



Electronic Visit Verification

Compliance Job Aid for Consumer Directed Services Employers

Updated September 2022

Purpose This job aid provides guidance for Consumer Directed Services (CDS) employers on the standards for compliance, how to achieve and maintain compliance and the consequences of non-compliance.

Standards of Compliance The three general measurements of EVV compliance for CDS employers are EVV Usage Score, Landline Phone Verification and Required Free Text.

EVV Usage Score The EVV Usage Score for a CDS employer measures if the CDS employee is using an EVV clock in and clock out method at the start and end of service delivery. The methods are the mobile method, home phone landline or alternative device. Visits must be entered manually if one of the methods is not used, which lowers the EVV Usage Score.

The minimum EVV Usage Score for compliance is 80% rounded to the nearest whole percentage, each state fiscal year quarter, unless noted by HHSC.

The EVV Usage Score for CDS employers is calculated by dividing the number of total electronic (non-manual) visit transactions by the number of total accepted visit transactions. As shown in the example, a CDS employer would have the following EVV Usage Score with the given number of EVV visit transactions:

Example CDS Employer EVV Usage Score Calculation	
28	Total Electronic Visit Transactions
<i>divided by</i>	
32	Total Accepted Visit Transactions
88%	EVV Usage Score

The review periods are based on quarters of the fiscal year; each new fiscal year begins on September 1st.

Quarter Number	Review Period and State Fiscal Year Quarters Based on Date of Service	EVV Usage Review Dates
1	September, October, November	After the visit maintenance time frame has expired from the last date of the specified quarter, Nov. 30
2	December, January, February	After the visit maintenance time frame has expired from the last date of the specified quarter, Feb. 28
3	March, April, May	After the visit maintenance time frame has expired from the last day of the specified quarter, May 31
4	June, July, August	After the visit maintenance time frame has expired from the last day of the specified quarter, Aug. 31

Although CDS Employers must achieve and maintain a minimum EVV Usage Score of 80%, the table below describes CDS employer EVV Usage Score requirements based on service delivery dates until March 2023.

Fiscal Year (FY)	Quarter	Service Delivery Dates	EVV Usage Score for Compliance
FY23	Q1	9/1/2022-11/30/2022	40%
FY23	Q2	12/1/2022 – 2/28/2023	60%
FY23	Q3	3/1/2023 and beyond	80%

Reference: EVV Policy Handbook sections [11010](#), [7010](#), [16050](#)

EVV Landline Phone Verification If the CDS employer has chosen landline phone as the clock in and clock out method, the CDS employee must use the listed landline phone number for clocking in and clocking out of the EVV system.

The landline must be the member’s home phone landline number or a landline in another location that the member frequently receives services, such as a family member’s home or a neighbor’s home.

The phone must not be an unallowable landline phone type such as cellular phones or cellular-enabled devices (for example, tablets and smart watches). Refer to EVV Policy Handbook [7030](#) for a complete list of unallowable phone types.

EVV Required Free Text CDS employers must enter additional information in the free text field of the EVV system with the following considerations:

The visit is missing a clock in time, a clock out time or both.

Using the following reason code numbers:

131 – Emergency

600 – other

900 – Non-preferred

CDS employer requirement:

Option 1 CDS employers: Must complete visit maintenance and enter required free text.

Option 2 or 3 CDS employers: Must provide required documentation to the FMSA to complete visit maintenance and enter required free text.

The CDS employer must work with their FMSA and provide information when requested.

Reference: *EVV Policy Handbook sections [9010](#), [16030](#)*

Achieving and Staying in Compliance

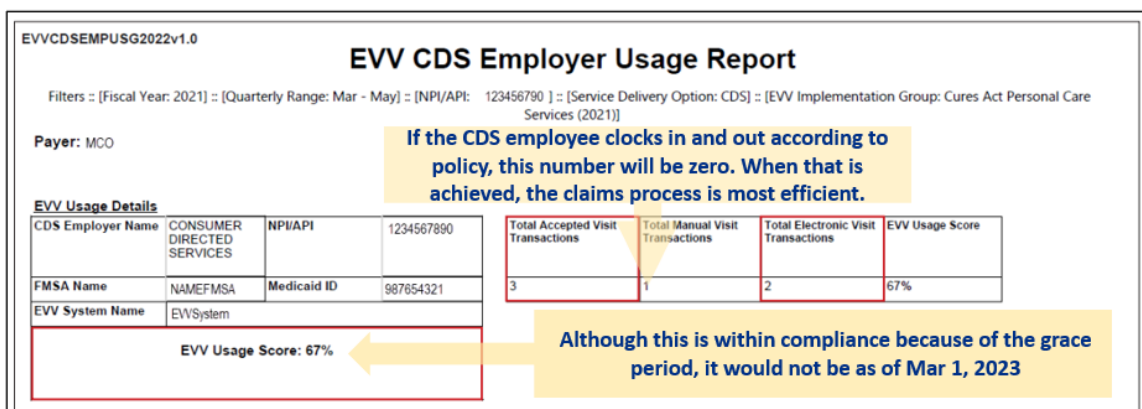
EVV Usage The EVV CDS Employer Usage Report is in the EVV vendor or proprietary (PSO) system. If the CDS employer does not have access to the EVV system, work with the FMSA to acquire the needed information.

