# **Electronic Visit Verification (EVV)**

# **Program and Service Requirements for Schedules**

This document describes the requirements related to using schedules in the Electronic Visit Verification (EVV) system.

**Program providers and financial management services agencies (FMSAs)** are not required to enter schedules into the EVV system (reference [EVV Policy Handbook](https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook) section [4600 Schedules](https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/4000-evv-system-setup#4600)); however, each Medicaid program has its own requirements related to schedules. Program providers and FMSAs must follow the requirements of their Medicaid program for documenting a service delivery schedule, entering a schedule into the EVV system, and adhering to the schedule.

**EVV vendor systems** allow program providers and FMSAs to use no schedule or select from the following three schedule types:

* **Daily Fixed Schedules** track if service delivery occurs on a specific date, for a specific duration, at a specific time. If service delivery deviates from the schedule, the visit will not auto-verify.
* **Daily Variable Schedules** track if service delivery occurs on a specific date, for a specific duration. If service delivery deviates from the schedule, the visit will not auto-verify.
* **Weekly Variable Schedules** track if service delivery occurs within a specific week and within a total number of scheduled hours for the week. Visits can occur on any day of the week, at any time, for any duration. Any visits that exceed the total scheduled hours for the week will not auto-verify.

Refer to the handbook section [4610 Schedule Types](https://www.hhs.texas.gov/handbooks/electronic-visit-verification-policy-handbook/4000-evv-system-setup#4610) for more information.

**Consumer Directed Services (CDS) employers** cannot enter schedules into the EVV vendor systems. If the CDS employer wants to use schedules in the EVV system or the program requires a schedule, CDS employers must work with their FMSA to determine how schedules will be entered.

**EVV Proprietary System Operators (PSOs)** may use: the HHSC-defined schedule types (Daily Fixed, Daily Variable or Weekly Variable), use no schedules, or use alternate schedule types in their proprietary systems. Contact your EVV PSO to learn about the scheduling options in their EVV system.

Contact your program for questions about their schedule requirements.

For questions related to EVV, refer to the contact guides below:

* [EVV Contact Guide for Program Providers and FMSAs (PDF)](https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-contact-information-guide.pdf)
* [EVV Contact Guide for CDS Employers (PDF)](https://www.hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/cds-evv-contact-information-guide.pdf)

The charts on the following pages provides HHSC and managed care organization (MCO) programs and service requirements for schedules. Failure to follow program requirements may result in contract enforcement actions.

## HHSC Programs and Service Requirements for Schedules

| **Program** | **Services** | **Are schedules required by the program?** | **Are schedules required to be entered into the EVV system?** | **Recommended EVV Schedule Types Based on Type of Service** | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Daily Fixed** | **Daily Variable** | **Weekly Variable** |
| 1915(k) CFC | CFC PAS, CFC HAB | Yes | Yes | Yes | No | No |
| PCS provided under the Texas Health Steps Comprehensive Care Program | PCS | Yes | Yes | Yes | No | No |
| CLASS | In-Home Respite | No | No | Yes | Yes | Yes |
| CLASS | CFC PAS/HAB | Yes | No | Yes | No | Yes |
| DBMD | In-Home Respite | No | No | Yes | Yes | Yes |
| DBMD | CFC PAS/HAB | Yes | No | Yes | No | No |
| HCBS-AMH | In-Home Respite | No | No | Yes | Yes | Yes |
| HCBS-AMH | Supported Home Living-Habilitative Support | No | No | Yes | Yes | Yes |
| HCS | Day Habilitation | No | No | Yes | Yes | Yes |
| HCS | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| HCS | In-Home Respite | No | No | Yes | Yes | Yes |
| PHC/FC/CAS | PAS | Yes | No | Yes | Yes | Yes |
| TxHmL | Day Habilitation | No | No | Yes | Yes | Yes |
| TxHmL | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| TxHmL | In-Home Respite | No | No | Yes | Yes | Yes |
| YES | In-Home Respite | No | No | Yes | Yes | Yes |

\*CDS option – Schedules are not required to be entered into the EVV system; however, CDS employers must follow the program requirements as listed in the table above.

## MCO Programs and Service Requirements for Schedules

| **Program** | **MCO** | **Services** | **Are schedules required by the MCO?** | **Are schedules required to be entered into the EVV system?** | **Recommended EVV Schedule Types Based on Type of Service** | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Daily Fixed** | **Daily Variable** | **Weekly Variable** |
| STAR Health | Superior | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PCS | No | No | Yes | Yes | Yes |
| STAR Health – Medically Dependent Children Program Covered Services | Superior | In-Home Respite | No | No | Yes | Yes | Yes |
| Flexible Family Supports | No | No | Yes | Yes | Yes |
| STAR Kids | Aetna, Amerigroup, Blue Cross Blue Shield of Texas, Community First Health Plan, Cook Children’s Health Plan, Molina Healthcare Inc., United Healthcare, Superior | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PCS | No | No | Yes | Yes | Yes |
| STAR Kids – MDCP Covered Services | Aetna, Amerigroup, Blue Cross Blue Shield of Texas, Community First Health Plan, Cook Children’s Health Plan, Molina Healthcare Inc., United Healthcare, Superior | In-Home Respite | No | No | Yes | Yes | Yes |
| Flexible Family Supports | No | No | Yes | Yes | Yes |
| STAR Kids | Driscoll Children’s Health Plan | CFC PAS/HAB | Yes | No | Yes | No | No |
| PCS | Yes | No | Yes | No | No |
| STAR Kids – MDCP Covered Services | Driscoll Children’s Health Plan | In-Home Respite | Yes | No | Yes | No | No |
| Flexible Family Supports | Yes | No | Yes | No | No |
| STAR Kids | Texas Children’s Health Plan | CFC PAS/HAB | Yes | Yes | No | No | Yes |
| PCS | Yes | Yes | No | No | Yes |
| STAR Kids – MDCP Covered Services | Texas Children’s Health Plan | In-Home Respite | Yes | Yes | No | No | Yes |
| Flexible Family Supports | Yes | Yes | No | No | Yes |
| STAR+PLUS | Amerigroup, Molina Healthcare Inc., United Healthcare | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PAS | No | No | Yes | Yes | Yes |
| STAR+PLUS Home and Community Based Services | Amerigroup, Molina Healthcare Inc., United Healthcare | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PAS | No | No | Yes | Yes | Yes |
| In-Home Respite | No | No | Yes | Yes | Yes |
| Protective Supervision | No | No | Yes | Yes | Yes |
| STAR+PLUS Medicare-Medicaid Plan | Amerigroup, Molina Healthcare Inc., United Healthcare | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PAS | No | No | Yes | Yes | Yes |
| In-Home Respite | No | No | Yes | Yes | Yes |
| Protective Supervision | No | No | Yes | Yes | Yes |
| STAR+PLUS | Superior | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PAS | No | No | Yes | Yes | Yes |
| STAR+PLUS Home and Community Based Services | Superior | CFC PAS/HAB | No | No | Yes | Yes | Yes |
| PAS | No | No | Yes | Yes | Yes |
| In-Home Respite | No | No | Yes | Yes | Yes |
| Protective Supervision | No | No | Yes | No | No |
| STAR+PLUS Medicare-Medicaid Plan | Superior | CFC PAS/HAB | No | No | Yes | No | No |
| PAS | No | No | Yes | Yes | Yes |
| In-Home Respite | No | No | Yes | Yes | Yes |
| Protective Supervision | No | No | Yes | No | No |

\*CDS option – Schedules are not required to be entered into the EVV system; however, CDS employers must follow the program requirements as listed in the table above