

Health and Human Services Commission

Electronic Visit Verification System Transfer Policy (Revised)

Policy

Effective August 1, 2020, the Health and Human Services Commission (HHSC) Electronic Visit Verification (EVV) Vendor Transfer Policy name has changed to EVV System Transfer Policy. The revised policy provides guidance on transferring from one EVV system to another EVV system.

A program provider or financial management services agency (FMSA) may:

- Transfer from one EVV vendor system to another EVV vendor system within the state vendor pool.
- Transfer from an EVV vendor system to an EVV proprietary system.
- Transfer from an EVV proprietary system to an EVV vendor system.
- Transfer from one EVV proprietary system to another EVV proprietary system.

Program providers and FMSAs that have not selected an EVV system must follow the HHSC *EVV System Selection Policy*.

Transferring EVV systems

Program providers and FMSAs must request a transfer to another EVV system at least 120 calendar days prior to the desired transfer date.

- If transferring to an EVV vendor system within the state vendor pool, the transfer may occur sooner than 120 days if the program provider or FMSA and the EVV vendors agree on an earlier date.
- If transferring to an EVV proprietary system, the transfer may only occur after HHSC agrees on an implementation date with the program provider or FMSA, and HHSC provides written approval of the EVV proprietary system.

The 120-day transfer timeframe allows for:

- Training on the new EVV system
- Transfer and verification of identification and visit data elements
- Completion of all import tasks necessary to begin using the new EVV system.

The effective transfer date will be the date the program provider or FMSA begins using the selected EVV system. Program providers and FMSAs must continue to use their current EVV system until they have successfully transferred to the new EVV system.

After transferring from an EVV vendor system, the program provider or FMSA must collect and return all alternative devices supplied by the prior EVV vendor.

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FMSAs must notify Consumer Directed Services (CDS) employers 60 calendar days in advance of the planned transfer date to allow time for retraining employers and their employees on the new EVV system.

How to Transfer to an EVV Vendor within the State Vendor Pool

To initiate a transfer to an EVV vendor system, the program provider or FMSA:

- Must submit a complete and accurate EVV Provider Onboarding Form directly to the selected EVV vendor.
 - The EVV vendor will provide further onboarding and EVV system training instructions once the form is received.
 - All required EVV system trainings must be completed prior to any user receiving access to the EVV system.

Program providers or FMSAs who transfer to a new EVV vendor system:

- Must follow the HHSC *EVV System Selection Policy*.
- Will not receive a grace period and will be subject to all EVV policies, including those related to compliance and enforcement.
- May have EVV claims denied or recouped if there are no matching accepted EVV visit transactions in the EVV Aggregator.

How to Transfer to an EVV Proprietary System

To initiate a transfer to an EVV proprietary system, the program provider or FMSA:

- Must submit an EVV Proprietary System Request Form directly to Texas Medicaid & Healthcare Partnership (TMHP).
 - TMHP will contact the program provider or FMSA and provide additional instructions and set up an initial planning meeting.
 - The program provider or FMSA, TMHP and HHSC will establish an implementation date for the EVV proprietary system.

Program providers or FMSAs who transfer to an EVV proprietary system:

- Must provide training on the EVV proprietary system and must ensure EVV system training is completed prior to any user receiving access to the EVV proprietary system. See HHSC *EVV Proprietary Systems Policy* for more information.
- Will not receive a grace period and will be subject to all EVV policies, including those related to compliance and enforcement.
- May have EVV claims denied or recouped if there are no matching accepted EVV visit transactions in the EVV Aggregator.

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For questions regarding EVV system transfer, contact the selected EVV vendor or email TMHP at evv@tmhp.com.