EVV Proprietary System Compliance Method – Documentation Scenarios

For Proprietary System Business Rules v3.1

Effective Date: 05/01/2025

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Introduction

To gain Texas Health and Human Services Commission (HHSC) approval to use an Electronic Visit Verification (EVV) proprietary system (PS) to electronically document and verify the data elements for a service delivery visit, the Program Provider or Financial Management Services Agency (FMSA) must:

- Comply with the Texas Administrative Code (TAC) and HHSC EVV Policy as they relate to EVV proprietary systems.
- Comply with the HHSC EVV Business Rules for Proprietary Systems document.
- Successfully complete all steps of the Operational Readiness Review (ORR) process.

Four methods will be used 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 documentation methods to be used to determine the compliance of an EVV proprietary system. The selected PS must successfully document that it complies with each business rule contained in the HHSC EVV Business Rules for Proprietary Systems document, v3.1 effective 03/12/2025, unless a business rule is waived, in whole or in part, as not applicable to onboarding program provider(s) or FMSA(s) business processes as noted on the EVV PS Request Form(s).

Business Rules validated through submitted documentation

1. EVV System Training

Business Rule

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

1.1. System Training For HHSC & MCO Staff

Note: HHSC will not waive this scenario.

Documentation Required

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

2. Reason Codes

Business Rule

SDV-27P: EVV System must only accept valid EVV Reason Codes as defined in HHSC EVV Policy. The PSO and ORR team must use the reason codes referenced in Appendix A of the Business Rule version that is being used for the ORR.

2.1. Valid Reason Codes

Note: HHSC will not waive this scenario.

Documentation Required

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

3. EVV Standard Reports Native to EVV System

Business Rule

EVR-1P: EVV System must provide reporting to support program requirements and monitoring. The EVV System must make the following standard reports available on demand, when applicable, based on data native to the EVV System. See Appendix G:
- EVV CDS Service Delivery Log
- EVV Landline Phone Verification Report
- EVV Service Delivery Exception Report
- Non-EVV Relevant Time Logged

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

HHSC will limit the scenarios used during Readiness Review to the standard system reports that are required based on the responses of onboarding program provider(s) or FMSA(s) on the EVV PS Request Form.

3.1. EVV CDS Service Delivery Log

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 'FMSA for Consumer Directed Services' is not checked).

1. Data Setup: The report must use realistic, production-like data from the EVV PS and must include the following:
   a. One Member
   b. At least two Service Providers (can be same report or separate reports)
   c. At least five visits per Service Provider
   d. At least two different places of service
   e. At least one accepted visit
   f. At least one rejected visit
   g. At least one un-submitted visit
2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.
3. Submit a copy of the EVV CDS Service Delivery Log in a PDF and Excel format.

3.2. EVV Landline Phone Verification Report

Documentation Required

Note: HHSC will waive this scenario if all program providers or FMSAs onboarding with the PS are not using the Landline Method (PS Request Form Question # 3.1 Landline Phone Method is not checked).

1. Data Setup: The report must use realistic, production-like data from the EVV PS and must include the following:
   a. At least five Members
      i. Note: if the onboarding program provider(s) or FMSA(s) does not have sufficient members in the production environment to complete this data setup then test data can be created for this scenario.
   b. All four listed phone types (Landline, Mobile, Fixed VOIP, and Non-fixed VOIP)
   c. At least five listed carriers
   d. At least 15 entries (rows of data)
2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications and sample report layout provided by TMHP.
3. Submit a copy of the EVV Landline Phone Verification Report in a PDF and Excel format.

3.3. Service Delivery Exception Report

Documentation Required

Note: HHSC will waive the inclusion of 1a and 1b data in Data Setup if all program providers or FMSAs onboarding with the PS are not using schedules (Request Form Question # 3.8 is No).

1. Data Setup: The report must use realistic, production-like data from the EVV PS and include at least one of each of the following:
   a. Service scheduled but not performed
   b. Service performed but not scheduled
   c. Service performed but not authorized
   d. Service authorized but not performed
   e. Service performed but not approved/confirmed
   f. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.
2. Submit a copy of the report for any given month in a PDF and Excel format.

3.4. Non-EVV Relevant Time Logged

Documentation Required

Note: HHSC will waive this Scenario if all program providers or FMSAs are not delivering non-EVV services (PS Request Form Question # 3.6a is No).

1. Data set up for the report must use realistic, production-like data from the EVV PS and must include the following:

        a. One Member

        b. At least two Service Providers

        c. At least 10 entries (rows of data)

2. Report must be created within the EVV System and conform to the EVV Standard Report Specifications provided by TMHP.

3. Submit a copy of the Non-EVV Relevant Time Logged report in a PDF and Excel format.

4. EVV Standard System Reports Retrieved from EVV Portal

Business Rule

EVR-8P: EVV System must provide reporting to CDS Employers to support program requirements and monitoring. The EVV System must make the following standard reports available on demand to CDS Employers (as applicable) based on data retrieved from the EVV Portal Standard System Reports Web Service provided by the EVV Aggregator. Program Providers, FMSAs, HHSC and MCOs will access these reports from the EVV Portal. See Appendix G:
- EVV Service Provider History Report
- EVV CDS Employer Usage Report
- EVV Service Provider Clock In and Clock Out Report
- EVV Reason Code Usage and Free Text Report
- EVV Units of Service Summary Report

HHSC will limit the scenarios used during Readiness Review to the standard system reports required based on the responses of onboarding program provider(s) or FMSA(s) on the EVV PS Request Form.

4.1. EVV Service Provider History Report

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 is not checked).

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

4.2. EVV CDS Employer Usage Report

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 is not checked).

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

4.3. EVV Service Provider Clock-In Clock-Out Report

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 is not checked)

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

4.4. EVV Reason Code Usage and Free Text Report

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 is not checked).

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

4.5. EVV Units of Service Summary Report

Documentation Required

Note: HHSC will waive this scenario if there are no FMSAs onboarding with the PS (PS Request Form Question # 2.1.3 is not checked).

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

5. Texas-specific Terms Mapping

Business Rule

VSS-23P: The PSO must maintain a mapping of Texas-specific terms to the terms visible to users in the EVV System User Interface (UI). Refer to Appendix K for a list of Texas-EVV specific terms.

5.1 Mapping of Texas-EVV Specific Terms

Note: HHSC will not waive this scenario.

Documentation Required

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