Health and Human Services Commission
Electronic Visit Verification System Selection Policy (Revised)

Policy

Effective August 1, 2020, the Health and Human Services Commission (HHSC) is renaming the Electronic Visit Verification (EVV) Vendor Selection Policy to the EVV System Selection Policy, revising the policy to add a proprietary system option and updating the requirement for selecting an EVV system.

State and federal law require program providers and financial management services agencies (FMSA) to use an EVV system for Medicaid services required to use EVV.

Program Providers and FMSAs must complete the following:
- Select a single EVV system
- Complete the EVV system training and onboarding process
- Complete required EVV Policy and EVV Portal trainings
- Begin using the EVV system

Failure to use an EVV system to verify and document the occurrence of a service visit will result in the denial or recoupment of EVV claims by HHSC and managed care organizations (MCOs).

Subcontracted providers must use the EVV system selected by the program provider directly contracted with HHSC or an MCO. Consumer Directed Services (CDS) employers must use the EVV system selected by their FMSA.

There are two types of EVV systems:
- EVV vendor systems from the state vendor pool
- EVV proprietary systems purchased or developed by a program provider or FMSA

EVV Vendor Systems

An EVV vendor is an entity contracted with Texas Medicaid & Healthcare Partnership (TMHP), the state's Medicaid claims administrator, to provide a cost-free EVV system option for program providers and FMSAs contracted with HHSC or a managed care organization (MCO). The program provider or FMSA may select one of the following EVV vendors available from the state vendor pool.

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Table of EVV Vendors from the State Vendor Pool

EVV Vendor	EVV Vendor System Name	EVV Vendor Contact Information
DataLogic Software, Inc.	**Vesta EVV**	**Website**: https://vestaevv.com/ Phone: 844-880-2400
First Data Government Solutions	**AuthentiCare EVV**	**Website:** http://solutions.fiserv.com/authenticare-tx Phone: 877-829-2002

EVV vendor responsibilities include, but are not limited to the following:
- Adhering to all HHSC EVV vendor business rules for system operation
- Following HHSC EVV Policy
- Supporting multiple electronic verification methods required to use the EVV system
- Providing EVV system training and technical support

EVV Proprietary Systems

An EVV proprietary system is an HHSC-approved EVV system that a program provider or FMSA may choose to use instead of an EVV vendor system from the state vendor pool.

An EVV proprietary system must be:
- Purchased or developed by the program provider or FMSA.
- Used to exchange EVV information with the EVV Aggregator.
- In compliance with the requirements of Texas Government Code §531.024172.
- In compliance with all HHSC EVV standards, rules and reporting requirements.

An EVV proprietary system operator (PSO) is a program provider or FMSA that selects to use an EVV system to meet HHSC EVV requirements. The EVV PSO is responsible for completing the EVV Proprietary System Request Form to initiate the proprietary system onboarding process.

A program provider or FMSA who elects to operate their own EVV proprietary system agrees to:
- Forego use of one of the cost-free EVV systems provided by the state as part of the EVV vendor pool.
- Be responsible for the design, development, implementation, ongoing operation, performance, maintenance and cost.

- Ensure the accuracy of EVV data collected, submitted, exchanged or reported.
- Assume all liability and risk for the use of the EVV proprietary system.
- Maintain all system data, backup data, and historical data to comply with and support all legal, regulatory and business needs.

Please refer to the HHSC *EVV Proprietary System Policy* for more information.

Select an EVV System

EVV Vendor Selection

To select an EVV vendor from the state vendor pool, the program provider or FMSA signature authority and, if applicable, the agency's appointed EVV system administrator, must complete, sign and date the EVV Provider Onboarding Form located on the EVV vendor's website.

The program provider or FMSA must submit an accurate and completed form directly to the selected EVV vendor. There is no charge to the program provider or FMSA to use an EVV vendor system from the state vendor pool.

EVV vendors may offer additional software such as billing solutions for a fee. HHSC does not require program providers or FMSAs to purchase any software when selecting an EVV vendor system.

HHSC encourages program providers and FMSAs to research all EVV vendors before they select one. For example, program providers and FMSAs should learn about the vendor clock in and clock out methods, visit maintenance process and training options.

To aid in the selection of an EVV vendor, the program provider or FMSA may visit the TMHP EVV vendor website to learn more about the EVV vendor systems in the state vendor pool.

EVV Proprietary System Selection

To elect the use of an EVV proprietary system, the program provider or FMSA signature authority and, if applicable, the agency's appointed EVV system administrator, must visit the TMHP Proprietary System website to review the proprietary system request and HHSC approval process.

Interested program providers or FMSAs must submit the EVV Proprietary System Onboarding Request Form to apply for EVV proprietary system implementation.

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A program provider or FMSA must complete the EVV proprietary system onboarding process and receive written approval from HHSC in order to use their system to comply with HHSC EVV requirements.

For questions regarding EVV system selection, contact TMHP at evv@tmhp.com.

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