Take the following actions to stay in compliance:

Make sure CDS employees know the importance of using the EVV system to clock in and clock out and retrain staff on clocking in and clocking out, if needed.

Review EVV reports on a regular basis (monthly at a minimum) to verify EVV visit transaction criteria is correct and compliance is met.

An example of the CDS Employer Usage Report is below.



Reference: *EVV policy Handbook sections [10010](#), [11010](#), [16050](#)*

EVV Landline Phone Verification The CDS employer should take the following actions to sustain EVV compliance:

Review the EVV Landline Phone Verification Report in the EVV system on a regular basis (at least monthly). These reports will differ between EVV systems.

Keep landline phone numbers updated in the EVV system; notify FMSA of any changes to the landline phone number.

Ensure CDS employees know that if the home phone landline is the clock in and clock out method chosen, then it must be used.

Reference: EVV Policy Handbook sections [10020](#), [7030](#), [16050](#)

EVV Required Free Text

The CDS employer should communicate with FMSA on a regular basis (Monthly at a minimum) for results of the EVV Reason Code Usage and Free Text Report.

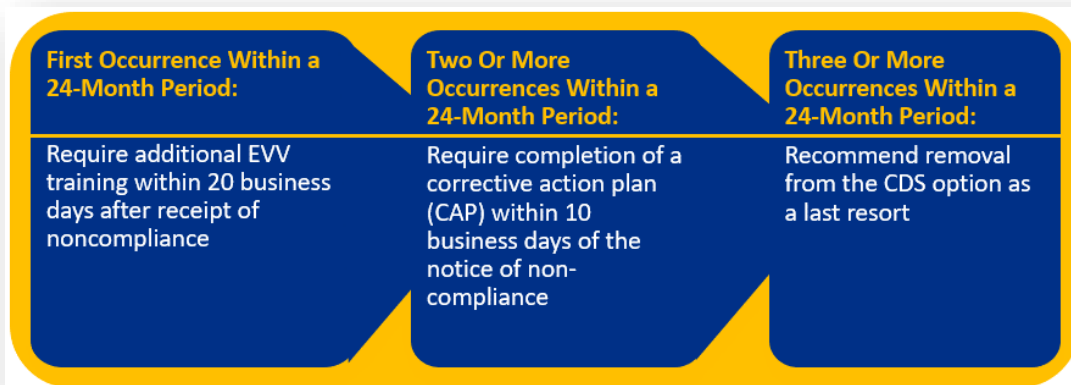
Option 1 CDS employers may access the report through the EVV system. Contact the EVV vendor or FMSA for instructions on how to run the report.

Option 2 or 3 employers will have read-only access. Contact the EVV vendor or FMSA for instructions on how to run the report.

Reference: EVV Policy Handbook sections [10030](#), [9010](#), [16050](#)

Consequences of non-Compliance

EVV Usage When a CDS employer fails to meet and maintain the minimum EVV Usage Score in a state fiscal year quarter, the payer may send a non-compliance notice to enforce one or more of the following enforcement actions based on the number of occurrences within a 24-month period:



Although optional, if the FMSA places the CDS employer on a corrective action plan (CAP), it must include the following:

1. Reason a CAP is required.
2. Action to be taken.
3. Person responsible for each action.
4. Date the action must be completed.

Note: A CDS employer or designated representative (DR) may request help in the development or implementation of a corrective action plan from the FMSA or others if the plan is related to employer responsibilities.

Reference: EVV Policy Handbook Sections [10010](#), [16000](#); Texas Administrative Code [40, Part1](#)

EVV Landline Phone Verification Payers may temporarily withhold Medicaid claims payments from the program provider or FMSA until compliance is met. If the phone number is from an unallowable phone type, program providers and FMSAs must provide documentation showing the CDS employee is no longer using an unallowable landline phone type.

Reference: EVV Policy Handbook section [10020](#)

Contact Information for Questions

Email questions about EVV compliance reviews to: EVV@hhs.texas.gov

Refer to the [EVV Contact Information Guide for CDS Employers](#) for more help with:

- Claims
- Complaints
- Policy and Requirements
- Systems
- Training