


EVV

Electronic Visit Verification

What is EVV?

EVV is a computer-based system that electronically verifies that service visits occur, and documents the following visit data:

- The program provider
 - The type of service performed
 - The member receiving the service
 - The date and time the service delivery begins and ends
 - The location of the service delivery
 - The individual providing the service
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Why EVV?

The 21st Century Cures Act Section 12006 is a federal law requiring all states to use EVV for Medicaid personal care services and home health services, including services delivered through the Consumer Directed Services (CDS) option.

Monitoring of CDS Employer's EVV use has already begun and is required of all CDS Employers.

Failure to Use EVV

Failure to use EVV correctly could result in:

- CDS Employees experience a delay in payment
 - CDS employers taking additional training
 - CDS employers completing a corrective action plan
 - Leaving the CDS option and using a provider agency for service
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Who is Responsible for What?

CDS Employer

- Complete EVV system and policy training
- Determine best clock in/clock out method for employees
- Keep up-to-date training records via Form 1732
- Approve time worked by CDS Employee
- Follow all EVV Requirements
- Use the Vesta EVV System
- Complete all Visit Maintenance if Option 1 is selected on Form 1722

CDS Employee

- Take the EVV Clock in/Clock out methods training
- Clock in/Clock out using the chosen method
- Notify CDS Employer if clock in/clock out method is not working

Who is Responsible for What?

FMSA

- Selecting and onboarding with an EVV System
- Providing EVV Policy Training to CDS Employers, if needed
- Completing Visit Maintenance for Option 3 Members on Form 1722
- Submitting EVV Claims

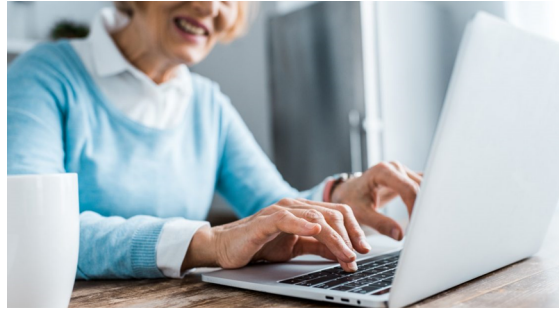
Designated Representative (DR)

The CDS employer will specify which EVV tasks the DR will assist or assume. Tasks might include:

- Approving Timesheets
- Training CDS Employees

EVV Maintenance Selection

Before starting services with the CDS option – each employer must choose their visit maintenance option on Form 1722. EAK recommends Option 1 or Option 3 as Option 2 is a combination of the two and included additional work for employers.



Option 1 – employers edit and approve employee’s time in the Vesta EVV System on a mobile device or computer.

Option 2 – employers edit and approve employee’s time in the Vesta EVV System on a mobile device or computer and EAK follows behind doing the same work.

Option 3 – employers send in a completed and signed timesheet as verification of the hours worked and EAK edits and approves employee’s time in the Vesta EVV System

Electronic Verification Methods



Mobile Method



Home Phone Landline



Alternative Device



Mobile Method

The CDS employee may use a mobile method for clocking in and out of the EVV system in the home or in the community. The employee may use their own personal smart phone or tablet, or a smart phone or tablet owned by the CDS employer, if the CDS employer agrees.



- Uses a secure login function for each user
- Records the specific location while clocking in and out
- Does not track location before clocking in, during the visit or after clocking out
- Does not use mobile device plan minutes
- Does not store Protected Health Information (PHI)



Home Phone Landline



The CDS Employee may use the CDS member's home phone landline to call a toll-free number to clock in and out.

- The FMSA must always have the most current phone number for the CDS member.
- The CDS Employee cannot clock in with this method calling in using a cell phone.



Alternative Device



A CDS Employee may use an alternate device to clock in and out. The Vesta Token Device allows the CDS Employee to get codes that represent the times the EVV Services begin and end. The CDS employee must document these codes and call a toll-free number within seven days to record the clock in and clock out.

- The token is provided at no cost by the EVV Vendor (Vesta).
- **The token must always remain in the member's home.**

Step 1

Complete Form 1722 - Employer's Selection for EVV Responsibilities.

Step 2

Complete all EVV trainings:

- EVV System
- EVV Policy

Step 3

Train CDS employees on the clock in and clock out methods.

Step 4

The CDS employee must:

- Clock in at the beginning of service delivery using an approved clock in and clock out method.
- Clock out at the end of service delivery using an approved clock in and clock out method.

Step 5

A CDS employer or FMSA, on behalf of the CDS employer, will conduct visit maintenance by:

- Correcting visit errors from EVV System validations.
- Adjusting Pay Hours.
- Adding Reason Codes as required.

Step 6

A CDS employer will review and approve time worked:

- Using the EVV system if selecting Option 1 or Option 2 on Form 1722.
- Outside of the EVV system if selecting Option 3 on Form 1722.
- Submit the approval to the FMSA so the FMSA can compare time worked to the budget.

EVV Terminology

Term	Definition
Member	A person eligible to receive Medicaid services requiring the use of EVV
CDS Employee	A service provider providing services to a member
CDS Employer	A member or Legally Authorized Representative (LAR) who chooses to participate in the CDS option, responsible for hiring and retaining a service provider who delivers a service
Financial Management Services Agency (FMSA)	The entity that does the CDS employer's payroll functions
EVV System	An EVV system provided by an EVV Vendor. We use Vesta EVV
Payer	An entity that pays a Medicaid claim, and includes HHSC and Managed Care Organizations (MCOs)
Visit Maintenance	A process that allows edits to certain data elements in an EVV visit transaction within an EVV System
Reason Code	An HHSC approved three-digit number and description used during visit maintenance to explain why a change was made to a visit transaction.
Free Text Definition	This is entered during visit maintenance to explain the reason a change was made to a transaction. Free text must be completed when adjusting a visit.