. EVV System displays rounded Bill Hours as 2.5 hours
3. **System User demonstrates modification of Bill Hours directly during Visit Maintenance and ORR team verifies that:**
 - a. The System User attempts to modify the Bill Hours value from 2.5 hours to 3 hours
 - b. The EVV System does not accept the change and reports the error to the System User since the change is greater than the EVV Hours captured on the visit.

4.6 NON-EVV / EVV OPTIONAL SERVICES

Business Rule

SDV-10P: EVV System must allow the System User and Service Providers 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.

SDV-83P: EVV System must allow the Service Provider to clock in and clock out for a 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.

4.6.1 Service Provider Deducts Time from Visit for Non-EVV Services

Note: HHSC will waive this scenario if the PSO indicates that the Service Providers indicate that they do not plan to deduct service delivery time for non-EVV services prior to billing (PS Request Form Question 3.6b is No).

1. **Data Setup in the EVV System:**
 - a. A Member
 - b. A Service Provider
2. **System User demonstrates, and ORR Team validates that:**
 - a. The Service Provider clocks in at 9:00 AM for a visit with the Member.
 - b. The Service Provider later clocks out for the same visit at 1:30 PM and indicates 0.5 hours were spent during the visit performing a Non-EVV service.
 - c. The EVV System accepts the visit and auto-verifies.
3. **System User presents the EVV Transaction file with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE
 - b. Position 63 EVV_CALLINTIME
 - c. Position 64 EVV_CALLOUTTIME
 - d. Position 124 EVV_BILL_TIME_IN
 - e. Position 125 EVV_BILL_TIME_OUT
 - f. Position 65 EVV_ACTUALHOURS
 - g. Position 126 EVV_ROUNDED_ACTUALHOURS
 - h. Position 66 EVV_PAYHOURS
 - i. Position 137 EVV_UNROUNDED_PAYHOURS

4.6.2 Service Provider Clocks In and Clocks Out for EVV Optional Services

Note: HHSC will waive this scenario if the PSO indicates that they do not plan to have their service providers clock in and clock out for any EVV optional services (identified in the relevant Appendix B EVV Bill Code Services Table) during an EVV service delivery visit (PS Request Form Question 3.7 is No).

1. **Data Setup in the EVV System:**
 - a. A Member

- b. A Service Provider
- 2. System User demonstrates, and ORR Team validates that:**
 - a. The Service Provider clocks in at 10 AM and clocks out at 2 PM for one of the EVV Optional Services listed in the EVV Service Bill Code Table.
 - b. The EVV system accepts the visit.
- 3. System User presents the EVV Transaction file with the following fields highlighted:**
 - a. Position 60 EVV_VISITDATE = date of the visit
 - b. Position 58 EVV_HCPCS_CODE = EVV Optional service code from EVV Service Bill Code Table
 - c. Position 58 EVV_HCPCS_CODE = EVV Optional service modifier (if applicable) from EVV Service Bill Code Table
 - d. Position 63 EVV_CALLINTIME = date of the visit and 10:00 AM in MMDDYYYY HH:MM AM/PM format
 - e. Position 64 EVV_CALLOUTTIME = date of the visit and 02:00 PM in MMDDYYYY HH:MM AM/PM format

5 PROPRIETARY SYSTEM SPECIFICATIONS

5.1 HHSC READ-ONLY ACCESS

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. The EVV System must limit individual MCO access to view only the data of the Members contracted with the MCO.

5.1.1 HHSC Read-Only Access – PSO Business Unit Profiles

Note: HHSC will not waive this scenario.

1. **Data Setup in the EVV System:**
 - a. System Administrator creates an account as an HHSC user
2. **System User demonstrates, and ORR Team validates that:**
 - a. System Administrator logs into the EVV System as an HHSC user
 - b. The HHSC user has read-only access in the EVV System to view all PSO business unit profiles.

5.1.2 HHSC Read-Only Access – Member Profiles

Note: HHSC will not waive this scenario.

1. **Data Setup in the EVV System:**
 - a. System Administrator creates an account as an HHSC user
2. **System User demonstrates, and ORR Team validates that:**
 - a. System Administrator logs into the EVV System as an HHSC user
 - b. The HHSC user has read-only access in the EVV System to view all Member profiles.

5.1.3 HHSC Read-Only Access – Service Provider Profiles

Note: HHSC will not waive this scenario.

