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HHSC Electronic Visit Verification

Module 12

Getting Started – Next Steps

July 1, 2019

Introduction

This is Module 12 of the Electronic Visit Verification (EVV) Tool Kit: Getting Started – Next Steps.

EVV Tool Kit: A collection of resources that will help prepare program providers, Financial Management Services Agencies (FMSAs), and Consumer Directed Services (CDS) employers in the use of EVV.

Click here for information on the [21st Century Cures Act – Texas Implementation](#).



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EVV Tool Kit

Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- **Module 1:** January 15, 2019:
[EVV 101 - Introduction to EVV](#)
- **Module 2:** February 1, 2019:
[EVV Roles and Responsibilities – Part I](#)
- **Module 3:** February 15, 2019:
[EVV Roles and Responsibilities – Part II](#)
- **Module 4:** March 1, 2019:
[EVV Visit Transactions](#)



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EVV Tool Kit (cont.)

Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- **Module 5:** March 15, 2019:
[EVV Visit Maintenance](#)
- **Module 6:** April 1, 2019:
[EVV Process Flow: Beginning to End](#)
- **Module 7:** April 15, 2019:
[EVV Aggregator and EVV Portal](#)
- **Module 8:** May 1, 2019:
[Submitting an EVV Claim](#)



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EVV Tool Kit (cont.)

Previous modules are available in the EVV Tool Kit section of the [HHSC EVV website](#):

- **Module 9:** May 15, 2019:
[EVV Portal Standard Reports and Search Tools](#)
- **Module 10:** June 1, 2019:
[EVV Visit Transaction Validation Enhancements](#)
- **Module 11:** June 15, 2019:
[Summary of EVV Changes](#)



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Overview

This module will discuss the following EVV topics:

- Researching HHSC-approved EVV vendors
- Selecting your HHSC-approved EVV vendor
- Tips for training with your HHSC-approved EVV vendor
- EVV provider onboarding process

Note: EVV does not replace any contract, program, or licensure requirements regarding service delivery or service delivery documentation.



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HHSC-Approved EVV Vendor Overview

- TMHP will select EVV vendors who meet all business and system rules required by HHSC.
- All program providers and FMSAs are required to utilize an HHSC-approved EVV system.
 - CDS employers will use the HHSC-approved EVV system selected by the FMSA.
- HHSC-approved EVV vendors will be announced when verification is complete.



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Research HHSC-Approved EVV Vendors

Some considerations when deciding which HHSC-approved EVV vendor to select are:

- Does the vendor's EVV system meet your agency's business needs?
- How will I receive training?
- How user-friendly is the EVV system?



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Select Your HHSC-Approved EVV Vendor

- Submit the EVV Provider Onboarding form, found on the HHSC-approved EVV vendor's website, to your selected HHSC-approved EVV vendor.
- Complete the EVV provider onboarding process with the selected HHSC-approved EVV vendor.
 - The EVV provider onboarding process is explained later in this presentation.
- Information on how to onboard can be found on the HHSC-approved EVV vendor, HHSC, managed care organization (MCO), or Texas Medicaid & Healthcare Partnership (TMHP) websites.



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Tips for Training With Your HHSC-Approved EVV Vendor

After selecting your HHSC-approved EVV vendor:

- Determine who will need training and schedule it.
 - All HHSC-approved EVV vendors are required to provide training and technical support on the use of their EVV systems.
 - All required EVV vendor system trainings must be completed prior to the EVV provider onboarding appointment with the HHSC-approved EVV vendor.
- Ask questions during training.
- Know who to contact for system support.



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EVV Provider Onboarding

- EVV provider onboarding is the process of establishing access to an EVV system (operated by an HHSC-approved EVV vendor) for:
 - Program providers
 - FMSAs
 - Attendants
 - CDS employers
- The steps of the EVV Provider Onboarding process may vary based on the user type.



