

**Health and Human Services Commission (HHSC)
Electronic Visit Verification (EVV)
Vendor Selection Policy (Revised)**

Revision 20-2; Effective January 1, 2020

Policy

Effective Jan. 1, 2020, the HHSC EVV Vendor Selection Policy requires program providers to select an approved EVV vendor within 30 business days of receiving a contract with HHSC or an MCO. Program providers and Financial Management Services Agencies (FMSAs) must begin using an EVV system prior to submitting an EVV claim(s). Payers will deny EVV claim(s) if there is not a matching, accepted EVV visit transaction in the EVV Aggregator.

The program provider's and FMSAs signature authority and, if applicable, the Provider EVV System Administrator must complete, sign and date the EVV Provider Onboarding Form located on the EVV vendor's website and submit the accurate and completed form directly to the selected EVV vendor via email, fax, or electronically.

Program providers and FMSAs are required to select and use only one EVV vendor. Program providers and FMSAs should visit the EVV vendor's website to learn more about the EVV vendor systems. The EVV vendor must provide system training to program providers and FMSAs.

EVV vendors may offer additional software, such as a billing solution, for purchase. Program provider and FMSAs are not required to purchase any software or equipment under the HHSC EVV program.

EVV Vendor Selection

The program provider and FMSA must take into consideration time needed for new system setup, training, and other onboarding activities to ensure they are using an EVV system prior to submitting a claim. New contracted program providers will not receive a grace period unless otherwise noted by HHSC.

The selected EVV vendor will contact the signature authority and the Provider EVV System Administrator via email with an acknowledgment statement within one business day from receipt of the EVV Provider Onboarding Form.

If the form is complete, the EVV vendor will contact the Provider EVV System Administrator within five business days of receipt of the completed form to initiate the EVV provider

onboarding process and schedule an appointment. The EVV vendor will provide further onboarding and training instructions.

All required EVV system trainings must be completed prior to receiving access to the EVV system. Additional users who will be given access to the EVV vendor system will also be required to complete the EVV vendor system trainings prior to receiving access.

EVV vendors must provide an EVV system allowing a program provider and FMSA to enter all required EVV data element categories either through an automated system or a manual system.

- For program providers and FMSA that do not utilize an automated scheduling system, EVV vendors must provide the functionality for a manual entry of schedules at no cost to the provider.
- For program providers and FMSAs utilizing an automated scheduling system, EVV vendors must provide an electronic data exchange function, including interfaces with third party systems, at no cost to the program provider and FMSA.

For questions regarding EVV vendor selection, please contact the selected EVV vendor or TMHP at EVV@tmhp.com.