

What flexibility do I have for EVV processes if Harvey has affected normal business functions?

**Response:** Information may be found on the HHSC EVV website at [Electronic Visit Verification | Texas Health and Human Services](#)

## EVV FAQs

### Hurricane Harvey

The following temporary EVV policies is for provider agencies who were impacted by Hurricane/Tropical Storm Harvey. The provider agency office or individual/member home must be located in a Federal Emergency Management Agency (FEMA) declared county.

Visits may be subject to recoupment if it is determined the provider agency or individual/member is not located in a FEMA declared county.

If a provider agency or individual/member is located in a county that has not be declared a disaster, but was impacted by Hurricane/Tropical Storm Harvey; you must reach out to your payor for approval.

1. Can I complete visit maintenance if it is past the 60 day visit maintenance timeframe?

**Response:** Yes

- Providers affected by Hurricane Harvey will have ninety (90) calendar days from the date of the visit to complete visit maintenance for visits from August 21, 2017 through September 30, 2017.
- Providers may allow their attendants to manually document service delivery time for visits from August 21, 2017 through September 30, 2017.
- The Provider agency must keep all documentation of service delivery from August 21, through September 30, 2017. If documentation is not provided when requested by payor(s), the visits may be subject to recoupment.
- Service delivery documentation must include the following:
  - o Provider Agency Name;
  - o HHSC Contract Number or MCO NPI;
  - o Individual/Member first and last name;
  - o Individual/Member Medicaid ID;
  - o Date of the visit;
  - o Actual time in and actual time out;
  - o Attendant first and last name; and
  - o Location of the visit; in the home or in the community.

2. Can I bill a claim before completing visit maintenance?

**Response:** Yes

- Providers may bill visits prior to completing visit maintenance for visits from August 21, 2017 through September 30, 2017.
- Providers must still enter visits that occurred from August 21, 2017 through September 30, 2017 into the EVV system within 90 days. Providers may use Reason

Code 130, Disaster or Emergency to complete visit maintenance. Providers must enter the time in and time out and add Hurricane Harvey in the free text.

3. If the landline or the small alternative device is not working, can my attendants use their personal cell phone if they are providing services?

**Response:** Yes

- Providers may allow attendants to use his/her personal cell phone for visits from August 21, 2017 through September 30, 2017.
- The Individual/Member cell phone cannot be used.
- Providers must complete visit maintenance using a new temporary reason code, Reason Code 131: Hurricane -Attendant allowed to use personal cell phone.
- HHSC, EVV vendors, provider agency and payors are not liable for:
  - any cost occurred for using personal or burner cell phones
  - any virus(es) on the attendant's personal cell phone
  - hacked, damaged, lost or stolen cell phones
  - nonworking cell phones

4. What reason code do I use if I am affected by Hurricane/Tropical Storm Harvey:

**Response:** Reason Code 130; Disaster or Emergency or Reason Code 131; Hurricane - Attendant allowed to use personal cell phone.

- **Reason Code 130; Disaster or Emergency**
  - is a preferred reason code;
  - is selected when an attendant or assigned staff is unable to provide all or part of the scheduled services to an individual/member due to a disaster.
  - Free text is required in the comment field; the provider must document the:
    - nature of the disaster; and
    - actual time service delivery begins and/or ends.
- **Reason Code 131; Hurricane - Attendant allowed to use personal cell phone.**
  - is a preferred reason code;
  - is selected when an attendant uses his/her personal cell to call in and call out because of a hurricane.
  - Free text is not required.