TEXAS Health and Human Services

Electronic Visit Verification (EVV)

EVV Transition: You Must Take Action Now!

Contents

Effective Dates for Using the HHAeXchange Portal

Begin using the HHAeXchange Portal **on Oct. 1,** if you received HHAeXchange system credentials and completed required trainings by Sept. 22.

All others must complete their HHAeXchange onboarding as soon as possible to begin using the HHAeXchange Portal **on Nov. 1** and continue using your current EVV system to record visits.

Please note that program providers and FMSAs who are not an approved PSO and do not complete onboarding to begin using the HHAeXchange Portal on Nov. 1 will automatically be transitioned to HHAeXchange from their current EVV vendor system (DataLogic/Vesta or First Data/AuthentiCare). **Take action now** by completing the HHAeXchange onboarding:

1. Submit the HHAeXchange Provider Onboarding Form.

2. Complete HHAeXchange Learning Management System (LMS) training.

   o HHAeXchange will issue user credentials for their LMS portal within three business days of submission of the HHAeXchange Provider Onboarding Form.

HHAeXchange will issue system user credentials for the HHAeXchange Portal after the program provider or FMSA has completed EVV system training on the HHAeXchange LMS training portal. Please allow 5 business days to receive your login credentials.

Program providers and FMSAs who will be new to EVV, due to the [Cures Act Home Health Care Services implementation](#), must submit the [HHAeXchange Provider Onboarding Form](#) by Oct. 31. However, it's recommended to complete the form as soon as possible to be able to practice using EVV before the Jan. 1, 2024, implementation.

Reference the HHAeXchange Technical Support section below if you have questions or issues related to onboarding.

EVV Claims Matching Bypass – Oct. 1 – Dec. 31

EVV Policy states that all EVV claims for services required to use EVV must match to an accepted EVV visit transaction in the EVV Aggregator (the state's centralized EVV database) before reimbursement of an EVV claim by the payer.

To help providers throughout the HHAeXchange transition, HHSC will bypass EVV claims matching for dates of service Oct. 1, 2023, through Dec. 31, 2023. This means payers will not deny EVV claims that do not have a matching EVV visit for these dates of service.

During this period, program providers, FMSAs and Consumer Directed Services (CDS) employers and service providers must use the EVV system to record visits, including manual visits. Failure to use the EVV system to record visits may result in recoupments.

EVV Compliance Grace Period for Personal Care Services Has Extended to May 31, 2024

HHSC has extended the compliance reviews grace period for EVV Usage and EVV Landline Phone Verification reviews for personal care services. The extended grace period is from **July 1, 2023, through May 31, 2024.**

The additional time will allow for program providers and FMSAs, who are onboarding with HHAeXchange or as a Proprietary System Operator (PSO), to focus on transitioning efforts.

Payers will continue to conduct EVV compliance reviews and send compliance notifications, however, HHSC and managed care organizations (MCOs) will not take enforcement actions against program providers, FMSAs or CDS employers who do not meet the compliance requirements during the grace period.

Data Transfer from Current EVV Vendor Systems (Vesta and AuthentiCare)

HHAeXchange is receiving and uploading daily data from current EVV vendor systems, DataLogic Vesta and First Data AuthentiCare, into the HHAeXchange Provider Portal. This includes historical visit and profile data.

Although imported data may continue to load, you may manually enter or update data directly in the HHAeXchange Provider Portal. This will not overwrite data that attempts to be imported from Vesta or AuthentiCare. Some values can be updated if it contains inaccurate data.

HHAeXchange is importing the following historical data:

- Up to five years data of:
  - Members
  - CDS Employers
  - Service Providers/CDS Employees
  - Authorizations
- Up to one year of Accepted Visits - visit data is loaded oldest to newest, starting with October 2022

The following items will not be imported and must be entered manually:
- Visit Schedules
- Pending, New and Rejected Visits
- Billing Dx Code
- Portal Users
- Services Portal Users

Reference the HHAeXchange Technical Support section below if you have questions or issues related to data transfer or manually entering data.

Complete Visit Maintenance before Dec. 22

Program providers, FMSAs and CDS employers must complete all required visit maintenance (manual, pending or rejected visits) within 95 days from the date of service delivery.

By Dec. 22, users of DataLogic Vesta and First Data AuthentiCare must complete visit maintenance for visits captured in those systems. This includes submitting Visit Maintenance Unlock Requests (VMURs). Please **act now** before losing access.

Visit maintenance for visits captured in the HHAeXchange Portal will be completed in the HHAeXchange Portal or will require a VMUR, if applicable.

HHAeXchange Technical Support

For questions about HHAeXchange onboarding, technical help with using the HHAeXchange Portal or issues related to data, contact HHAeXchange at TXsupport@hhaexchange.com or by phone at 1-833-430-1307.

For general questions about EVV, such as policy questions, email EVV@hhs.texas.gov.