

Texas - EVV Aggregation

Electronic Visit Verification (EVV) tracks and monitors timely service delivery and access to care for members. EVV applies to all providers of these services, including paid family direct care workers. EVV is a federal requirement and is a mandatory program. All individuals who receive services from TMHP must participate.

The THMP services impacted are:

- Home Health Care
 - [Home Health Care Service Programs requiring EVV](#)
- Personal Care Services
 - Personal Care Service Programs requiring EVV

Important Websites & Contacts

- [TMHP - EVV@tmhp.com](#)
- [HHS - EVV@hhs.texas.gov](#)
- [EVV Business Rule V3.0](#)

Provider Best Practices

- Identify team member(s) responsible for EVV visit maintenance
- Log in to your aggregator portal daily
- View EVV visits and aggregation status in the aggregator portal
- Triage EVV errors with your state and/or aggregator as a first point of contact
- Review DCI EVV Aggregation reports that are emailed to you daily
- Perform visit maintenance in DCI to correct visit errors
- Review all six required aggregation requirements
 - Type of service performed
 - Individual receiving the service
 - Date of the service
 - Location of the service
 - Individual providing the service
 - Time the service begins and ends
- Create, maintain and verify EVV Locations for clients (members)
- Verify the unique National Provider Identifier (NPI) or Atypical Provider Identifier (API) for your organization is correct and populate the custom field for aggregation on the funding source
- If the error in DCI can not be resolved independently, submit a help desk ticket (Zendesk) for DCI

If you have not already started, please begin these activities. Please be advised the aggregator portal is the source of truth for whether a visit is accepted or rejected.

Additional Texas EVV Aggregation Requirements:

EVV Locations

EVV locations are a required aggregation element for TMHP. In DCI, clients (members) can have multiple EVV Locations created for their profile and available for employees to select at time of clock in and clock out via the mobile app or web portal. View the [EVV Locations](#) article in the DCI help center for information on how to create and manage in DCI. Allowable EVV Locations (service locations) for TMHP are as follows: Member Home, Community, Family Home, and Neighbor Home.

National Provider Identifier (NPI) or Atypical Provider Identifier (API)

The National Provider Identifier (NPI) or Atypical Provider Identifier (API) is a unique identifier that Texas uses to define a business unit/distinct entity within a program provider. The NPI or API is required to be aggregated for EVV requirements. In DCI the NPI or API is collect in a custom field on the funding source. View the [Custom Fields](#) article in the DCI help center for information on how to create a custom field.

Common EVV Aggregation Failure Results

- [TMHP EVV Rejection Guide](#)
- DCI Common Failures and Resolutions:

Failure Reason	TMHP Source	DCI Field	Reasons why aggregation is failing	Steps to Update/Correct

Data mismatch between DCI and TMHP	MCO_MBR_SDA	Custom Field: Member Plan Code on the client profile	Member plane code mismatched or missing from DCI to TMHP	<ol style="list-style-type: none"> 1. Login to TMHP 2. Locate the Client MCO Member Plan Code 3. Login to DCI 4. Click Home on the main menu 5. Click Clients on the sub menu 6. Search for the client and select the client name in the table by clicking anywhere in the row. 7. Scroll down and click the Custom Field Tab 8. Verify the Member Code Value matches the code from TMHP 9. Click Actions 10. Select Edit Custom Field Values 11. Update the Client's MCO Member Plan Code in DCI to match TMHP numbers match 12. Click Save 13. Click Yes in the confirmation alert window
Data mismatch between DCI and TMHP	INDVMBR_PAYOR	Custom Field: Payer ID on the Regions profile	Payer Id mismatched or missing in DCI to TMHP per client/member	<ol style="list-style-type: none"> 1. Login to TMHP 2. Locate the Payer ID on the client/member 3. Login to DCI 4. Click Settings on the main menu 5. Click on Funding Source in the sub menu 6. Select the Funding Source in the table 7. Click the Regions tab on the Funding Source 8. Click the Region to edit by clicking any one on the line 9. Click Actions 10. Click Edit Region in the actions dropdown 11. Edit the ID match the ID listed in TMHP. (options AET, AGP, BCB, CFC, CHS, CKC, CMC, DRC, HHSC, LTC, MOL, SHP, TXC, UHC) 12. Click Save 13. Click Yes in the confirmation alert window
Employee Discipline	EMPLOYEE_EMPLOYEEIDISCIPLINE	Custom Field: Employee Discipline on the employee profile i.e., Attendant, Nurse, CNA, PT, OT, SLP, Other	Incorrect employee discipline	<ol style="list-style-type: none"> 1. Log in to DCI 2. Click Home on the main menu 3. Click Employees on the sub menu 4. Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table 5. Click the Actions button 6. Click Edit Employee in the Actions dropdown 7. The Edit Employee form wizard will open 8. Update employee discipline on the basic demographics tab 9. Click Save 10. Click Yes in the confirmation alert window
Incorrect Employee ID	EMPLOYEE_EMPLOYEEID	Employee ID on the employee profile	Employee ID in TMHP does not match what is in DCI.	<ol style="list-style-type: none"> 1. Log in to DCI 2. Click Home on the main menu 3. Click Employees on the sub menu 4. Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table 5. Click the Actions button 6. Click Edit Employee in the Actions dropdown 7. The Edit Employee form wizard will open 8. Update employee ID on the employee information tab 9. Click Save 10. Click Yes in the confirmation alert window
Visit failed verification: Visit Location	EVV_VISITLOCATION	EVV and Geo Location mismatch or missing	Unable to verify visit location	<ol style="list-style-type: none"> 1. Log in to DCI 2. Click Home on the main menu 3. Click Employees on the sub menu 4. Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table 5. Click the EVV Locations Tab 6. Verify EVV locations names are only following: Member Home, Community, Family Home, and Neighbor Home 7. Verify addresses are correct for EVV locations 8. If EVV location is missing from entry, please address punch entry requirements with employee