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# HHSC Electronic Visit Verification

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**Live Questions and Answers Webinar  
EVV Aggregator and EVV Portal  
April 22, 2019**

# Introduction

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The Health and Human Services Commission (HHSC), Managed Care Organizations (MCO), and Texas Medicaid & Healthcare Partnership (TMHP) are hosting a series of Question and Answer (Q&A) webinars to prepare for the implementation of EVV as required by the federally mandated 21st Century Cures Act.

The Q&A webinars give participants an opportunity to ask questions regarding the implementation of EVV.



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# Webinar Agenda

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This webinar will define the EVV Aggregator and EVV Portal and consists of the following EVV topics:

- Purpose and Benefits of the EVV Aggregator
- EVV Portal
- Data Validation
- EVV Claims Submission



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# How to Ask Questions

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All questions will be received through the Questions pane of GoToWebinar.

Questions will be answered in the order they are received.

To ask a question during the webinar:

1. Type your question in the Questions pane.
2. Click send.



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# What is the EVV Aggregator?

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The EVV Aggregator is a centralized database that collects, validates, and stores statewide EVV visit data transmitted by an EVV system.

Texas Medicaid & Healthcare Partnership (TMHP) is the Texas Medicaid claims administrator responsible for operating and maintaining the EVV Aggregator and EVV Portal.



# Purpose of the EVV Aggregator

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The EVV Aggregator:

- Provides validated program provider contract or enrollment data to EVV vendors.
- Accepts or rejects confirmed EVV visit transactions using standardized validation edits and returns results to EVV vendors.
- Stores all accepted and rejected EVV visit transactions.
- Matches EVV claim line items to accepted EVV visit transactions in the EVV Aggregator and sends matching results to the appropriate payer for EVV claims processing.



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# Benefits of the EVV Aggregator

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- The EVV Aggregator improves data quality with standardized validations against state data.
- It reduces the need for manual entry, decreasing data element errors on visit transactions.
- Consistent visit data validation will be performed on all EVV visit transactions.
- EVV claims matching is standardized.



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# Benefits of the EVV Aggregator (cont.)

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- The same critical data elements will be used for EVV claims matching for all EVV payers.
- The EVV Aggregator stores accepted and rejected EVV visit transactions from the EVV vendors.
- The EVV Aggregator allows review of top rejection issues and percent of rejections by vendor and provider.



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# What is the EVV Portal?

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The EVV Portal is an online system that allows users to perform searches and view reports associated with the EVV visit data in the EVV Aggregator.

**Note:** Consumer Directed Services (CDS) employers will not use the EVV Portal, but will have access to visit logs and related reports in the EVV vendor system.



# Benefits of the EVV Portal

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In the EVV Portal, program providers, FMSAs, Managed Care Organizations (MCOs), and HHSC staff are able to search, view, print, and export:

- EVV visit data (accepted and rejected EVV visit transactions).
- Matching results of EVV visit transaction to EVV claim line items
- Program provider identification data.



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# Benefits of the EVV Portal (cont.)

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EVV Portal users can:

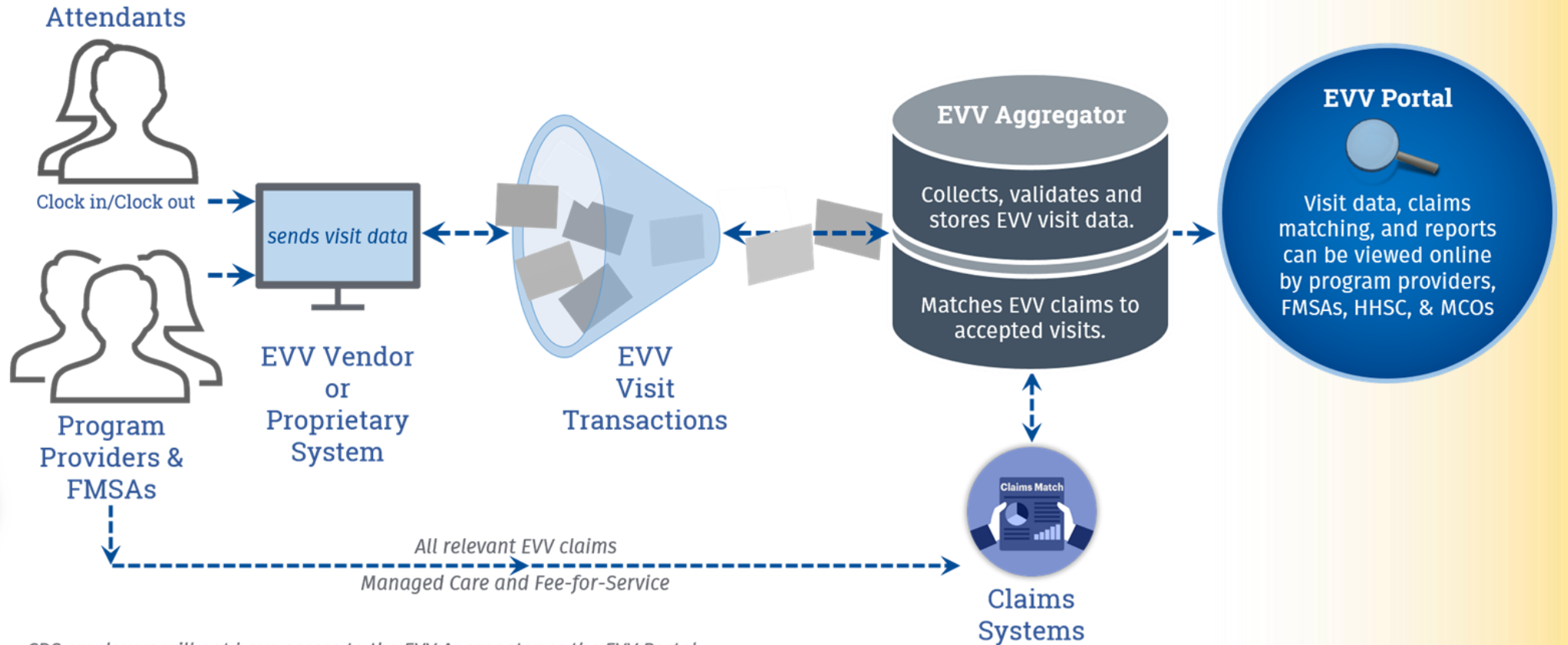
- View EVV visit transactions ready for billing.
- Access standard EVV reports and run queries on EVV visit data.
- Check the status and identify reasons for rejection of submitted EVV visit transactions.

