

07/25/2024

EVV Policy Reminder for Severe Weather

Background:

In response to the recent severe weather, HHSC is issuing the following guidance for EVV program providers, financial management services agencies (FMSAs) and Consumer Directed Services (CDS) employers.

Key Details:

All service delivery for an EVV-required service must be documented in the EVV system. If an EVV clock in and clock out method (home phone landline, mobile, or alternative device) was not available due to the severe weather, service providers and CDS employees must make best efforts to document service delivery visits according to program policies.

For visits which were not recorded using an EVV clock in and clock out method, program providers, CDS employers and FMSAs must:

- Create manual visits in the EVV system based on the program requirements, and ensure the visit is accepted into the EVV Aggregator/Portal within 95 calendar days from the date of the visit.
- Keep all supporting service delivery documentation available as required by program policy.

See the following EVV reason code example when performing visit maintenance on visits affected by the hurricane (including creating manual visits):

- . Reason Code: Disaster
- . Number: 130
- . Description: B – Hurricane

Action:

By July 26, 2024, all MCOs must post the information in this notice to their MCO EVV Website.

Additional Information:

As a reminder, claims matching for all EVV required services began April 1, 2024. If a claim is submitted for an EVV required service, a valid EVV visit must be on file.

Contact:

EVVMCO@hhs.texas.gov

Type: Action Required

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV