



## Electronic Visit Verification (EVV) Introduction for Consumer Directed Services (CDS) Employers

### EVV Basics

EVV is a computer-based system that electronically documents and verifies service delivery information, such as date, time, service type and location for certain Medicaid service visits. As required by [federal](#) and [state](#) law, a CDS employee must use the EVV [vendor system](#) or an [HHSC-approved EVV proprietary system](#) to electronically document the delivery of an EVV service.

### Getting Started with EVV

CDS Employers must [accomplish the following](#) before using an EVV system:

- Step 1** Complete [Form 1722](#), Employer’s Selection for EVV Responsibilities with FMSA assistance. Return this to your FMSA once complete.
- Step 2** Complete all applicable [EVV training for CDS employers](#)
  - EVV system training as delivered by the EVV Vendor or PSO
  - EVV policy training through the [HHSC Learning Portal](#)
- Step 3** Train CDS employees on the clock in and clock out methods and document training via [Form 1732](#).



HHSC EVV CDS  
Option

**\*NOTE** – The CDS employee will need access to log in to the EVV system. Although the FMSA completes this task, the CDS employer should ensure this access is available.

### Using An EVV System

The following steps explain the steps of EVV and how the EVV system processes [EVV visit transactions](#):

- Step 4** Ensure CDS employee clock in at the beginning of service delivery and clocks out at the end of service delivery requiring EVV using an [approved clock in and clock out method](#). This directly affects the [EVV Usage Score](#) for a CDS employer so this is an important step.
- Step 5** CDS employers who chose Option 1 on Form 1722 (or an FMSA on behalf of those who chose Option 2 or 3), must complete visit maintenance to:
  - Correct any exceptions or critical errors.
  - Adjust bill hours, if needed.
  - Add Reason Codes as required.
  - Enter manual EVV visits, if necessary.
- Step 6** CDS employers must review and approve time worked after visit maintenance is complete depending on the option chosen on Form 1722.
  - If Option 1 or 2 was chosen, they will approve time worked using the EVV system.
  - If Option 3 was chosen, they will approve time worked using the method the FMSA and CDS employer have agreed to in a timely manner.

**More Information** The [EVV Policy Handbook, Section 16000](#) defines the EVV policy for the CDS Option.

**What Services Require the use of EVV?** The HHSC EVV Policy Handbook, [section 3000](#) identifies all services requiring EVV.

**Stay Updated on Policy Changes and Upcoming Events** All CDS employers must sign up for email updates via [GovDelivery](#). This only requires an email address.

**Questions?** The FMSA should be the first point of contact for most questions. The HHSC [Contact Information Guide for CDS Employers](#) provides further instructions as to where to direct more in-depth inquiries. The [EVV FAQ for CDS employers](#) may also answer some questions. The [EVV Consumer Directed Services Option page](#) provides more detail on procedures.

**Questions about this Guide** For questions specific to this guide, please send an email to [evv@hhs.texas.gov](mailto:evv@hhs.texas.gov).



Download this  
document