**Note:** Program providers are encouraged to check the EVV Portal to ensure their visits were accepted **before** they submit their EVV billing claims.



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# EVV Systems Overview



*CDS employers will not have access to the EVV Aggregator or the EVV Portal.*



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# Data Validation

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- The EVV Aggregator will use existing, validated program provider data from state Medicaid data resources to populate EVV provider data.
- The EVV Aggregator returns Medicaid enrolled program provider data to EVV vendors.
- When all data elements from the EVV visit transactions pass validation edits, they are accepted into the EVV Aggregator.
- Data elements from EVV visit transactions that do not pass validation edits are returned to the EVV vendor system for correction.



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# EVV Claims Submission

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- Fee-for-service (FFS) claims have no changes in the billing process.
- Claims for MCO EVV services will be submitted to TMHP through TexMedConnect or through Electronic Data Interchange (EDI) using a Compass 21 (C21) Submitter ID.



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# EVV Claims Matching Process

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- When an EVV claim is received by TMHP, the EVV claim line items will be matched against the accepted EVV visit transactions, previously sent by the EVV vendor systems.
- Once the matching process has been performed, all EVV claims will be forwarded to the appropriate payer for final EVV claims processing.
- EVV claim line items without matching EVV visit transactions are denied by the payer.



# Tip #1

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## Get ready to submit EVV claims to TMHP.

- Claims for MCO EVV services will be submitted to TMHP through TexMedConnect or through Electronic Data Interchange (EDI) using a Compass 21 (C21) Submitter ID.
- Program providers and FMSAs that need help setting up C21 or CMS Submitter IDs should contact the EDI Help Desk at:  
**1-888-863-3638, Option 4**
- Sign up for [GovDelivery](#) so you'll be notified when Module 8 – Submitting an EVV Claim of the EVV Tool Kit is posted on the EVV website.



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# Tip #2

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## Set up a TMHP Learning Management System (LMS) Account.

- The LMS, located at <https://learn.tmhp.com/>, contains TMHP's EVV-related training material.
  - Use the [LMS job aid](#) to complete registration steps.
- Program providers, FMSAs, MCOs, and HHSC can click **Sign Up for New Account** to create a user name and password.
- Complete upcoming EVV computer-based training (CBT) modules located on the LMS.
  - Program provider notifications will be posted when the CBT modules are available.



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# Tip #3

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## **Verify enrollment information.**

- Program providers/FMSAs are encouraged to verify their enrollment information is kept up to date with their contracting entity and their payer.
- Managed Care Organization (MCO)
- Texas Health and Human Services Commission (HHSC)
- Texas Medicaid & Healthcare Partnership (TMHP)



# FAQs – 1 of 5



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**Question:** How can I ensure our billing goes through?

**Answer:** Program providers are encouraged to check the EVV Portal to ensure their visits were accepted before they submit their EVV billing claims.

# FAQs – 2 of 5



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**Question:** Who do I contact if my billing doesn't go through?

**Answer:** Contact your payer with billing questions and issues.

# FAQs – 3 of 5



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**Question:** Can I check my compliance score in the EVV Portal?

**Answer:** You can pull standard reports in the EVV Portal. Reports are available in the HHSC EVV Provider Policy Handbook, Section 5000, Reports.

# FAQs – 4 of 5



**Question:** What happens if my EVV claim does not have a matching EVV visit transaction?

**Answer:** EVV claims that do not have matching EVV visit transactions are denied by the payer.

**Question:** Where can I view my EVV claims matching results?

**Answer:** Program providers, FMSAs, MCOs, and HHSC staff will use the EVV Portal to view matching results of EVV visit transactions to EVV claim line items.

# FAQs – 5 of 5



**Question:** How can I get more information on the EVV Aggregator and EVV Portal?

**Answer:**

- Attend upcoming webinars conducted by TMHP during July and August.
- Program provider notifications will be posted when the registration links are available.
- [Ask TMHP](#) questions about the EVV Aggregator and EVV Portal.

# What's Next?

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## **May 1, 2019 Web Alert:**

- Submitting an EVV Claim
- FAQs

## **May 15, 2019 Web Alert:**

- EVV Portal Standard Reports and Search Tools

## **May 22, 2019: Live Webinar Q&A Session**

- Topic: EVV Claims and EVV Portal
  - [Register for the webinar.](#)
  - [Email](#) questions ahead of time and include in the subject line "webinar question."



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# Questions

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# Thank you

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- **Email EVV questions to:**  
[Electronic\\_Visit\\_Verification@hhsc.state.tx.us](mailto:Electronic_Visit_Verification@hhsc.state.tx.us)
- **Email EVV Aggregator and EVV Portal questions to:**  
[EVV@tmhp.com](mailto:EVV@tmhp.com)