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Provider EVV System Administrator

A Provider EVV System Administrator is an individual assigned by a program provider/FMSA who will be granted initial access to an HHSC-approved EVV vendor system and is responsible for the following:

- Completing all required EVV vendor system trainings
- Completing the EVV provider onboarding process with the HHSC-approved EVV vendor
- Setting up user access profiles in the HHSC-approved EVV vendor system



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EVV Provider Onboarding Process (1 of 5)

1. A program provider or FMSEA must complete the EVV Provider Onboarding form available on the HHSC-approved EVV vendor's website.
2. Once the form is completed, the form must be submitted to the selected HHSC-approved EVV vendor by email, fax, or electronically.



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EVV Provider Onboarding Process (2 of 5)

3. Within one business day of receipt, the HHSC-approved EVV vendor will send an email to the signature authority and Provider EVV System Administrator listed on the form to acknowledge receiving the EVV Provider Onboarding form.
 - a. The HHSC-approved EVV vendor will advise that the submitted form be reviewed.
 - b. The contact information for the Provider EVV System Administrator on the form will be used to contact the program provider or FMSEA to begin the onboarding process.



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EVV Provider Onboarding Process (3 of 5)

4. The HHSC-approved EVV vendor will review the EVV Provider Onboarding form to confirm all required fields are complete.
 - a. If the form is incomplete, the HHSC-approved EVV vendor will request a revised EVV Provider Onboarding form.
5. The HHSC-approved EVV vendor contacts the Provider EVV System Administrator within five business days of receiving the completed EVV Provider Onboarding form to begin the EVV provider onboarding process and schedule an appointment.
 - a. All required EVV vendor system trainings must be completed prior to the appointment.



EVV Provider Onboarding Process (4 of 5)

- b. EVV vendor system training includes (at minimum):
- System access and log-in
 - Data entry and updates
 - Visit capture and validation
 - Visit maintenance/updates to EVV visit transactions
 - Clock in/clock out methods
 - Alternative device ordering
 - Accessing and creating EVV non-standard reports
 - Customer service
- c. Additional users who will be given access to the EVV vendor system will also be required to complete the EVV vendor system trainings prior to gaining access.



EVV Provider Onboarding Process (5 of 5)

6. The EVV provider onboarding process is complete when the Provider EVV System Administrator:
- Completes all required EVV vendor system training;
 - Obtains log-in credentials from the HHSC-approved EVV vendor; and
 - Sets up at least one provider profile in the EVV vendor system.



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Tip #1

Research EVV system options.

- Research HHSC-approved EVV vendor options.
 - Ask questions that will help you determine which HHSC-approved EVV vendor system best meets your business needs.
 - Consider who will be using the EVV vendor system.
 - Ask how the HHSC-approved EVV vendor will interface with third-party vendors, if applicable to your agency.

Tip #2

Be prepared to sign-up for EVV Portal access.

- Review the [*Texas Medicaid & Healthcare Partnership \(TMHP\) Portal Security Provider Training Manual*](#).
- Have the following information prepared:
 - User name (different from your Electronic Data Interchange [EDI] Submitter ID)
 - First and last name
 - Business telephone
 - Email address
 - Password (8-20 characters with no spaces or special characters)



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FAQs

FAQ 1

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Question: Where do I find information on HHSC-approved EVV vendors?

Answer:

- HHSC-approved EVV vendors will be announced once they have met all required business and system rules, and verification is complete.
- Sign up for [GovDelivery](#) to receive email alerts about EVV.

FAQ 2

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Question: How do I access the EVV Portal?

Answer:

- The EVV Portal will be accessed through the TMHP website beginning September 1, 2019.
- Instructions on how to access the EVV Portal will be published by TMHP in August 2019.
- You can also attend the EVV webinar hosted by TMHP on August 1, 2019.
- Sign up for [GovDelivery](#) to receive email notifications about upcoming training.

What's Next?

July 15, 2019: Web Alert

- EVV Training Requirements

July 22, 2019: Live Webinar Q&A Session

- Topic: EVV Training Requirements and Getting Started
[Register](#) for the webinar
- Email questions ahead of time to
Electronic_Visit_Verification@hhsc.state.tx.us
 - Include "Webinar Question" in the subject line.



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Thank you

Email HHSC-approved EVV vendor and EVV Portal questions to:

EVV@TMHP.com