

October 25, 2023

ATTENTION HOME HEALTH PROVIDERS – YOU MUST TAKE ACTION NOW!

SUMMARY OF NOTIFICATION

Effective January 1, 2024, Electronic Visit Verification (EVV) is required for Medicaid home health care services. **You must take action now!**

KEY DETAILS

As part of the transition to the new, single and state-funded Electronic Visit Verification (EVV) system, the HHAeXchange Portal, HHSC has posted important dates, steps and information that impacts payers and providers.

RESOURCES

We encourage you to stay informed by visiting our **Community EVV Provider Webpage** for Important Information at <https://provider.communityhealthchoice.org/electronic-visit-verification/>.

Provided below are some recent notifications that have been posted for your reference.

October 6, 2023

EVV TRANSITION: YOU MUST TAKE ACTION NOW!

SUMMARY OF NOTIFICATION

As part of the transition to the new, single and state-funded Electronic Visit Verification (EVV) system, the HHAeXchange Portal, HHSC has posted important dates, steps and information that impacts payers and providers.

KEY DETAILS

Effective Dates for Using the HHAeXchange Portal

Providers must begin using the HHAeXchange Portal **on Oct. 1**, if they 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 their 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). They must 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 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 (historical visit and profile data) from current EVV vendor systems, DataLogic Vesta and First Data AuthentiCare, into the HHAeXchange Provider Portal.

Although imported data may continue to load, providers 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). Providers must 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, providers should email EVVProvider@CommunityHealthChoice.org.

October 23, 2023

HHAEXCHANGE ELECTRONIC VISIT VERIFICATION (EVV) TRAINING RESOURCES AVAILABLE

SUMMARY OF NOTIFICATION

Program providers, financial management services agencies (FMSAs), Consumer Directed Services (CDS) employers and CDS employees can attend HHAeXchange Open Hours webinar sessions to ask questions, see methods demonstrated, or schedule a one-on-one session for additional help and training.

KEY DETAILS

Open Hours Webinar Sessions

The webinar sessions will be available Monday through Friday until Nov. 3 and do not require registration, so attendees can drop in and out between the selected hours.

Program providers and FMSAs [join here](#).

The webinar sessions will cover the following topics:

- Monday, Wednesday, Friday: 9am - 11am;
- [And a final session on Friday, Nov. 3 from 1pm – 3pm](#)
 - Administrative
 - Service Provider Management
 - Member Management
 - Scheduling
 - EVV Clock In and Clock Out/EVV Visit Management
 - Manual Visit Management
 - Call Dashboard

- Tuesdays/Thursdays: 9am - 11 am
 - Billing

FMSAs, CDS employers and CDS employees [join here](#).

The webinars will cover the following topics:

- Fridays: 9am - 11am
 - Services Portal
 - EVV Clock In and Clock Out/EVV Visit Management

One-On-One Sessions

EVV users may schedule a one-on-one session with an HHAeXchange expert for additional help and training. [Click here to book a one-on-one session.](#)

RESOURCES

For more information, visit the [HHAeXchange Texas Open Hours web page.](#)

October 24, 2023

REGISTER FOR THE TEXAS EVV HHAEXCHANGE TOWN HALL WEBINARS

SUMMARY OF NOTIFICATION

HHSC, Texas Medicaid & Healthcare Partnership (TMHP), and HHAeXchange will hold Town Hall webinars over the next two months for all Electronic Visit Verification (EVV) stakeholders.

During the Town Hall webinars, attendees will have the opportunity to ask questions and provide input on the Texas EVV migration to HHAeXchange and the upcoming EVV expansion [due to the Cures Act Home Health Care Services implementation](#).

KEY DETAILS

Webinar Registration

Registration is limited, so to accommodate as many attendees as possible, HHSC is requesting that each attendee select and register for only one of the scheduled webinars. Participation is optional but encouraged, so sign up today. Webinars are scheduled from 9-11 a.m. Central Time.

- [Register for the Friday, November 3 Webinar](#)
- [Register for the Friday, November 17 Webinar](#)

RESOURCES

Contact [HHSC EVV Operations](#) with any questions.