1. **Data Setup in the EVV System:**
 - a. System Administrator creates an account as an HHSC user
2. **System User demonstrates, and ORR Team validates that:**
 - a. System Administrator logs into the EVV System as an HHSC user
 - b. The HHSC user has read-only access in the EVV System to view all Service Provider profiles.

5.1.4 HHSC Read-Only Access – Schedules

Note: HHSC may waive this scenario if the PSO is not using schedules (PS Request Form Question # 3.8 is No).

1. **Data Setup in the EVV System:**
 - a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access in the EVV System to view all schedules.

5.1.5 HHSC Read-Only Access – Authorizations

Note: HHSC will not waive this scenario.

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access in the EVV System to view all authorizations.

5.1.6 HHSC Read-Only Access – Visit Transactions

Note: HHSC will not waive this scenario.

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access in the EVV System to view all visit transactions.

5.1.7 HHSC Read-Only Access to Standard System Reports: Service Delivery Exception Report

Note: HHSC will not waive this scenario since the Service Delivery Exception Report must be generated by all Proprietary Systems.

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access to view the Service Delivery Exception Report.

5.1.8 HHSC Read-Only Access to Standard System Reports: CDS Reports

Note: HHSC may waive this scenario if the PSO is not an FMSA (PS Request Form # 2.1.3 **only** has Program Provider checked).

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access to view the following reports:
 - i. EVV Attendant History Report
 - ii. EVV CDS Employer Usage Report

- iii. EVV Clock In/Clock Out Usage Report
- iv. EVV Reason Code Usage and Free Text Report
- v. EVV Units of Service Summary Report
- vi. EVV CDS Service Delivery Log

5.1.9 HHSC Read-Only Access to Standard System Reports: EVV Landline Phone Verification Report

Note: HHSC may waive this scenario if the PSO is not using the Home Phone Landline Electronic Verification Method (PS Request Form Question # 3.1 Landline Device is not checked)

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access to view the EVV Landline Phone Verification Report.

5.1.10 HHSC Read-Only Access to Standard System Reports: Non-EVV Relevant Time Logged Report

Note: HHSC may waive this scenario if the PSO is not delivering non-EVV services (PS Request Form Question # 3.6a is No).

1. Data Setup in the EVV System:

- a. System Administrator creates an account as an HHSC user

2. System User demonstrates, and ORR Team validates that:

- a. System Administrator logs into the EVV System as an HHSC user
- b. The HHSC user has read-only access to view the EVV Landline Phone Verification Report.

5.2 MCO READ-ONLY ACCESS

5.2.1 MCO Read-Only Access – PSO Business Unit Profiles

Note: For PSO business unit profiles, the EVV system must limit access to the business units for which the MCO is the payer and further limit access to only the dates of service when the MCO was the payer for that business unit.

Note: HHSC will not waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. System Administrator creates two accounts in the EVV System for two MCO users:
 - i. MCO User 1 is associated with an MCO who has a contract with the PSO business unit.
 - ii. MCO User 2 is associated with an MCO who **does not** have a contract with the PSO business unit.
2. **System User demonstrates, and ORR Team validates that:**
 - a. MCO System User 1 (whose organization has a contract with the PSO business unit) logs into the EVV System.
 - b. MCO System User 1 can view the PSO business unit profile(s) that is associated with the MCO.
 - c. MCO System User 2 (whose organization does not have a contract with the PSO business unit) logs into the EVV System.
 - d. MCO System User 2 cannot view the PSO business unit profile.

5.2.2 MCO Read-Only Access – Member Profiles

Note: The EVV system must limit access to the Member profile for the dates when an MCO was the payer. If a Member changes MCO payers, the EVV system must limit the previous and new MCO to viewing data only for the dates for when the individual was a member.

Note: HHSC will not waive this scenario.

Demonstration Steps

1. **Data Setup in the EVV System:**
 - a. Two Members:
 - i. Member 1 is a Medicaid individual enrolled with two different MCOs at different periods of time.
 - ii. Member 2 is a Medicaid individual who is not enrolled in managed care receiving all services through Fee for Service (HHSC or LTC).
 - b. Two system user accounts for two different MCOs (both have a contract with the PSO business unit):
 - i. MCO 1 is associated with Member 1 during one date range of the year.
 - ii. MCO 2 is associated with Member 1 during a different date range in the year.

2. System User demonstrates, and ORR Team validates that:

- a. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User can only view (not edit) the Member profile for dates of service when the individual was their Member.
 - ii. MCO 1 System User cannot view the Member profile for dates of service when the individual was not their Member.
 - iii. MCO 1 System User cannot view the individual who is not enrolled in Managed Care.
- b. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User can only view (not edit) the Member profile for dates of service when the individual was their Member.
 - ii. MCO 2 System User cannot view the Member profile for dates of service when the individual was not their Member.
 - iii. MCO 2 System User cannot view the individual who is not enrolled in Managed Care.

5.2.3 MCO Read-Only Access – Service Provider Profiles

Note: The MCO System User has read-only access in the EVV System to view only Service Provider profiles for individuals who are associated with a Member of the System User's MCO.

Note: HHSC will not waive this scenario.

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

- a. Two Members:
 - i. Member 1 is a Medicaid individual enrolled with two different MCOs at different periods of time.
 - ii. Member 2 is a Medicaid individual who is not enrolled in managed care and receives all services through Fee for Service (HHSC or LTC).
- b. Two system user accounts for two different MCOs (both have a contract with the PSO business unit):
 - i. MCO 1 is associated with Member 1 during one date range of the year.
 - ii. MCO 2 is associated with Member 1 during a different date range in the year.

2. System User demonstrates, and ORR Team validates that:

- a. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User can only view (not edit) the Member profile for dates of service when the individual was their Member.
 - ii. MCO 1 System User cannot view the Member profile for dates of service when the individual was not their Member.
 - iii. MCO 1 System User cannot view the Member profile for the individual not enrolled in Managed Care.
- b. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User can only view (not edit) the Member profile for dates of service when the individual was their Member.

- ii. MCO 2 System User cannot view the Member profile for dates of service when the individual was not their Member.
- iii. MCO 2 System User cannot view the Member profile for the individual not enrolled in Managed Care.

5.2.4 MCO Read-Only Access – Schedules

Note: HHSC may waive this scenario if the PSO is not using schedules (PS Request Form Question # 3.8 is No).

Demonstration Steps

The MCO System User has read-only access in the EVV System to view schedules for the dates of service when the individual is a member of the MCO.

1. **Data Setup in the EVV System:**
 - a. Two Members:
 - i. Member 1 is a Medicaid individual enrolled with two different MCOs at different periods of time.
 - ii. Member 2 is a Medicaid individual who is not enrolled in managed care and receives all services through Fee for Service (HHSC or LTC).
 - b. Two system user accounts for two different MCOs (both have a contract with the PSO business unit):
 - i. MCO 1 is associated with Member 1 during one date range of the year.
 - ii. MCO 2 is associated with Member 1 during a different date range in the year.
2. **System User demonstrates, and ORR Team validates that:**
 - a. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User can only view (not edit) schedules for dates of service when the individual was their Member.
 - ii. MCO 1 System User cannot view schedules for dates of service when the individual was not their Member.
 - iii. MCO 1 System User cannot view the schedules for the Member who is not enrolled in Managed Care.
 - b. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User can only view (not edit) schedules for dates of service when the individual was their Member.
 - ii. MCO 2 System User cannot view schedules for dates of service when the individual was not their Member.
 - iii. MCO 2 System User cannot view the schedules for the Member who is not enrolled in Managed Care.

5.2.5 MCO Read-Only Access – Authorizations

The MCO System User has read-only access in the EVV System to view authorizations for the dates of service when the individual is a member of the MCO.

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Two Members:
 - i. Member 1 is a Medicaid individual enrolled with two different MCOs at different periods of time.
 - ii. Member 2 is a Medicaid individual who is not enrolled in managed care and receives all services through Fee for Service (HHSC or LTC).
- b. Two system user accounts for two different MCOs (both have a contract with the PSO business unit):
 - i. MCO 1 is associated with Member 1 during one date range of the year.
 - ii. MCO 2 is associated with Member 1 during a different date range in the year.

