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 |
|----------------|-------------|-----------|------------------------------------|-------------------------|
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| Data mismatch between DCI and TMHP | MCO_MBR_S DA | Custom Field: Member Plan Code on the client profile | Member plane code mismatched or missing from DCI to TMHP | Login to TMHP Locate the Client MCO Member Plan Code Login to DCI Click Home on the main menu Click Clients on the sub menu Search for the client and select the client name in the table by clicking anywhere in the row. Scroll down and click the Custom Field Tab Verify the Member Code Value matches the code from TMHP Click Actions Select Edit Custom Field Values Update the Client's MCO Member Plan Code in DCI to match TMHP numbers match Click Save Click Yes in the confirmation alert window |
|---|-------------------------------------|--|---|--|
| Data mismatch between DCI and TMHP | INDVMBR_PA YOR | Custom Field: Payer ID on the Regions profile | Payer Id mismatched or missing in DCI to TMHP per client/member | Login to TMHP Locate the Payer ID on the client/member Login to DCI Click Settings on the main menu Click on Funding Source in the sub menu Select the Funding Source in the table Click the Regions tab on the Funding Source Click the Region to edit by clicking any one on the line Click Actions Click Edit Region in the actions dropdown Edit the ID match the ID listed in TMHP. (options AET, AGP, BCB, CFC, CHS, CKC, CMC, DRC, HHSC, LTC, MOL, SHP, TXC, UHC) Click Yes in the confirmation alert window |
| Employee Disci pline | EMPLOYEE_E MPLOYEEDIS CIPLINE | Custom Field: Employee Discipline on the employee profile i.e., Attendant, Nurse, CNA, PT, OT, SLP, Other | Incorrect employee discipline | Log in to DCI Click Home on the main menu Click Employees on the sub menu Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table Click the Actions button Click Edit Employee in the Actions dropdown The Edit Employee form wizard will open Update employee discipline on the basic demographics tab Click Yes in the confirmation alert window |
| Incorrect Employee ID | EMPLOYEE_E MPLOYEEID | Employee ID on the employee profile | Employee ID in TMHP does not match what is in DCI. | Log in to DCI Click Home on the main menu Click Employees on the sub menu Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table Click the Actions button Click Edit Employee in the Actions dropdown The Edit Employee form wizard will open Update employee ID on the employee information tab Click Yes in the confirmation alert window |
| Visit failed verification: Visit Location | EVV_VISITLO CATION | EVV and Geo Location mismatch or missing | Unable to verify visit location | Log in to DCI Click Home on the main menu Click Employees on the sub menu Use the filter to search for the employee, select the employee by clicking anywhere on the line in the table Click the EVV Locations Tab Verify EVV locations names are only following: Mem ber Home, Community, Family Home, and Neighbor Home Verify addresses are correct for EVV locations If EVV location is missing from entry, please address punch entry requirements with employee |