2. System User demonstrates, and ORR Team validates that:

- a. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User can only view (not edit) authorizations for dates of service when the individual was their Member.
 - ii. MCO 1 System User cannot view authorizations for dates of service when the individual was not their Member.
 - iii. MCO 1 System User cannot view the authorizations for the individual not enrolled in Managed Care.
- b. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User can only view (not edit) authorizations for dates of service when the individual was their Member.
 - ii. MCO 2 System User cannot view authorizations for dates of service when the individual was not their Member.
 - iii. MCO 2 System User cannot view the authorizations for the individual not enrolled in Managed Care.

5.2.6 MCO Read-Only Access – Visit Transactions

Note: The MCO System User has read-only access in the EVV System to view visit transactions for the dates of service when the individual is a member of the MCO.

Note: HHSC will not waive this scenario.

Demonstration Steps

1. Data Setup in the EVV System:

- a. Two Members:
 - i. Member 1 is a Medicaid individual enrolled with two different MCOs at different periods of time.
 - ii. Member 2 is a Medicaid individual who is not enrolled in managed care and receives all services through Fee for Service (HHSC or LTC).
- b. Two system user accounts for two different MCOs (both have a contract with the PSO business unit):

- i. MCO 1 is associated with Member 1 during one date range of the year.
 - ii. MCO 2 is associated with Member 1 during a different date range in the year.
- 2. System User demonstrates, and ORR Team validates that:**
 - a. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User can only view (not edit) visit transactions for dates of service when the individual was their Member.
 - ii. MCO 1 System User cannot view visit transactions for dates of service when the individual was not their Member.
 - iii. MCO 1 System User cannot view the visit transactions for the individual not enrolled in Managed Care.
 - b. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User can only view (not edit) visit transactions for dates of service when the individual was their Member.
 - ii. MCO 2 System User cannot view visit transactions for dates of service when the individual was not their Member.
 - iii. MCO 2 System User cannot view the visit transactions for the individual not enrolled in Managed Care.

5.2.7 MCO Read-Only Access to Standard System Reports: EVV Service Delivery Exception Report

The MCO System User has read-only access in the EVV System to view standard system reports, however, the reports must only include data associated with the dates of service for which the individual is a member of the MCO.

Note: HHSC will not waive this scenario.

Demonstration Steps

- 1. Data Setup in the EVV System:**
 - a. One HHSC user account for demonstration comparisons.
 - b. Two MCO user accounts for which the PSO business unit has an association.
 - i. MCO 1 has an individual as a member during a date range.
 - ii. MCO 2 has the same individual as a member during a different date range (the individual changed MCOs).
 - c. Multiple Managed Care Members enrolled with the two different MCOs at different periods of time with associated data relevant to the reports.
- 2. System User demonstrates, and ORR Team validates that:**
 - a. HHSC System user logs into the EVV System.
 - i. HHSC System user generates the EVV Service Delivery Exception Report for a date range of 3 months.
 - ii. All data for all users for that date range are included in the counts.
 - iii. Report is kept available for comparison purposes in the next steps.
 - b. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User generates the EVV Service Delivery Exception Report for the same date range as the HHSC System User. The total counts of visits should be different from what was viewed by the HHSC System User.

- ii. MCO 1 System User views all other applicable standard system reports with data for whom the individual is their Member.
- iii. MCO 1 System User cannot view applicable standard system reports with data for whom the individual is not their Member.
- c. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User generates the EVV Service Delivery Exception Report for the same date range as the HHSC System User. The total counts of visits should be different from what was viewed by the HHSC System User and the MCO 1 System User.
 - ii. MCO 2 System User views all other applicable standard system reports with data for whom the individual is their Member.
 - iii. MCO 2 System User cannot view applicable standard system reports with data for whom the individual is not their Member.

5.2.8 MCO Read-Only Access to Standard System Reports: CDS Reports

The MCO System User has read-only access in the EVV System to view standard system reports, however, the reports must only include data associated with the dates of service for which the individual is a member of the MCO.

Note: HHSC may waive this scenario if the PSO is not an FMSA (PS Request Form Question # 2.1.3 **only** has Program Provider checked).

Demonstration Steps

1. Data Setup in the EVV System:

- a. One HHSC user account for demonstration comparisons.
- b. Two MCO user accounts for which the PSO business unit has an association.
 - i. MCO 1 has an individual as a member during a date range.
 - ii. MCO 2 has the same individual as a member during a different date range (the individual changed MCOs).
- c. Multiple Managed Care Members enrolled with the two different MCOs at different periods of time with associated data relevant to the reports.

2. System User demonstrates, and ORR Team validates that:

- a. HHSC System user logs into the EVV System.
 - i. HHSC System user requests the following CDS Reports for a date range of 3 months.
 - 1. EVV Attendant History Report
 - 2. EVV CDS Employer Usage Report
 - 3. EVV Clock In/Clock Out Usage Report
 - 4. EVV Reason Code Usage and Free Text Report
 - 5. EVV Units of Service Summary Report
 - 6. EVV CDS Service Delivery Log
 - ii. All data for all users for that date range are included in the reports
 - iii. Reports are kept available during the demonstration for comparison purposes in the next steps.
- b. MCO 1 System User logs into the EVV System.

- i. MCO 1 System User views all CDS reports with data for whom the individual is their Member.
 - ii. MCO 1 System User cannot view CDS reports with data for whom the individual is not their Member.
- c. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User views all CDS reports with data for whom the individual is their Member.
 - ii. MCO 2 System User cannot view CDS reports with data for whom the individual is not their Member.

5.2.9 MCO Read-Only Access to Standard System Reports: EVV Landline Phone Verification Report

The MCO System User has read-only access in the EVV System to view standard system reports, however, the reports must only include data associated with the dates of service for which the individual is a member of the MCO.

Note: HHSC may waive this scenario if the PSO is not using the Home Phone Landline Electronic Verification Method (PS Request Form Question # 3.1 Landline Device is not checked.)

Demonstration Steps

1. Data Setup in the EVV System:

- a. One HHSC user account for demonstration comparisons.
- b. Two MCO user accounts for which the PSO business unit has an association.
 - i. MCO 1 has an individual as a member during a date range.
 - ii. MCO 2 has the same individual as a member during a different date range (the individual changed MCOs).
- c. Multiple Managed Care Members enrolled with the two different MCOs at different periods of time with associated data relevant to the reports.

2. System User demonstrates, and ORR Team validates that:

- a. HHSC System user logs into the EVV System.
 - i. HHSC System user requests the following EVV Landline Phone Verification Report for a date range of 3 months.
 - ii. All data for all users for that date range are included in the reports
 - iii. Report is kept available during the demonstration for comparison purposes in the next steps.
- b. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User views the EVV Landline Phone Verification Report with data for whom the individual is their Member.
 - ii. MCO 1 System User cannot view the EVV Landline Phone Verification Report with data for whom the individual is not their Member.
- c. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User views the EVV Landline Phone Verification Report with data for whom the individual is their Member.
 - ii. MCO 2 System User cannot view the EVV Landline Phone Verification Report with data for whom the individual is not their Member.

5.2.10 MCO Read-Only Access to Standard System Reports: Non-EVV Relevant Time Logged Report

The MCO System User has read-only access in the EVV System to view standard system reports, however, the reports must only include data associated with the dates of service for which the individual is a member of the MCO.

Note: HHSC may waive this scenario if the PSO is not delivering non-EVV services (PS Request Form Question # 3.6a is No).

Demonstration Steps

1. Data Setup in the EVV System:

- a. One HHSC user account for demonstration comparisons.
- b. Two MCO user accounts for which the PSO business unit has an association.
 - i. MCO 1 has an individual as a member during a date range.
 - ii. MCO 2 has the same individual as a member during a different date range (the individual changed MCOs).
- c. Multiple Managed Care Members enrolled with the two different MCOs at different periods of time with associated data relevant to the reports.

2. System User demonstrates, and ORR Team validates that:

- a. HHSC System user logs into the EVV System.
 - i. HHSC System user requests the following Non-EVV Relevant Time Logged for a date range of 3 months.
 - ii. All data for all users for that date range are included in the reports
 - iii. Report is kept available during the demonstration for comparison purposes in the next steps.
- b. MCO 1 System User logs into the EVV System.
 - i. MCO 1 System User views the Non-EVV Relevant Time Logged with data for whom the individual is their Member.
 - ii. MCO 1 System User cannot view the Non-EVV Relevant Time Logged with data for whom the individual is not their Member.
- c. MCO 2 System User logs into the EVV System.
 - i. MCO 2 System User views the Non-EVV Relevant Time Logged with data for whom the individual is their Member.
 - ii. MCO 2 System User cannot view the Non-EVV Relevant Time Logged with data for whom the individual is not their Member.